



## **WELCOME TO THE "SPARKLE WATER TREATMENT SYSTEM"**

Thank you for choosing Metro Pool Chemical, Inc. With this letter we wish to restate the information provided over the phone and perhaps answer some other questions. We also suggest that you keep this letter and attached "Information Guide" for future reference.

First and foremost, our primary goal is customer satisfaction. Our goal is to keep your pool chemically balanced so that your filter can properly clean your water. We want to be sure that you are 100% satisfied with your service. If you have any questions about your pool or your serviceman, please contact our office.

Our company is family owned. The company was formed August 1, 1980, incorporated in the State of Texas on December 15, 1980, and is now servicing over 1500 pools in Tarrant County. The main source of our customers comes from our current customers. Please remember, if you refer a new customer to Metro Pool Chemical, Inc. **you will receive a free month of service as a thank you.**

The "Sparkle Water Treatment System" is a **trade secret**, and therefore most swimming pool companies are not familiar with our balancing techniques. If you have any questions about the tests performed on your pool, please call the office. This system requires little to no acid in the pool water, which protects your pool from corrosion. You will also find a higher than "normal" level of available chlorine, which will time release between our visits. We have found the system actually extends the life of the plaster, which according to industry standards is 8 to 12 years.

Metro Pool Chemical, Inc. is in full compliance with all city, county, state and federal regulatory agencies. We follow all safety standards set forth by the Chlorine Institute and the United States Environmental Protection Agency. We are also permitted by the Texas Commission on Environmental Quality to repackage and handle chlorine gas. At Metro Pool Chemical: safety comes first.

We are very pleased you have chosen Metro Pool Chemical, Inc. for your chemical needs. We will do everything possible to make you happy about your decision.

**METRO POOL CHEMICAL, INC.****Pool Chemical Service Information Guide****Service:****Our service is priced and geared for fifty weeks of year round service only**

A service record card will be kept inside your timer box, which documents the date and time of our Service Technician's most recent visit. Swimming should be delayed for a period of approximately one hour after chemicals have been added to your pool. This is a standard recommendation for most forms of pool chemicals. Because we use pure chlorine: "chlorine gas" – we have a tremendous advantage over other forms of chlorine. One of the primary advantages is that we can add chlorine while the filter system is on or off. Liquefied chlorine gas spreads evenly throughout the entire pool in a very short period of time. Saltwater pools should be running when serviced to help disperse the chemicals added.

**Pool Covers:**

**Your pool cover should be pulled off on your service day.** Our service technicians are instructed to leave the pool uncovered upon completion of service. The cover should remain pulled back for at least three hours after service. We recommend that your pool be uncovered at least 50% of the time. A pool that is covered all of the time lacks adequate oxygen which can cause chemicals to react abnormally and result in the pools water chemistry to be unbalanced and cause eye irritation. Frequent removal also helps to prolong the life of your cover.

**Water Chemistry:**

Our chemical readings will differ from those obtained when using conventional chemicals. We strive for the following readings:

**Standard Pools:**

pH: 7.8 – 8.2  
Alkalinity: 90 – 130 ppm  
Chlorine: 4.0 + ppm

**Saltwater Pools:**

pH: 7.4 – 7.6  
Alkalinity: 60 – 130 ppm  
Chlorine: 2 – 4 ppm

These readings, when achieved in conjunction with the use of our chemicals, are both safe and ideal for your pool and equipment. You may feel confident knowing that our 40 plus years of experience have proven effective and safe. If you ever have any questions about your pools chemical balance, please do not hesitate to call our office.

**Access:**

Please provide easy access for our service tech. If you keep your gate locked, please provide the service tech with a key. Unfriendly dogs should be secured when the pool is being serviced. If a key is not provided and the gate is inadvertently locked on service day, it will be necessary for us to charge for the service not performed and no extra callback will be made. Because our low service charge is based on promptness and efficiency, we do not ring doorbells to gain access. Also, it is very important for safety reasons that no one but the service tech is in the yard while the pool is being serviced.

**Cleaning:**

We do not brush or vacuum the pool as part of our chemical service. However, you may contact our service department for a referral to one of our highly recommended service companies. These companies enjoy cleaning our customer's pools, knowing the chemical balance will be correct.

**Dogs:**

We take every precaution to keep your dog in your backyard. However, if your dog attempts to get out when you open your gate, he probably will do the same with us. We therefore cannot assume responsibility for your dog getting out. Our service tech will not enter your yard if you have an unfriendly dog that is not contained and it will be necessary for us to charge for that service call.

**Spas and Hot Tubs:**

Our service does not include spas or hot tubs. If the plumbing of your pools is connected to your spa, the chemicals will automatically circulate into the spa. If not, you may take a few buckets of water from your pool and pour them into the spa as a supplement to your normal spa maintenance procedures.

**Algae:**

Algae cannot survive in a chlorine atmosphere, anytime you see algae use your brush and if it brushes off like dirt then it is dead and just needs to be filtered out. Because some types of algae are more resistant than others, please allow a reasonable period to completely eradicate it. Black algae must be brushed often with a stainless steel wire brush. It will turn gray as it starts to die and will eventually disappear. Keeping the pool clean and properly filtered will aid in the treatment of algae.

**PLEASE DO NOT ADD ANY CHEMICALS OR ALGACIDE TO YOUR POOL** as this can cause inaccurate test results and lead to other problems. We do not store any chemicals at the poolside. Our service tech will complete all necessary testing and add any required chemicals during each weekly service visit.

**Filter & Filtration:****ADEQUATE FILTRATION IS AS IMPORTANT AS BALANCED WATER CHEMISTRY**

With the dramatic increase in energy costs, some people try to economize by reducing the filtration time of their pool. This often counteracts our efforts to keep your pool sparkling clean. We will provide the proper water treatment but you must see to it that your pool is properly filtered. It should be noted that our service does not include cleaning or otherwise maintaining the pool filter. This is, however, available from one of our trusted professional service companies.

**It is important that each and every drop of your pools water is pumped through the filter three times each day to assure that it has been properly and adequately filtered.** To accomplish complete filtration of the water we recommend the following filtering times:

- **Sand filter:** 12-14 hours
- **Cartridge:** 10-12 hours
- **D.E.:** 8-10 hours

Increase the time by 50% if you have a solar heating system. Allow longer filtration periods if the pool activity is heavy. Our personnel will advise you, by means of a door hanger on your front door, if your pool requires more filtration. It is in your pools best interest to follow the recommended filtration time. Filters should be cleaned when the pressure indicated by the pressure gauge on the top of the filter, rises 7-10 lbs, above the clean pressure.

**Cloudiness:**

The most common cause of cloudy water is inadequate filtration. Increase the filtration time and the problem should resolve itself (see Filter and Filtration). If it does not, you may have a malfunction in your filtration system: please call our office for a referral to a repair company.

**Eye Irritation:**

You may have heard that chlorine causes eye irritation. This is simply not true. Eye irritation is due to the following:

1. Inadequate filtration (most frequent cause)
2. Ammonia introduced into the pool water by means of urine. One small child urinating in your pool can cause very heavy eye irritation for up to 24 hours
3. Organic material introduced into your pool by adding fresh water before swimming
4. Leaving a pool blanket on your pool during the day. Water needs to be exposed to air. Please remove the blanket during daytime hours
5. Perspiration in pool—always shower before and after swimming

**Conditioning:**

On our first visit, the service tech will perform numerous tests on your water including a test of Isocyanuric Acid, commonly called Conditioner. Conditioner screens out ultraviolet rays and prevents the sun from taking chlorine from the pool water. Without it, sunlight will take chlorine out almost as fast as we can put it in. Once added, it stays permanently as part of your pool water and does not evaporate or dissipate. It only reduces when water is lost through emptying or overfilling your pool, leakage replacement, or excessive splash out.

**Conditioning Cont.**

If on our first visit, we find that the conditioner level is below 100 parts per million, we will add only enough conditioner to bring your pool to 100-ppm. The first twenty pounds of conditioner required each calendar year is free to our customers. If any more is needed to obtain or maintain the 100-ppm, the cost is passed on to you at the current wholesale rate. The most an average size pool would take is approximately 15 pounds a year.

**Chlorine & Stains:**

Over time, minerals and metals become more concentrated in your pool water because they do not evaporate. These often cause “staining” of the pool surface. It is not possible to guarantee that staining will not occur in a pool, or that the simple addition of chlorine will not cause the precipitation of metals from the water once it becomes saturated. Scale, stains, discoloration and cloudiness in a pool are caused by the settling out of (precipitation) metals/minerals in the water. If the precipitated metals have a color and are deposited on the pool walls, they are called stains.

Super chlorination is essential to proper swimming pool maintenance. When super chlorinating is done with any form of chlorine (e.g. gas chlorine, sodium hypochloride, calcium hypochloride, sodium dichloroisocyanurate, and trichloroisocyanuric acid) there may be an immediate settling out of precipitation of metals from the water and subsequent staining of the pool. Chlorine or acid cannot cause stains. Stains only occur when pool water becomes over-saturated with metals. We recommend that your pool be completely drained and refilled every 5-7 years to keep the metal concentration from getting too high. Lack of filtration may cause stains to appear sooner. The pool water needs to be circulated the recommended amount of time for the type of filter. Otherwise, the precipitation of the metals on the plaster is accelerated.

**Colored Plaster Pools:**

The swimming pool industry is fully aware that all colored plaster pools become mottled and blotched sooner or later. Quite often a light colored ring will appear around the main drain or the plaster will appear uneven in color. This condition is typical of all colored plasters and is simply the nature of these surfaces. There is nothing that can be done from a service point of view to prevent or cure the blotching, streaking or mottling that will occur. Blotching may be gradual or appear seemingly overnight, even after the pool is several years old. **All pool builders** or plaster companies require their customers to acknowledge that blotching is a normal occurrence in colored plaster pools.

**Should you have any questions or problems with our service, please do not hesitate to contact our office and speak with our Service Manager. It is our goal to ensure that you are a happy satisfied customer like the thousands of customers we provide service to every week.**

**VISA\* MASTERCARD\* AMERICAN EXPRESS\* DISCOVER  
MONTHLY PAYMENT/YEAR IN ADVANCE  
AUTHORIZATION FORM**

Please charge my monthly/yearly payment to the credit/debit card listed below:

Card Type: V \_\_\_\_\_ MC \_\_\_\_\_ AMX \_\_\_\_\_ DISC. \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ CVV2 Code: \_\_\_\_\_

The monthly deduction should be debited on the 1<sup>st</sup> or 15<sup>th</sup> of each month. (Circle one)

Initial \_\_\_\_\_

The yearly deduction should be debited on the anniversary date of the yearly payments.

Initial \_\_\_\_\_

This agreement shall continue until cancelled by written notice.

Initial \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Address \_\_\_\_\_

Home # \_\_\_\_\_

Work # \_\_\_\_\_

Fax # \_\_\_\_\_

Metro Pool Chemical Account Number \_\_\_\_\_

\*\*\*If you would like to keep your account at a zero balance. Initial \_\_\_\_\_

(Meaning your statement will show a zero balance for the month being billed)

*If you have any questions, please feel free to contact our office at any time.*

*Please return this form as soon as possible in order to process your credit card before statements are processed.*

*You may return this form to the address below, fax or email.*

*Metro Pool Chemical  
451 Sansom Blvd.  
Saginaw, TX 76179*

*817-232-8400  
817-232-8459 fax  
[Cyndi@metro-pool.com](mailto:Cyndi@metro-pool.com)*

\*\*\*\*\*THIS IS AN OPTIONAL FORM OF PAYMENT\*\*\*\*\*

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS  
(ACH DEBITS)

Customer Name \_\_\_\_\_

Metro Pool Chemical Acct. # \_\_\_\_\_

I (we) hereby authorize Metro Pool Chemical, Inc. hereinafter call COMPANY, to initiate entries to my (our) Checking Account \_\_\_\_\_ or Savings Account \_\_\_\_\_ (please select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit the same such account on the **10<sup>th</sup> of each month**. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of the U.S. Law.

Depository Name \_\_\_\_\_ Branch \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Account No. \_\_\_\_\_ Routing # \_\_\_\_\_

This authorization is to remain in full force until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Printed Name(s) \_\_\_\_\_

Signature(s) \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

NOTE: DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BE NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

*If you have any questions, please feel free to contact our office at any time.*

*Please return this form to us as soon as possible in order to process your account prior to statements being sent out.*

*You may return this form to the address below, fax or email.*

Metro Pool Chemical  
451 Sansom Blvd.  
Saginaw, TX 76179

817-232-8400  
817-232-8459 fax  
[Cyndi@metro-pool.com](mailto:Cyndi@metro-pool.com)

\*\*\*\*\*THIS IS AN OPTIONAL FORM OF PAYMENT\*\*\*\*\*