



# Pool Opening Preparations & Details

**We kindly ask that all customers review this document prior to your pool opening. Completing these preparations ensures the safety and efficiency of our technicians.**

## **Customer Responsibilities Prior to our Technician's Arrival**

- **Clear water and debris from the winter cover**
  - Please remove **all water and debris** from the winter cover prior to your appointment.
  - If the cover is not cleared, the appointment will need to be rescheduled.
  - When time permits, our technician may pump the cover for an additional pump charge.
  - Equipment that can be used to pump off the cover is available for purchase at our **Latham** and **Saratoga** locations.
- **Raise the water level to normal operating height**
  - Water must be at the **middle of the skimmer** prior to our technician's arrival.
  - Low water levels may prevent the pump from running, or chemicals from being added to the pool.
  - If the pump is unable to pull water from the skimmer due to low water level, the technician may be able to use the main drain when available.
    - This may require the plug to be left in the skimmer and will be noted on the opening form.
  - Return visits requested by the customer will result in **additional service fees**.
- **Place all necessary equipment poolside on the pool deck**
  - Please have **ladders, grab rails, fittings (eyeballs), and any other items** needed poolside and visible on the pool deck.
  - Our technicians cannot enter homes, garages, sheds, or other storage areas to retrieve these items, so please be sure that they are out prior to the morning of your scheduled appointment.
- **Ensure power is on to the pool equipment**
  - The pump must have power so our technician can start and test your system.
  - If no power is available, the technician will prepare the system but cannot start and test operation.
- **Clear access to pool area and around pool**
  - Keep gates unlocked and **pets inside** prior to, and during the appointment.
  - Ensure **3 feet of clear space** around the pool.
  - Remove all toys, furniture, planters, cleaners, and other obstacles from the pool area.

- This includes mesh child safety fences. These fences are often installed after the winter safety cover installation and will typically interfere with the removal of the safety cover. The fence can be reinstalled after the pool has been opened.
- Lack of access and/or obstacles left in place around the pool and pool area will require rescheduling.

**At your Full Pool Opening, our technicians will:**

- Winter cover will be removed, folded, and left poolside.
  - Covers are not cleaned at the pool opening. Our technicians will work to minimize any debris entering the pool.
- Installation of ladders and grab rails that are left poolside.
  - Unsafe or damaged equipment cannot be installed but will be noted on the opening form.
- Addition of granular chlorine to shock the pool.
- For DE filter, DE will be added to the pool, and the slide valve piston will be lubricated when present.
- Start-up and inspection of the pump and other filtration equipment.
  - Filter elements such as grids and cartridges are not cleaned at the opening.
- Testing of gas heaters and heat pumps.
  - The technician will leave the heater or heat pump turned off following testing.
- Visual inspection for any obvious issues.
  - Minor concerns may be addressed when time allows. Larger issues may require a separate service call.

**At your Partial Pool Opening, our technicians will:**

- Perform all services listed under Full Pool Opening, except the removal and folding of the winter cover.
- The winter cover must be removed prior to the technician's arrival.
  - If the winter cover is not removed, the appointment may need to be rescheduled or upgraded to a full pool opening (additional charges apply).
- If you plan to schedule a full pool closing, please be sure to fan fold the winter cover towards the shallow end of the pool.

**Important Information:** Technicians do not perform water testing or add balancing chemicals at the opening. We recommend running the pool for 48-72 hours after the pool opening before bringing a water test to our Latham or Saratoga stores. A high chlorine level may cause inaccuracies in the results of the water test.