

# Swim Spa Care Service Agreement

Get back your weekends! Let us help you care for your swim spa.

This document serves as the agreement between Hot Spring Spas and the customer to perform swim spa care service for one year from the date this document is signed.

**Customer Name(s)** \_\_\_\_\_ **Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_ **Email** \_\_\_\_\_

**Daytime Phone** \_\_\_\_\_

## Platinum Service

**\$139 per visit (Every two weeks.)**

- Swim spa water tested and balanced as needed.
- Filters cleaned.\*
- Swim spa vacuumed and debris removed.
- Add water to the swim spa as needed.
- Inspection of external equipment.
- Report on any possible service needs.
- Clean waterline.
- Direct communication with a technician.
- Expedited service within our designated service area.
- Service trip fees are waived at the time of the monthly visit within the designated service area.
- Free delivery and save 15% on chemicals, filters, and parts at the time of the monthly visit within the designated service area.
- Free delivery of chemicals, filters, and parts at the time of the monthly visit within the designated service area.
- Free delivery on replacement cover at the time of the monthly visit within the designated service area.

### Total Drain & Clean 2x Per Year

- Swim spa completely drained and cleaned twice a year.
- Swim spa turned on and functions checked.
- Rinse and wipe cover.
- Rinse and wipe down swim spa exterior.

*Swim spa service will occur every 2 weeks. \*Some services not available during extreme cold temperatures.*

Balancing chemicals will be charged \$10 per visit if Hot Spring Spas uses its own chemicals. I understand my swim spa care service does not include any repair or maintenance of any spa parts, plumbing, controls, or other service that would normally be covered by the manufacturer's warranty or performed by a certified spa technician. Water care products are not provided. I agree to have water care products delivered to my home when my swim spa care service is performed, billed to the credit card on file at the current prices. Hot Spring Spas will bill swim spa care service fees to the credit card I leave on file. Fees will be processed after service is performed. My swim spa care service agreement will automatically renew annually unless I notify Hot Spring Spas in writing that I wish to change my service or cancel it. Should I choose to cancel this agreement prior to four months of service, cancellation fees will apply.

## Gold Service

**\$189 per visit (One visit per month.)**

- Swim spa water tested and balanced as needed.
- Filters cleaned.\*
- Swim spa vacuumed and debris removed.
- Add water to the swim spa as needed.
- Inspection of external equipment.
- Report on any possible service needs.
- Clean waterline.
- Direct communication with a technician.
- Expedited service within our designated service area.
- Service trip fees are waived at the time of the monthly visit within the designated service area.
- Free delivery and save 10% on chemicals, filters, and parts at the time of the monthly visit within the designated service area.
- Free delivery of chemicals, filters, and parts at the time of the monthly visit within the designated service area.
- Free delivery on replacement cover at the time of the monthly visit within the designated service area.

### Total Drain & Clean 1x Per Year

- Swim spa completely drained and cleaned once a year.
- Swim spa turned on and functions checked.
- Rinse and wipe cover.
- Rinse and wipe down swim spa exterior.

*Swim spa service will occur once per month. \*Some services not available during extreme cold temperatures.*

**SIGN THIS AGREEMENT & EMAIL to [keo@hotspringgreen.com](mailto:keo@hotspringgreen.com) OR MAIL TO HOT SPRING SPAS TO ACTIVATE YOUR SWIM SPA CARE SERVICE. A representative from Hot Spring Spas will contact you to secure payment & schedule your first service. Thank you for your business!**

**Customer Signatures(s)** \_\_\_\_\_ **Date** \_\_\_\_\_

**Credit Card Number** \_\_\_\_\_ **Expiration** \_\_\_\_\_ **CVC** \_\_\_\_\_