

Nicholas Pools Pool Butler Program 2022-2023

1820 Lakewood Rd (Rte. 9), Toms River, NJ 08755

Butler Line: 732.644.7441 Butler Email: poolbutler@nicholaspools.com

We had a great 2022 season and are excited to book butlers for 2023! We are here to help you maintain a clean, balanced, and safe pool for you and your family to enjoy! To be safe and make sure your pool is ready on time, please schedule your pool opening 3 weeks before you would like to swim!

We start the season by opening your pool, adding shock and algaecide to help rid of any algae, and letting the water filter for at least 24-48 hours. Next step is the Initial Clean. Depending on how the pool opens, Initial Clean may begin same day as open or 2-3 days after open. If you purchased our chlorine tablets, we would bring them at the Initial Clean! For Chlorine pools, we will leave (12lbs) shock in the back for you to add in the event of any algae growth, after storms, to use after a party in between butlers etc. Saltwater pools we will teach you how to "super chlorinate" (shock) with your salt system! It is easy and convenient! Pools that are not too green and test in an okay range will be cleaned, treated with shock and algaecide, filtered for a week, then 1st butler will begin the following week. After completion of Initial Clean, the water will be tested to be balanced. You will be contacted with an estimate for balancing chemicals and anything that may need to be added at first butler service to balance the pool. Initial salt balance is additional, will be included in the balancing estimate if needed, and added at 1st butler. Charges will apply for all chemicals added until the pool is balanced. During the initial week of filtration and throughout the season we require that you help us maintain your pool by emptying baskets as needed, backwashing as needed, and keeping the chlorinator full. If your pool is very green, more severe, and or in need of extra care after the 1st Initial Clean, we will contact you and let you know if a 2nd Initial Clean or anything else is needed! Do not worry! If this is the case, typically we will spray an additional "miracle" chemical known as "Revive" into the water. The pool will remain OFF for 48 hours to settle any debris to the bottom of the pool. You will be asked to fill the pool to the top, and we will return to complete the Initial Cleaning. The following week will be the 1st butler and balancing of the pool.

Each week our technician will assess your pool service needs which may include vacuuming, skimming, scrubbing the water line, brushing, emptying all baskets, filter backwash, regular water testing, and adding chemicals. Please pay attention to and remove large toys, small toys, stones, goggles, and or anything in the pool that hinders safely vacuuming before our arrival. Services vary weekly depending on the needs of your pool! The technician will regularly inspect your pool equipment and inform you and our office of anything that may need to be addressed. Buckets of chlorine will be replenished as needed and will be charged accordingly. If you have leftover salt or chlorine tablets from last year, please inform us when scheduling your opening. It is important to note that only Nicholas Pools chemicals should be used in your pool. We cannot guarantee the chemical balance or clarity otherwise. We stand by our high-quality chemical line, and it makes all the difference in the water.

The contract rate applies to the chemical-inclusive butler service plan purchased for a minimum of 10 weeks. Please contact the butler manager if you need to customize dates. Additional weekly butler services added after the contract date are charged on an a-la-carte basis. (See weekly cleaning-only rate). This program is useful while on vacation. Please schedule enough weeks or more weeks until closing to receive the best pricing!

Service dates will be provided to you based on geographic locale. Popular days are on a first come, first serve basis. We reserve the right to change butler days on a case-by-case basis or as business needs arise. If you have an issue with your pool or are dissatisfied with service in any way, please take a picture of the symptom area as soon as you see it and forward the picture to the butler manager at Poolbutler@nicholaspools.com. Always put your name in the subject line please. It is important to report issues as soon as they happen. Leaks will affect the chemical balance if you regularly top off your pool; you will likely see an increase in chemical charges, so timely reporting of an issue is paramount.

*Chlorine tablets melt at different rates depending on the weather. As the heat of summer increases, the chlorine will likely be depleted before our next scheduled visit. Please check your chlorinator mid-week and fill if empty. The water level should always be kept at running height (mid-skimmer level). Please let us know if you need to be oriented on any of the fundamental pool maintenance procedures! We are happy to help! *

The Butler Program is a pre-paid service; contracts must be paid in full before butler services can begin. We require a credit card on file to charge the weekly, added services. Contracts paid in full before March 1st, 2023, will be discounted 10% off weekly service package before taxes. Additional services, chemicals added, etc. will be billed and charged monthly during the Butler Program. You will receive the invoice via email. If you do not have an email, we will mail it to you! Final statements are prepared in the fall after the busy closing season has ended. If there is a balance due or credit due, you will be contacted to discuss how the credit or balance due will be handled. Please call the office if you need an explanation of any charge or service.

Cancellation and Refund Policy: Butler Programs 10, 16, 20, and 25 weeks are discounted, requiring a minimum of 10 consecutive weeks of service. If for any reason you choose to cancel and or are eligible to be canceled prior to the last date indicated on your contract due to repairs needed that hinder butler service and or something beyond our means, the services previously rendered during the contract period will be recalculated to reflect full-service pricing to determine if there is a credit or payment due on your part. The outcome of the re-calculation may negate any refund due and/or require additional payment. Monthly invoices can be provided for your convenience.

If you have any questions, please call the Pool Butler line: 732-644-7441 or email Poolbutler@nicholaspools.com

We thank you for your time, patronage, and we wish you a happy, healthy, and sun filled swim season!

Sincerely,

Nicholas Pools Inc.

Nicholas Pools Butler Program 2022-2023
1820 Lakewood Rd Toms River, NJ 08755

Butler Line: 732-644-7441 Email: Poolbutler@nicholaspools.com

*****Early Bird Special 2 expires 9/12/2022!*****

Services (Please circle & or use a check mark!):

- 1. Pool Opening w/ Shock & Algaecide \$299
- 2. Pool Closing w/ Shock & Algaecide \$299
- 3. Pool Open/Close Combo (SAVE \$80) \$550
(opening does not include vacuum)
- 4. *Required Initial Cleaning (Up to 1hr.): \$275
If pool is green at open & needs "Revive" added \$100
Add'l half hour of cleaning @ initial \$95
- 5. **Weekly Service Packages:**
 - Biweekly Cleaning (w/ chemicals). \$250
 - 10 Week Butler Program (w/ chemicals) \$2199 (\$219.90 wk)
 - 16 Week Butler Program (w/ chemicals). \$2699 (\$168.69 wk)
 - 20 Week Butler Program (w/ chemicals). \$3199 (\$159.95 wk)
 - 25 Week Butler Program (w/ chemicals). \$3699 (\$147.96 wk)

Chemicals Included: Shock, Algaecide, Clarifier, Alkalinity, pH up, 120lbs of salt for Saltwater pools, 12lbs shock for chlorine pools, & Hardness. Chlorine pool customer will purchase a 25lb bucket of high-quality Chlorine tablets from Nicholas Pools. Tablets will be dropped off at 1st cleaning and kept in the backyard for weekly use at butler service. Any add'l chemicals and specialty chemicals needed to fight stains, metals, phosphates, etc. will be billed monthly as needed and used during the season.

Add'l Weeks to Butler w/ contract & chemicals \$190
Trip Charge – Rescheduling of Service \$100

Extras:

- 6. DE / Cartridge Filter Cleaning at open or close: \$85
- 7. Spill Over Spa Open: \$55 ___ Close: \$55 ___
- 8. Waterfall Open: \$60 ___ Close: \$60 ___
Waterfall Combo Open & Close: \$100 ___
- 9. Mini Jets: # of jets ___ \$10 each @ Open or Close
Mini Jets Combo: \$20 each ___ Total: \$ ___
- 10. In-Floor cleaning system: \$75 ___ OR Combo \$140 ___
- 11. Salt Cell Cleaning one-time: \$55 ___
- 12. Gunitite/Concrete Pool:
Open \$125 ___ Close \$125 ___ Combo \$250 ___

**Prices are subject to change or service availability due to means beyond our control (Restrictive Gov. Mandates).
***Please Note: We butler Vinyl liner pools. Additional services, trips to maintain water chemistry & cleanliness, chemicals, and costs may be needed and applied in the event of unusual weather, extreme heat, storms, unique landscape conditions, large bather load, usage by pets, parties, yard treatments, yard maintenance, construction, renovations, etc. Added travel charges may apply to residents outside of Monmouth and Ocean Counties.

Customer Name: _____

Address: _____

City: _____

Please fill out your pool info: Pool size/ gallons? _____
Salt? ___ Chlorine? ___ Heater? ___ Robotic cleaner? ___
Safety cover or Water bag? _____

Special Notes: All contracts must be paid in full a week prior to start of services. *All pools must be 100% functioning including plumbing, skimmers, main drains, filter, sanitizing system (salt system, chlorinator) etc. Repairs needed that hinder normal maintenance will need to be done prior to Butler service. Contracts that present repairs needed that hinder service & can't be done due to cost, availability, etc. are eligible to be canceled; See our cancellation/ refund policy on welcome letter. An add'l \$95 ½ hr. will be applied separately for severe conditions at initial cleaning and or add'l visits. Once initial clean is complete, we will test the water and advise the customer of balancing chemicals needed and cost. Balancing chemicals are add'l to butler services including salt. Once balancing estimate is approved, pool will be balanced at 1st butler. Pools must be properly balanced & clear to start butler services and continue them.

Payment Information:

Subtotal: \$ _____

Tax (6.625%): \$ _____

Total: \$ _____ **10% OFF 2023 WEEKLY SERVICES IF PAID IN FULL BY 3/1/2023!!**
DISCOUNT: \$ _____

Total Due: \$ _____ \$500 2023 Deposit: _____

Payment Options: Cash, Check, Visa, MasterCard, Amex, Discover

Card Number: _____

Name on Card: _____

EXP. _____ CVC# _____

X _____
CUSTOMER SIGNATURE

Please sign and return with Payment. *Credit cards will be run automatically. Late payments will result in suspended service. Past due balances are subject to a monthly fee of \$15 +1.5%*

X _____

Date: _____

2022 Close date: _____

2022 Cleanings From: _____ To: _____

2023 Open date: _____ 2023 Close date: _____

2023 Cleanings From: _____ To: _____

Phone: _____

Email: _____

Zip: _____