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2018 Leak Detection Service Agreement

Steps to Detect a Leak:

1. Before scheduling one of Cool Pool's leak detection service options, please do the **Bucket Test**. Instructions for the Bucket Test are located on page 1. Please note: Evaporation can be up to 1/4" a day.
2. You did the Bucket Test and "Oh, no!" you are certain you have a leak:
 - Please fill out **Your Pool & Leak Profile** with as much detail as possible.
 - Review the different leak detection services Cool Pool offers. PLEASE NOTE:
 - Regardless of the specific service you select, it is a leak *identification* agreement. The costs for repairing the source of the leak are not included and will be billed separately.
 - Keep in mind that there can be multiple leaks in a pool at one time. *The only leak detection service we offer that guarantees we locate all leaks is our **Complete Leak Detection plan!***
 - If you have an in-floor cleaning system there will be an additional charge of **\$195** regardless of which service you choose.
 - Lastly, email the following completed and signed documents to your Cool Pool representative or to customerservice@coolpool.com:
 - Section II: **Your Pool & Leak Profile**
 - The filled out page of whichever leak detection service you selected.
 - Optional, but helpful: Any photos you have of where you suspect the leak is.

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Section I: Bucket Test

The Bucket Test is an easy test to help determine if your pool is leaking. Please note, the test must be done in a 24-hour period of time during which swimming in the pool and use of the attached spa and waterfall is not permitted as it would disrupt the results.

Supplies Needed:

- (2) Buckets (*tall enough not to be completely covered when placed on your pool step*)
- Duct Tape

Steps:

1. Shut off the auto-fill (if you have one).
2. Place a bucket that fits on the top step of your pool (and sits above the water level).
3. Fill your pool to its normal level.
4. Mark the water level of the pool inside the skimmer or on the tile with a piece of tape.
5. Set a bucket of water on the first step of the pool. When filling the bucket leave about 1 inch empty.
6. When the water in the bucket is completely still, mark the water level with a piece of tape.
7. Now you're ready to allow the pool pump to run through its normal cycle.
8. After 24 hours, but before the system comes on in the morning, compare the water level in the pool to the level in your bucket.

If the water in the pool has lost more than the water in the bucket, then you most likely have a leak and need to contact us to schedule a leak detection service.

Away from home or just need some help?

If you would like to have Cool Pool set up the **Bucket Test** for you the cost for this service is **\$140**. Please sign and return this section along with Section II: **Your Pool & Leak Profile**.

Name: _____

Signature: _____ Date: _____

Credit Card # and type (NO AMEX): _____

Expiration Date: _____

Section II: Your Pool & Leak Profile

Please fill out this section with as much detail as possible and email it to your Cool Pool rep along with your selected service.

1. Approximately how many inches of water are you losing in a 24-hour period? _____
2. Can you see any apparent areas that are leaking? If yes, where?

3. Are there any soggy/dam spots around your pool or equipment? If yes, where?

4. Is there air returning to the pool? If yes, where? _____
5. Does your water level stop dropping at a certain level? If yes, describe at what height.

6. How old is the pool? _____
7. Is the pool Vinyl Liner or Plaster? If it's a liner, how old is the liner? _____
8. Do you have an attached spa and/or waterfall? _____
9. Does the pool leak more when the spa/waterfall is running? _____
10. Does the pool lose water while the pump is running? _____
11. Has the pool had a leak in the past? If yes, please describe the location, nature of the leak repair, and how long ago it occurred:

Please provide any other information that you feel is relevant:

Section III: Leak Service Call

Choose this service if: You know exactly where the leak is.

What this service entails: This service does not guarantee that you will no longer lose water. It is only the labor charge to address the specific leak you have detailed, not including material costs for repairs or the detection of other leaks.

Charge: \$195 per hour

- I agree to have Cool Pool perform a **Leak Service Call** at a rate of **\$195 per hour**. I understand the above description and give my permission to have my credit card charged for the service the day after it is performed.
- I have read and understand the cover page of this 2018 Leak Detection Service Agreement.
- If a leak is located and the technician is able to fix it on-site he will do so if the materials for repair cost less than \$200, for which I will be billed. If the repair will cost more than \$200, Cool pool will provide a written proposal sent to my email.

Name: _____

Signature: _____ Date: _____

Credit Card # and Type (NO AMEX): _____

Expiration Date: _____

Section IV: Pressure Checking

Choose this service if: You see air returning to the pool, if there are bubbles in the pump basket, or if you are losing more water while the pump is turned on rather than off.

What this service entails: The technician will check each plumbing line to the pool at 20 PSI to determine that they are/are not holding the proper pressure. A line that holds pressure can be eliminated as a potential leak location, while a line that drops in pressure likely indicates a leak. Pressure checking often requires the technician to cut a part of the filter plumbing to be able to install the pressure checking plugs or to bypass the filters/motors that could affect testing.

Charge: Please circle the option that applies to your pool.

1. Pools *without* additional water features (i.e. spa, waterfall, etc.) **\$525.00**
 2. Pools *with* additional water features (i.e. spa, waterfall, etc.) **\$625.00**
- I agree to have Cool Pool perform **Pressure Checking** at a rate of _____ based on my pool's features. I understand the above description and give permission to have my credit card charged for the service the day after it is performed. I understand that regardless of whether a leak is found in my pool's plumbing lines or not, I will be charged for the service.
 - I have read and understand the cover page of this 2018 Leak Detection Service Agreement.
 - If a leak is located and the technician is able to fix it on-site he will do so if the materials for repair cost less than \$200, for which I will be billed. If the repair will cost more than \$200, Cool Pool will provide a written proposal sent to my email.

Name: _____

Signature: _____ Date: _____

Credit Card # and Type (NO AMEX): _____

Expiration Date: _____

Section V: Dive & Locate (*Vinyl Liner or Plaster*)

Choose this service if: You do not see air returning to the pool and you are not certain if you are losing more water with the pool on or off.

What this service entails: The technician will dive into your pool utilizing a special dive suit and breathing equipment to perform an interior dye test underwater. The diver will systematically examine the interior of your pool for leaks and focus on areas such as fittings, light fixtures, drains, and seams.

Charge: \$625.00

Special requirements for your service appointment:

1. Your pool must be clean in order for the technician to dive. If the water is dirty when the technician arrives there will be an additional charge for vacuuming of **\$125 per hour**.
 2. Your pool water level must be halfway up the skimmer mouth. If the water level is below this, you must fill it prior to the technician's arrival.
 3. The water temperature must be at least 75°F. If the water temperature is below 75°F, there will be an additional charge for use of a cold water diving suit of **\$165.00**.
- I agree to have Cool Pool perform a **Dive & Locate** at a rate of **\$625.00**. I understand the above description and give permission to have my credit card charged for the service the day after it is performed. I understand that regardless of whether a leak is found or not, I will be charged for the service.
 - I understand the special requirements I am responsible for fulfilling prior to my service appointment and I accept the additional charges if the requirements are not properly met.
 - I have read and understand the cover page of this 2018 Leak Detection Service Agreement.
 - If a leak is located and the technician is able to fix it on-site he will do so if the materials for repair cost less than \$200, for which I will be billed. If the repair will cost more than \$200, Cool Pool will provide a written proposal sent to my email.

Name: _____

Signature: _____ Date: _____

Credit Card # and type (NO AMEX): _____

Expiration Date: _____

Section VI: Complete Leak Detection

Choose this service if: If you do not know the source of the leak and want the most cost effective package for ensuring your leak(s) are located.

What this service entails: Includes the services detailed under both Section IV: Pressure Checking and Section V: Dive & Locate. With this service Cool Pool guarantees locating any and all leaks in your pool.

Charge: Please circle the option that applies to your pool.

1. Pools *without* additional water features (i.e. spa, waterfall, etc.) **\$995.00**
2. Pools *with* additional water features (i.e. spa, waterfall, etc.) **\$1,195.00**

Special requirements for your service appointment:

1. Your pool must be clean in order for the technician to dive. If the water is dirty when the technician arrives there will be an additional charge for vacuuming of **\$125 per hour**.
 2. Your pool water level must be halfway up the skimmer mouth. If the water level is below this, you must fill it prior to the technician's arrival.
 3. The water temperature must be at least 75°F. If the water temperature is below 75°F, there will be an additional charge for use of a cold water diving suit of **\$165.00**.
- I agree to have Cool Pool perform a **Complete Leak Detection** at a rate of _____ based on my pool's features. I understand the above description, as well as the descriptions detailed in Sections IV and V, and give my permission to have my credit card charged for the service the day after it is performed.
 - I understand the special requirements I am responsible for fulfilling prior to my service appointment and I accept the additional charges if the requirements are not properly met.
 - I have read and understand the cover page of this 2018 Leak Detection Service Agreement.
 - If the technician is able to fix the leak(s) on-site he will do so if the materials for repair cost less than \$200, for which I will be billed. If the repair will cost more than \$200, Cool Pool will provide a written proposal sent to my email.

Name: _____

Signature: _____ Date: _____

Credit Card # and type (NO AMEX): _____

Expiration Date: _____