

## Platinum Pool Maintenance Program — Service Agreement

### Service Outline:

### Program Details:

- 5 x Monthly (4 weekly) pool services during winter (April - August approximately 20 weeks)
- 16 x Fortnightly pool services during summer (September - March approximately 32 weeks)

### Pricing:

Up to 40 000 litres	*\$49 per Service
40,000 - 60,000 Litres	*\$59 per Service
60,000 - 80,000 Litres	*\$69 per Service
80,000 — 100 000 Litres	*\$79 per Service
100 000 Litres and above	Starting from *\$89 per Service

\*Note: A month is defined as every 4 weeks, not a calendar month this means that there are usually 21 services / year at above pricing. Eg. 50 000 litre pool yearly service fee at \$59 per service.

### Service Features:

Service Features	Pool size up to 40,000lts
Price inc GST	\$49 per visit (\$1029.00 per annum)
Initial Service Required	Yes   \$77 inc GST
Service Schedule	4 Weekly Winter / Fortnightly Summer
Number Of Services Per Annum	21 per Annum
Chemicals Included?	No
Payment Types	Credit Card on file / 7 Day Account
Service Agreement	Yes
Access	Required always

- Note: Approximate Annual cost including chemicals is \$1539.00 including chemicals. (this is worked out on a 50,000lt salt water pool with salt level of 3500%) \*\* This is a guide only\*\*

### Terms and conditions:

- This service is initiated with a \$77 onsite inspection of equipment and initial pool clean, the water balance will be brought up to a maintainable level at this service.
- A free report and quotation of any equipment requiring repair or replacement will be supplied after initial visit.
- In the event of equipment failure there will most likely be additional service and chemical charges.
- Equipment repairs are not included and are charged separately.
- Failure to notify the office of a breakdown or mishap may cause a service to be changed to a service call plus chemical and labour charge if the pool falls into a bad condition Pools must be run on a normal filtration cycle between one service and the next which will be set by our service technician.
- Seven-day accounts are for approved customers who have filled out a credit application for account.
- Without a completed credit account, this service requires a credit card number on file which will be processed after the service has been completed.
- Service fee of \$33 inc GST will be charged if pool service is cancelled within 48 Hours of scheduled date.
- Access to the property is to be supplied either by prior arrangement or key. Access must be guaranteed.
- If access is unattainable at time of service a \$33 fee inc GST will be charged for any no access job.
- The current price rates undergo an annual price review on the 1st Oct each year.
- Payment for this regular service must be paid in advance or via a credit card kept on file to be processed on the day of the service.
- The service can be cancelled at any time by notifying the office at least 1 week before a scheduled service.

I have read and understand the TERMS AND CONDITIONS OF TRADE (overleaf or attached) of INVESTMA PTY LTD T/A Platinum Pool Care which form part of, and are intended to be read in conjunction with this Platinum Pool Maintenance Program Agreement Form and agree to be bound by these conditions. I authorise the use of my personal information as detailed in the Privacy Act clause therein.

*I agree that if I am a director or a shareholder (owning at least 15% of the shares) of the Client I shall be personally liable for the performance of the Client's obligations under this contract.*

SIGNED (SELLER): \_\_\_\_\_ SIGNED (CLIENT): \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

**PLATINUM POOL MAINTENANCE PROGRAM AGREEMENT**

Office use only

CEN

This document records the agreement between Platinum Pool Care and the customer, whereby, platinum pool care will provide pool maintenance as detailed herein.

**Account Contact Details:**

Name: \_\_\_\_\_

Job Address: \_\_\_\_\_

Invoice Address: \_\_\_\_\_

Owners - Contact details: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mobile 1: \_\_\_\_\_ Mobile 2: \_\_\_\_\_

Email: \_\_\_\_\_

**Site Contact Details:**

Home: \_\_\_\_\_ Work: \_\_\_\_\_ Mobile 1: \_\_\_\_\_

Email: \_\_\_\_\_

Pool Volume: - \_\_\_\_\_ Litres Repair Authority: \$ \_\_\_\_\_ recommended \$100.00

Service Amount: \_\_\_\_\_ per Visit

*Account Terms are 7 days from date of invoice. Maintenance to overdue accounts**May be suspended or cancelled at the discretion of the proprietor.*

Direct Deposit accounts can be paid to:

Commonwealth Bank Account: B.S.B:484799 Account Number: 029593888 (with signed credit application).

Credit card (on file): \_\_\_\_\_ Exp: \_\_\_\_\_ CCV#: \_\_\_\_\_

Credit Card on file ☐ 7 Day account (on successful application) ☐

Special instructions: Access/keys/dogs:

---

---

---

---

**PLATINUM POOL MAINTENANCE PROGRAM AGREEMENT**

CEN

**Service Outline:**

- Test pool/spa water and balance in accordance with Australian standards S3633.
- Clean skimmer and pump baskets
- Clean chlorinator cell
- Backwash or clean filter
- Scoop Pool Surface
- Brush steps, waterline and pool walls.
- Vacuum pool
- Free Equipment Check

*Note: Correct water level and daily cleaning of baskets is the responsibility of the pool owner or tenant in between scheduled visits.*

I have read and understand the TERMS AND CONDITIONS OF TRADE (overleaf or attached) of INVESTMA PTY LTD T/A Platinum Pool Care which form part of, and are intended to be read in conjunction with this Platinum Pool Maintenance Program Agreement Form and agree to be bound by these conditions. I authorise the use of my personal information as detailed in the Privacy Act clause therein.

*I agree that if I am a director or a shareholder (owning at least 15% of the shares) of the Client I shall be personally liable for the performance of the Client's obligations under this contract.*

SIGNED (SELLER): \_\_\_\_\_ SIGNED (CLIENT): \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_