

Pool Opening Information Sheet

Breezewood's Pool Openings include the following services:

Pool/Deck Area:

- Scoop and remove leaves and other debris from the top of the winter cover. Leaves and other compostable waste will be placed in your "green bin" if it's accessible to us, otherwise it will be bagged and left by your garage to be disposed of on garbage day.
- Using our heavy-duty pumps, the water is pumped off the top of the winter cover
- Empty, clean, roll up, and store all water bags (if applicable)
- Wash winter cover (with hose and brooms), and fold cover for summer storage
- Remove all winterizing plugs, and reinstall return fittings and skimmer parts
- Scrub the water line
- Scrub down the pool steps with a cleaning powder specifically designed for pools
- Reinstall diving boards, ladders, grab rails, and pool lights (as applicable)
- Blow any debris off of the pool deck

Equipment Pad:

- Reinstall all drain plugs in the pump, filter, heater, chlorinator, and other equipment (as applicable)
- Reinstall filter pressure gauge and sight glass
- Reinstall the salt cell (as applicable)
- Prime the pump, turn on the pool's circulation system, and check operation
- Check for visible leaks in the pump/filter area, and tighten hose clamps as necessary
- Replace mineral cartridge (as applicable - cartridge is extra)
- Super-chlorinate the pool with one jug of liquid chlorine at no additional cost (included in pool opening price). However, if more than one jug of chlorine is needed due to cloudy water or algae growth, there will be additional charges for the chemicals used.

On your pool opening date we will set everything up and give your pump an initial priming, allowing us to confirm that it is in working order. However, it is likely that your water level will be too low for us to keep the pump running because it was lowered as part of the winterizing process. **Once our team leaves, it is the homeowner's responsibility to raise the water level back to its normal operating level. When the water is high enough (see below), all you have to do is turn the pump back on, and you are all set!**

On occasion, the opening crew may encounter difficulties in getting your system started. Common issues include pumps that won't prime, seized pumps, leaks, missing equipment, or no power to the equipment pad. If this happens, our crew will leave you a note and will pass this information on to a Service Manager. Breezewood will send out a Service Manager within one to two business days to investigate and resolve the issue.

Our staff will leave a checklist of completed items along with any additional notes they have made with regards to the pool, along with Breezewood's contact information. As noted, the customer is responsible for filling the pool water until the level is halfway up the skimmer faceplate (see picture below). Once the water level is sufficient, the pump can be turned back on. If you have any troubles restarting the system once the water level is high enough, please contact the store and we will dispatch a Service Manager to assist you.



We highly recommend having your water professionally tested at our store after a minimum of three days following your start-up. Our water analysts will advise you which balancing chemicals are required to ensure clean, safe water, and/or how much salt is required to safely start your salt system. The three day waiting period is necessary to allow the liquid chlorine shock to do its job, and to ensure accurate test results that are not affected by the high chlorine levels.

The following activities are **NOT** part of Breezewood's pool opening process:

- The team does not light any pool heaters as this is strictly forbidden under government (TSSA) regulations. Lighting heater pilot lights must be done by a licenced gas fitter or the homeowner.
- The team does not vacuum or clean the pool as part of the opening process. However, initial vacuums and/or weekly pool maintenance are available as separate services. Contact the store for details.

- The team does not normally turn on salt systems. It is recommended that water temperature be 65-degrees F prior to turning on a salt system, as extremely low water temperatures can shorten the life of a salt cell. Additionally, water chemistry should be tested and balanced, and salinity levels should be brought to within manufacturer specifications prior to starting the salt system. This will help to protect the cell from potential damage.

Homeowner's Responsibilities (please read carefully):

By 8:00am on the day of your scheduled pool opening, please ensure the following items have been done in order to facilitate a smooth process:

- Gates to your backyard are unlocked and Breezewood has unobstructed access to the pool area
- Pets have been brought inside the house or safely secured away from the backyard area
- All necessary pool equipment is easily accessible and near the pool or in a nearby unlocked shed (return fittings, plugs, skimmer/pump baskets, salt cell, diving board, ladders, filters, etc.)
- **Power must be "on" to the pump/filter area.** This is especially important if the circuit breaker is located inside the house or garage. Ensure that the applicable breaker is in the "on" position, otherwise the pool cannot be opened. If we have to make an extra trip to your home to complete the start-up because the power was not on, an extra charge will apply.
- Water to an outside faucet must be on, and a hose that can reach the pool must be connected
- Please ensure that the yard gate remains unlocked and the above conditions apply until our crews have completed all stages of the pool opening, including any required call-backs. If you are uncomfortable leaving the gate unlocked, please provide us with a key location or lock combination.
- We will fold your winter cover and place it near the pool when we are done (or elsewhere, if provided with specific instructions). It is recommended that winter covers be stored off the ground or in a covered container to protect it from rodent or insect damage.

Billing Information

Upon completion of your pool opening, we will send you a detailed invoice. The charges will be automatically applied to your credit card that is on file. If you would like to use a different card or payment method, please contact the store on or prior to your opening date. If you have any questions or issues with the invoice, please contact the store within seven days to discuss it with the store manager.

The pool opening charge covers only the services described above. Any additional work performed beyond the scope of this closing service will be charged on a time and materials basis.

* Please note: If you need to change or cancel your pool opening date, we require a minimum of 48-hours advance notice, otherwise a minimum charge will apply.

If you have any further questions about any of our services, please do not hesitate to contact us!

Phone: (905) 857-3830

Email: breezewood@breezewoodpools.ca

Website: www.breezewoodpools.ca

Store Location: 274 Queen Street South, Bolton

Thank you for your business, we look forward to serving all of your swimming pool needs!

The Breezewood Team