



300 West Eldora Road  
Pharr, Texas 78577  
(956) 787-3281 (Pharr)  
(956) 541-8349 (Brownsville)  
(956) 787-3285 (Fax)  
[www.hamlinpools.com](http://www.hamlinpools.com)  
TICL 715

Regulated by The Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas, 78711, 1-800-803-9202,  
512-463-6599; website: [www.tdlr.texas.gov/complaints](http://www.tdlr.texas.gov/complaints)

## POOL MAINTENANCE APPLICATION/AGREEMENT

### Client Account Information:

NAME: \_\_\_\_\_

PHYSICAL ADDRESS: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

Phone numbers: (Home) \_\_\_\_\_ (Fax) \_\_\_\_\_

(Office) Mr. \_\_\_\_\_ (Office) Mrs. \_\_\_\_\_

(Mobile) Mr. \_\_\_\_\_ (Mobile) Mrs. \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

### Pool Maintenance Program Options:

1. How often would you like us to service your pool?
  - a.  Once a week (***recommended and most popular***)
  - b.  Bi-Weekly – every other week (requires significant customer involvement)
  - c.  Multiple Services a week (Please indicate days: M\_\_ Tues\_\_ Wed\_\_ Thurs\_\_ Fri\_\_)
  
2. What kind of service would you like?
  - a.  Chemical service (***recommended and most popular***) – this service includes cleaning baskets, brushing steps and benches, skimming debris, servicing of the equipment, backwashing of the filter, balancing of the water, troubleshooting and repairing minor issues, reporting major issues for approval for repair
  - b.  Water check service – this service includes cleaning of baskets and balancing water
  - c.  Vacuum Service – this service includes everything in the chemical service PLUS vacuuming of the entire pool; this option may be needed if the pool does not have a pool cleaning system
  
3. Is there a subdivision gate code? Yes  No  If yes, what is it: \_\_\_\_\_
  
4. How do we get in the backyard to service the pool and equipment?
  - a.  Open Gate
  - b.  Key Required
  - c.  Combination or Code: \_\_\_\_\_

\*\*\*There is a 'trip charge' fee associated with 'No Access' situations



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5. Is there a dog in the backyard? Yes \_\_\_ No \_\_\_
  - a. If YES; is the dog friendly or unfriendly: Friendly \_\_\_ Unfriendly \_\_\_
  
6. How would you like your chemicals supplied for the pool?
  - a. \_\_\_ Hamlin Pools to supply customer in bulk (***recommended and most economical***)
  - b. \_\_\_ Hamlin Pools supply off truck
  - c. \_\_\_ Customer to supply chemicals

\*\*\*chemicals must be present at time of service or truck supply will be used until chemicals are supplied by the customer
  
7. Where would you like your chemicals stored?
  - a. \_\_\_ In a plastic bin or trash can (***recommended***)
    - i. Would you like Hamlin Pools to supply plastic bins? Yes \_\_\_ No \_\_\_
  - b. \_\_\_ Other (Garages are not allowed): \_\_\_\_\_
  
8. Where would you like us to leave your service note?
  - a. \_\_\_ Back door
  - b. \_\_\_ Patio table
  - c. \_\_\_ BBQ pit
  - d. \_\_\_ Other (mailboxes not allowed): \_\_\_\_\_
  
9. What kind of chlorination system does your pool have?
  - a. \_\_\_ Chlorine tablets
  - b. \_\_\_ Chlorine generator (AKA 'salt pool')
  - c. \_\_\_ Other: \_\_\_\_\_
  
10. As per manufacturer's recommendation; all filters should be disassembled and cleaned at least once a year.  
Do you know the last time your filter was cleaned?
  - a. Date of last filter cleaning: \_\_\_\_\_
  - b. No, please schedule a filter cleaning on my first visit \_\_\_\_\_
  
11. Would you like additional protection against algae and/or staining?
  - a. \_\_\_ Borates (***recommended***) – this is a mineral that is added to the water that will reduce the amount of chlorine that is needed, help maintain your pools pH, fight algae, fight staining, act as a water softener, and makes the water clearer. If this option is selected you do NOT need options B or C
  - b. \_\_\_ Algaecide – this is a product that is added on a weekly basis to help fight algae
  - c. \_\_\_ Sequestering Agent – this is a product that is added on a weekly basis to help fight staining.

\*\*\* Normal maintenance items: there are a few standard maintenance items that will be replaced and billed in addition to the regular service when needed in order to keep pool operational. Some examples are: time clock safety shield, PSI gauges, o-rings, chlorinator parts, skimmer parts, plastic lids, etc. Approval will be requested on larger repairs requiring work orders.



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**Billing Options:**

1. End of month, automatic withdraw of a credit card or debit card supplied by the customer (***Recommended and most popular***)

Master Card \_\_\_ Visa \_\_\_ American Express \_\_\_ Discover Card \_\_\_

Name as it appears on the card: \_\_\_\_\_

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Security Card Code \_\_\_\_\_ Billing Address: \_\_\_\_\_

Drivers License #: \_\_\_\_\_

Social Security #: \_\_\_\_\_

\*\*\* Social security number is required due to the fact Hamlin Pools is issuing credit to the customer. If social security number is not given, customer must go with Option #2

2. Deposit account using a credit card or debit card supplied by the customer.

Master Card \_\_\_ Visa \_\_\_ American Express \_\_\_ Discover Card \_\_\_

Name as it appears on the card: \_\_\_\_\_

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Security Card Code \_\_\_\_\_ Billing Address: \_\_\_\_\_

Drivers License #: \_\_\_\_\_

Amount you would like to deposit:

- a. \$300.00 \_\_\_\_\_
- b. \$400.00 \_\_\_\_\_
- c. \$500.00 \_\_\_\_\_
- d. Other \_\_\_\_\_

\*\*\* Card will be charged again once deposit has been depleted

Hamlin Pools service maintenance program is designed to supplement the homeowner's daily maintenance routine. Swimming pools should be checked daily and our service alone does not provide the total maintenance without the homeowner's participation. Hamlin Pools service offers the basic test functions of five basic chemical tests (chlorine, pH, total alkalinity, CYA, and calcium hardness). Our visits do not replace the need to follow proper pool care as detailed by the manufacturer for their product and general pool care guidelines, Please check your pool daily or more frequently as needed for proper care of your swimming pool.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date