



# Service Contract

This contract drawn on this day [redacted] is between Aquamatic East Coast, LLC (AEC) and [redacted] to perform the following service.

**\*\*For spring opening season, please provide us your pool opening date/tentative opening date.** \_\_\_\_\_

I would like to have the following service performed (select one)

- BSM (\$450 \*parts extra)
- BSM w/replacement parts (\$858 \*tax may vary)
- CSM Spa (\$500 \*parts extra, up to 100 Sq. ft.)
- CSM (\$675 \*parts extra, minimum service requirement on Hidden Leading Edge Bar Systems and Lift Lid Systems)
- CSM w/replacement parts (\$1083 \*tax may vary)
- Hydralux Package (Call for Pricing \*parts extra)
- Diagnostic Service (\$300 \*not annual service, parts extra)
- Hydralux Diagnostic Service (Call for Pricing \*not annual service, parts extra)
- Site Visit (\$300, on-site technical support)

I authorize AEC to replace wear items such as pulleys, guide feeds, and sliders as needed without prior consent (Circle Y or N). If no, please indicate what number we can reach you the day of service [redacted] AEC will leave behind broken/damaged wear items for you to inspect.

### Please initial the following terms of the contract:

Annual preventative maintenance and diagnostic services are not warrantied. Additional services needed will require a separate contract and payment.

A diagnostic service is required when a cover system is not operating properly & an annual service will not resolve the issue. It is also required when we cannot resolve the cover issues the same day due to needing to order parts. In this case the \$300 diagnostic charge would apply. If a diagnostic service is performed and our technicians are able to get the cover system operational, we will reduce the diagnostic service by \$200 and move forward with a preventative maintenance of your choice.

Zone charges will apply.

**\*\*Special features are pool designs that are more labor intensive and are an additional cost. These include vanishing edge pools, pools with a raised wall, pools with a lift lid, or a hidden leading edge bar, and pools that are over 800 sq. ft. and up to 1200 sq. ft. The cost will be \$125 additional for each special feature mentioned. \*\***

AEC will contact you at the number you have provided on this contract in the event additional parts are needed. If we are unable to reach you, we will not be able to replace the items and an additional trip charge plus zone charge (if applicable) will be assessed.

AEC requires a current credit card authorization form on file before we can schedule an appointment. A \$300 charge will be applied to the credit card provided to validate card information. There will be no processing fee for this transaction and the \$300 will be applied to your balance.

AEC requires payment upon completion of all services. We do not offer billing terms. If no check is issued to our technicians the day of service, we will bill the credit card on file. There is a 4% transaction fee for all credit card transactions EXCEPT the initial \$300 credit card charge to verify/validate credit card information provided.

AEC will not be held monetarily responsible for mechanical or cover failure that occurs under normal working conditions.

AEC technicians are highly trained and use great care when moving stones over a cover box; however, stones are heavy and fragile. AEC cannot be held liable for stones that become damaged as a result of moving them to gain access to your cover box. You agree to release AEC and its employees of liability related to damaged stones over and adjacent to your cover box. AEC will not cut stones or move stones larger than 24" x 24" x 2".

AEC will handle all warranty related issues with pool cover and cover system components we have replaced or installed and AEC reserves the right to a shared cost in mediation prior to arbitration and prior to any legal action being taken against us. We will not be held monetarily responsible for reimbursing outside contractors, or homeowners for hiring other contractors or taking it upon themselves to work on, or replace any item that we deliver, or install.

If you do not provide AEC with a check for services rendered the day of service, you authorize AEC to charge your credit card of file plus a 4% processing fee.

By signing below, you have read and agree to the terms listed above.

[redacted]

[redacted]

Printed Name

Signature

Date

[redacted]

[redacted]

Phone

Property Address

5638 Tabler Station Road • Inwood, WV 25428 • 304-820-4798 x1 • Fax 304-350-1251

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Aquamatic East Coast, LLC & Pool Safety Services

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