



KEEP THIS WITH YOUR POOL INFORMATION
PLEASE REFER TO IT FIRST IF YOU HAVE ANY QUESTIONS

Dear Customer:

Welcome to North East Florida Chemical Corporation. We are pleased that you chose to use our swimming pool services. We use 100% pure chlorine gas, which is a tremendous advantage to you because we are not adding any byproducts. That is far better for the pool and the swimmers. You will not need to keep any chemicals at your home.

All of our chemical technicians are required to pass a background check acceptable to Homeland Security, be licensed by the State of Florida and Dept. of Transportation and are insured and properly trained, so you can have peace of mind about who is in your yard and taking care of your pool. A time card will be left at your pool for your technician to record the date and time of their visit so you have a record of our service.

Our service is priced and geared toward year around use. You are not required to sign any kind of contract or agreement, but if you are not interested in year around type of service, we would rather not service the pool. In fact, seasonal use of our programs is not available. Substantial penalties exist as a condition of re-entering any of our programs for customers exiting the programs for the winter months and re-entering in the spring. On the other hand, customers are permitted to move from one program to another without penalty.

Weekly chemical needs: All weekly chemical needs to balance the pool water are included in the monthly charge. We guarantee sufficient chemicals to maintain crystal clear water for an efficiently operating swimming pool. Stain treatments are available at an additional charge to the customer and pool recovery service could result in an extra charge to the customer in cases where chemical failure is the result of customer's failure to properly maintain the equipment or cleaning responsibilities are inadequate.

Annual Conditioner Charge: Every pool is required to be treated annually with conditioner to protect chlorine from sun-leaching. Conditioner never evaporates or dissipates. Annual recharging is necessary because its protection is weakened through actual water loss through splash-out, leakage, pumping, backwashing the filter system and evaporation due to weather conditions. We provide sufficient conditioner to achieve a presence of 80-100 parts per million (ppm) at no cost to the customer at the time a pool enters any of our service programs. Additionally, we provide five pounds each year for recharging the conditioner strength. Periodic recharge requirements are based on "use activities" and pool equipment "operating performance". These items are controlled by the pool owner. As a result, excess conditioner use is also the pool owner's responsibility. As a courtesy, we acquire it, transport it to your residence and apply it to the pool at a price less than neighborhood retail pool store prices.

Current Services Offered by North East Florida Chemical Corp include:

I. Chemical Only Program

This is our most popular service which partners with the pool owner to jointly maintain the pool. NEFCC performs the technical aspects of weekly water testing, developing chemical treatment protocols, and administering the chemicals using inventory carried on our trucks. No more homeowner headaches over the confusion of deciding “how much of what to use and when”! There are 40 to 50 different types of algae that may inhabit swimming pools, plus bacteria, eye and skin irritation, water hardness, etc... We handle all these issues for you.

The pool owner retains responsibility for all cleaning chores, filtration management, and proper working performance of pool equipment.

II. Chemical Plus Program

All the chemicals in the world are no substitute for good housekeeping. One must spend time with the pool periodically for cleaning out the baskets, backwashing the filter, vacuuming, brushing, etc... This program provides all the benefits of our Chemical Only Program, plus it includes an automatic vacuum. Use of an auto vacuum should reduce your vacuum and brushing requirements by 50-75%. Pool owner must accept security responsibility and NEFCC retains mechanical responsibility for the unit.

III. Full Service Program

This is our Chemical Only Program and our weekly full cleaning service. It is ideal for busy professionals, single working moms, seniors with limited mobility and anyone else looking for a helping hand. This service includes weekly chemicals, cleaning out the baskets, backwashing filter, vacuuming, brushing, etc...

Because this is a weekly service, the pool typically is perfectly clean for the day of service. Thereafter, the pool reflects the week’s accumulation of pool intrusions until the next service day. For this reason we encourage our customers to purchase an automatic vacuum to assist in removing these intrusions between service days. They do an amazing job of enhancing the pool’s appearance while substantially reducing the manual brushing requirements.

IV. Repair Program

Suppose tests indicate your water is correct chemically, but you have cloudy or discolored water. It then becomes necessary to diagnose other problems i.e. cleaning, leak sources, circulation patterns, filtration effectiveness, failed mechanical components, etc...

Swimming pool equipment is no different than your air conditioner, furnace or vehicles; they all require annual routine maintenance. Unfortunately, swimming pool components are too often the most frequently ignored maintenance requirement of the home. Often times, this neglect complicates the pool owner’s ability to properly diagnose and repair the problem. But that is no big deal, because our Authorized Service Representative is available to assist you 8:00 am to 5:00 pm Monday through Friday, including limited service on holidays.

V. Special Services

Remember, there are four key disruptive sources that affect pool performance. They include chemistry, cleaning, filtration, and equipment performance including system and pool shell water leaks. Unfortunately, when a chemical failure occurs, there is a tendency to conclude chemistry is both the problem and the solution.

While it is correct that pool water chemistry must be in balance to be effective, this balance must also be in harmony with cleaning, filtration and equipment performance. Let's review party responsibility for these key areas for each of our chemical and cleaning service programs:

PROGRAM RESPONSIBILITY CHART

	<u>Chemical Only</u>	<u>Chemical Plus</u>	<u>Full Service</u>
Chemicals	NEFCC	NEFCC	NEFCC
Cleaning	Owner	Owner/Auto Vac	NEFCC
Filtration	Owner	Owner	Owner
Equipment	Owner	Owner	Owner
Program Cost	\$57.00	\$99.00	\$159.00

As the reader can see, the pool owner retains primary responsibility for some of these functions in all of our programs. And now for the good news, our Special Services Department is available to assist customers. Our "Pool Doctors" employ an almost fool proof formula in diagnosing problems at very competitive rates.

Our Special Services Department also provides stain identification and removal services, one time clean-outs, disaster recoveries, temporary full service for vacationers, illness recoveries, etc., this department stays busy so it is best to schedule them a few days in advance of your need to insure you have a positive timing experience.

Proper chemical balance will prevent many opportunities for algae to bloom. Cleanliness of the pool is instrumental in preventing algae growth. Organic material and bacteria can contribute to algae growth. Regular brushing of seemingly clean pools is not only good exercise for you, but prevents dirt from harboring in the pores of the plaster or a fold in a vinyl liner, which are good places for an algae colony.

Keeping in mind the responsible parties as outlined in the Program Responsibilities Chart above, this would be an excellent moment to review the cause and effect relationship between the four key disruptive sources that affect pool performance. These are cleaning, chemistry, filtration and equipment performance. One or more of these disruptive forces almost always induces chemical failure. Because black algae can continue its presence and grow from year to year, it is extremely important to maintain a proper chemical balance across the entire year. Seasonal chemical treatment plans are a bad idea. This is especially true because black algae strains can bloom even in the presence of normal sanitizing levels; therefore, inadequate chemical treatment programs become the breeding grounds for multiple algae blooms. It is important to minimize exposure to this type of algae because of its damaging nature. It is also the most difficult strain of algae to eradicate.

Please keep in mind a scheduled program of exercise for an individual does much to maintain the vigor and vitality that are part of being physically fit. And it is a fact that it is easier to stay in shape than it is to get back in shape. It's much the same with your swimming pool. Its performance quality is maintained by insuring that chemistry is in harmony with cleaning, filtration and pool equipment, all performing effectively in a leak free environment. In this sense, you truly become our partner in managing the quality performance of your pool. We maintain a working knowledge of our treatment protocols for each pool serviced and we can be helpful in alerting you when some component of your pool system is failing a performance standard. Please take a moment to read the following specific information about our services:

Guarantee: We guarantee the performance of our chemical balancing protocols. In the event that a chemical failure occurs, which is not related to pool cleaning, inadequate filtration time, equipment failure or leak related, we will gladly retreat your pool between service dates at no charge to you. Should you require a malfunction related re-service, it is available within 24 business hours of your request at an additional charge per retreatment visit.

Service: Our service is performed weekly, fifty weeks of the year. We do not service the weeks of Thanksgiving or Christmas. Our employees use this time for family vacations. Annual maintenance of our equipment is also performed during this time. However, we are experiencing an increase in the number of Home Owner Associations adopting "No Service" policies for holidays, which is consistent with seeing more customer preferences for no treatment on holidays. Occasionally, weather conditions prevent us from servicing pools. This determination is done for the safety of our employees.

Our procedures for these situations include reviewing customer service records in our office to determine if chemicals might be necessary prior to your next regularly scheduled service date. In those cases which chlorination is appropriate, a special service call will be scheduled at no cost to the customer. In cases when we have advance notice that weekly service will be interrupted, we adjust the chemical protocols the prior week. So if a customer prefers not to have service on Memorial Day, Fourth of July, or Labor Day, please insure we are notified prior to your last service day before the holiday. This would be a great help to us in insuring your pool remains crystal clear through your next regularly scheduled service day.

We ask that you **do not swim for a minimum of one hour after chemicals have been added to your pool.** This is a standard recommended policy with all forms of chemicals. A service record will be kept inside your time clock box, logging the date and day our technician was there.

Our technician may turn off the time clock when he adds chemicals to your pool. Because we use pure chlorine, "chlorine gas", we have a tremendous advantage over other forms of chemicals. We can add chemicals while the filter system is off preventing any concentration of chemicals from circulating through your filter system. In the event that our technician deems it appropriate to turn off your system during treatment, we ask that you allow the **filtration system to remain off for a period of three hours** after the chemicals have been added to your pool.

Preferred Chemistry Balance Targets: Due to the uniqueness of our licensed treatment program, specific testing protocols performed at local retail stores are not designed to accommodate chlorine gas programs. A higher pH range of 7.6 – 8.4 is desirable because chlorine gas has a higher acidity level

than other chlorine forms. Chlorine functions much more effectively as a sanitizer when the acidity content is neutralized. The higher pH level will assist chlorine's ability to kill bacteria and algae.

TEST RESULT TARGETS

	Low	<u>Preferred Range</u>		High
	<u>Acceptable</u>	<u>Low</u>	<u>High</u>	<u>Acceptable</u>
Chlorine	1	1	3	6
PH	7.6	7.8	8.4	8.4
Alkalinity				
Marcite	90	100	110	120
Vinyl/Fiberglass	120	130	150	160
Stabilizer	80	100	100	100

Charge for Service: The charge for our service is based on the cost of providing service on a year round basis. As a convenience to our customer, we charge the same monthly fee across the four seasons even though chemical cost and utilization varies between these periods. Annual contracts are not required. Should you decide to cancel your service and then restart, you will be required to prepay the annual cost which will be discounted 7.5% or sign an annual contract. Other start-up or prep fees may apply.

Other Service Charges:

Prep Fee: A new customer pool requires a preparation treatment as a requisite to entering our chemical management program. There is a one-time start-up fee for pools when the main drain is visible. In cases where the deep end of the pool cannot be seen, the pool must be assigned to our Special Services department for recovery treatment, in preparation for getting the pool sufficiently clear to qualify for eligibility into our programs. The additional charge to the customer will be dependent on each pools individual recovery requirements.

Additional Service Charges: As North East Florida Chemical Corp. expands its services into maintenance and cleaning services, applicable charges may apply. However, there is no obligation to use additional services and will only be charged if the service is specifically requested and approved by the customer.

Algae: Because some strains of algae are more resistant than others, please allow us a reasonable period to completely eradicate it. For maximum effectiveness in algae eradication, the **pool must be brushed at least 2 times per week**. Black algae requires the use of a firm brush. Black algae will turn gray as it starts to die and will eventually disappear. Your keeping the pool clean will aid in the treatment of algae.

Please do not add any chemicals or algaecide to your pool without checking with us first because this may cause our tests to be inaccurate or worse yet, neutralize the effectiveness of our chemical program.

We do not store any chemicals at the pool site. Our technician does all the testing and adds all the weekly chemicals to the pool while he is there.

Filter and Filtration: We do not clean the filter in our Chemical Only and Chemical Plus Programs, but we do provide diatomaceous earth (DE) to those customers that have DE filters. Should you need diatomaceous earth, please advise our office and the technician will leave a sack for you on his next visit.

We will provide the proper chemical treatment but you must see to it that you are properly filtering. Listed below is a recommended schedule for the different types of filtering systems:

	<u>April – October</u>	<u>November - March</u>
DE	9-11 hours daily	5-6 hours daily
Cartridge	10-12 hours daily	6-7 hours daily
Sand	11-13 hours daily	6-8 hours daily

If you use a solar pool heater, filtration must be increased by 50%.

Should you experience any cloudiness in the water or eye irritation, please increase the filtration time and the problem should resolve itself.

Free Month's Service: Should you recommend our service to any friend or neighbor who has a pool and if they take our service, we will extend one month's **FREE** service on your pool.

Billing: Our billing procedures are as follows: We bill you in advance for service. For instance, for March service you will be billed on February 20 and payment for March service is due on March 1st. Payment is due in advance of the service month. A \$35.00 (thirty-five dollar) fee is charged for any returned checks.

Landscape and Potted Plants: Our treatment protocol provides for the application of chlorine gas to be dispensed in the deep end of the swimming pool. Some plants are susceptible to damage if they come into contact with chlorine gas. Most plants recover from the exposure. We do everything possible to avoid such incidents; however, occasionally a gust of wind can create a gas-wind drift. We encourage pool owners to locate their favorite vegetation towards the shallow end of the pool to provide added protection against such incidences.

Maintain Easy Access To Pool Area: Easy pool access is very important to our technicians for both safety and expediency reasons. They carry heavy cylinders and other bulky containers of chemicals. The combined weight of two cylinders is approximately 110 pounds. Gates must be unlocked and in normal operating condition. Walkways must be free of vegetation, bushes, tree branches, exposed roots, toys etc. This is especially helpful if it is necessary for them to deliver extra chemicals to your pool or require a quick exit to escape your guard dog. We strongly encourage you to permanently assign our technician a key or code if you lock your gate. Keep in mind all our Service Analyst Technicians are required to pass a security background check satisfactory to Homeland Security and subject to random drug and alcohol testing. So your security risk of providing us a key is minimized. In the event that our technicians arrive at your home, but cannot service your pool because they are either locked out or pets are present in the pool area, the pool treatment will be skipped until the following week. Re-servicing is available between service dates for an additional charge.

Clear Pool for Servicing: It is important to prepare your pool for weekly service. Remove all toys and floatation devices. Some manufacturers of automatic pool cleaners stipulate that their product should be removed during chlorinating and shock treatment. Their message applies to both liquid and gas forms of chlorine. It is the customer's responsibility to comply with the manufactures product instructions.

Clear the Pool Area for Treatment: Due to the nature of our chemical business it is important that the pool area be free of children and pets. We want to avoid accidental chemical spills, pets escaping from the back yard and injury to our technicians from dog attacks. Our company policy does not allow treatment when people and pets are in the pool area.

We take great pride in providing the finest chemical treatment available. Should you have any questions or problems with our service, please don't hesitate to contact our office. We appreciate the opportunity to serve you.

Thank you,
North East Florida Chemical Corp.