

Pool Closings

Required preparations for pool closings:

- Remove debris from pool and be sure water is clear to allow technicians visibility to properly winterize the pool. The technician does not clean the pool at the closing. We suggest having the pool water tested 7-10 days prior to the pool closing and balancing the water to ensure proper water chemistry while the pool is not operating.
- Lower the water level of the pool. If the technician deems the water level too high the appointment will need to be rescheduled for the next available date. When time permits, at the discretion of the technician, water will be pumped from pool and incur a pump charge. Pumps to lower water levels are available for purchase at our Latham and Saratoga locations.
 - Vinyl liner pools should have the water level lowered 2" below skimmer faceplate unless there is a water table issue that requires the water level to be left at normal operating level. Pools with side wall suction should be lowered 12" below the skimmer faceplate.
 - Fiberglass pools should have the water level no higher than middle of the skimmer.
 - At all fiberglass pool closings and some vinyl pool closings the technicians must remove the skimmer faceplate cover to stop water from entering the skimmer while properly winterizing the pool. These covers can be difficult to remove and become brittle in the pool water. Damage to these covers could occur and will not be replaced. New faceplate covers are available for purchase at our Latham and Saratoga locations.
- Leave all necessary pool equipment visibly on the pool deck, including winter pool covers.
 - The technician may not have serviced your pool in the past and will not know if the equipment is elsewhere. Technicians will not enter the home or other storage areas to retrieve equipment.
- Be sure there is an operational power outlet available to the technician to use the blower to properly winterize the pool lines and equipment. A minimum of 15 AMP is required.
- Turn off all circuit breakers following the completion of the pool closing by the technician. The technician will not remove timer pins and may not know the location of all the breakers for the pool equipment.
- The pool deck and pool should be clear of debris and furniture (ie. pool toys, cleaners, lounge chairs and planters) allowing the technician 3' of clear space around the pool to work.
 - Failure to provide a proper working area for the technician may result in the need to reschedule the appointment for the next available date.
- Please make sure the technician has access to the pool area and filter location. We ask that the gates are unlocked, and pets remain inside the house during the appointment.

At your Full Pool Closing, Concord Pools & Spas will:

- Remove return fittings and rail goods (ie. ladders and grabrails).
 - Due to insurance liability and changes to the minimum diving envelope over the years, technicians cannot remove diving boards.
- Winterize all lines with a high-volume blower and install the appropriate winter plugs.
- Add OxySplash non-chlorine shock and algaecide to the pool water.
- Add antifreeze to the skimmer line and any other necessary areas.
- Drain and winterize equipment at the filter area.
- Place and secure the winter pool cover.
 - Due to insurance liability, technicians will not use any products other than water tubes or aqua blocks to weigh down a tarp winter cover.

At your Partial Pool Closing, Concord Pools & Spas will:

- All the above for a Full Pool Closing except for placing and securing the winter pool cover. The pool should remain uncovered until the technician has completed the pool closing. If the cover has been placed prior to the technician completing the pool closing the appointment may need to be rescheduled or additional labor charges may be applied to remove and re-secure the cover.

Pool care suggestions for the winter:

- Remove debris and snow from cover whenever possible.
- Lower water level to normal operating level when needed and possible.
- Monitor water tubes used on tarp covers. Leaks are very common and may require refilling or replacement of water tubes.
- Add winter chemicals for safety cover users in the late fall and early spring. Please inquire about our Winter Chemical Addition service when requesting your pool closing or consult with an associate in our Latham or Saratoga locations.

Please contact us at (518)783-8976 x613 if you have any questions