
Pool Opening Information Sheet

Breezewood Pools utilizes a two-stage process for its pool openings. The reason for this is that your pool's water level will have been lowered to below the return jets as part of the winterization process, and will need to be topped back up in order to start-up the circulation system. Depending on your water pressure, this refilling process can take several hours. We therefore ask that upon completion of Stage One, our customers are to refill their pool until the water level is at least halfway up the skimmer faceplate. Once this has been done, please call or email the store to advise that your pool is ready for start-up, and we will return to complete Stage 2 of the opening.

* *Please Note:* If you have a safety cover and your water is already up to operating level, we will make every effort to complete stages 1 & 2 in the same day.

The following section describes the services that are provided at each stage of the opening:

Stage One (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

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 then responsible for filling the pool water until the level is 3/4 of the way up the skimmer faceplate (see picture below).



Once you have contacted us and the water is at the correct level, a team will return within 1-3 days of the call to complete the start-up/Stage Two of the opening:

Stage Two (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)

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.

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.

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
- Pet waste has been cleaned up
- 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 both stages of the pool opening. 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.

** Please review the following final section which outlines our billing process **

Billing Information

Prior to the crew being dispatched to your home, our office will process a pre-authorization on the credit card that we have on file. This is *not* an actual charge to the card, but simply a pre-authorization to ensure that the card is valid, and has sufficient room for the service. The actual charge to your card will not occur until *after* the service has been rendered, and you have been issued a detailed invoice. Some mobile banking apps do not clearly differentiate between pre-authorizations and actual charges, which can sometimes be a source of confusion for the customer.

Upon completion of your pool opening, we will send you the detailed invoice via email. The charges will then be automatically applied to your credit card that is on file. Any non-refundable deposits previously made will automatically be applied to the invoice balance. If you would like to use a different card or payment method, please contact the store on or prior to your closing 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 opening 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: <http://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