SERVICE AGREEMENT

Hot Tub / Spa Care & Maintenance Services

Revolution Pool and Spa

Professional Spa Maintenance in Accordance with Industry Standards

1. Parties to the Agreement

This Service Agreement ("Agreement") is entered into as of the Effective Date set forth below by and between:

Service Provider: Revolution Pool and Spa ("Company," "we," "us," or "our")

Customer: _____ ("Customer," "you," or "your")

Service Address: _____

Phone: _____ **Email:** _____

Effective Date: _____

2. Purpose and Industry Standards

The purpose of this Agreement is to establish the terms under which Revolution Pool and Spa will provide professional hot tub and spa care services. All services are performed in accordance with recognized industry standards and best practices, including those recommended by:

- The Association of Pool & Spa Professionals (APSP) / PHTA (Pool & Hot Tub Alliance) guidelines for spa water chemistry and maintenance
- Manufacturer specifications for the Customer's specific spa model (where available)
- CDC and public health recommendations for recreational water facilities regarding sanitation and water quality
- Generally accepted practices for residential spa drain-and-clean, filtration, and chemical balancing

Proper maintenance protects equipment, extends the life of the spa shell and components, maintains water quality for bather safety and comfort, and helps prevent costly repairs caused by scale, biofilm, or unbalanced chemistry.

3. Scope of Services

Revolution Pool and Spa agrees to provide the services described below at the Service Address. Services are limited to the scope expressly stated in this Agreement unless otherwise agreed in writing.

3.1 Quarterly Drain and Clean Service (Every Three Months)

This comprehensive deep-clean service is performed approximately every three (3) months. Industry guidance commonly recommends a full drain-and-clean on this interval (or more frequently with heavy use or high bather load) to remove accumulated contaminants, control biofilm, and restore water quality. The service includes the following detailed procedures:

A. Drain and Disinfect the Spa

- Completely drain the hot tub / spa of all water using appropriate equipment and methods that protect the equipment and surrounding surfaces. A power plug must be accessible for the service tech to use for drain and clean equipment.
- Inspect the drained shell for visible scale, biofilm, staining, or surface damage and note any concerns for the Customer.
- Thoroughly clean and disinfect all interior surfaces, including the shell, seats, headrests, and jet faces, using professional-grade spa cleaners and disinfectants formulated for acrylic or the applicable surface material.
- Remove waterline residue, oils, and organic buildup that accumulate from normal use.
- Apply disinfectant according to product label directions and allow appropriate contact time to support sanitation of surfaces prior to refill.

B. Filter Cleaning

- Remove all filter cartridges from the filtration system.
- Deep clean filters using a compatible filter cleaner solution to dissolve oils, minerals, and organic debris trapped in the media.
- Rinse filters thoroughly with clean water before reinstallation.
- Visually inspect filters for tears, collapsed pleats, excessive wear, or end-cap damage.
- Reinstall filters properly. If replacement is recommended based on condition, the Company will advise the Customer; replacement filters (if supplied by the Company) will be charged separately.

C. Cover Cleaning Option (Extra Fee)

- Clean the top surface of the spa cover to remove dirt, debris, pollen, and environmental residue.
- Clean the underside of the cover (and hinge/fold areas as accessible) to reduce moisture-related buildup and mildew.
- Wipe seams, skirts, and contact points where moisture and residue commonly collect.
- Apply a vinyl protectant or conditioner suitable for spa covers (when applicable and product-compatible) to help maintain flexibility and UV resistance and extend cover life.

D. Chemical Water Balance After Refill

- Refill the spa with fresh water from an appropriate client provided source, taking reasonable care to avoid introducing excess debris.
- Test key water chemistry parameters using reliable test methods (test strips and/or liquid reagents as appropriate), including at minimum: pH, total alkalinity, sanitizer residual (e.g., chlorine or bromine as applicable), and calcium hardness when relevant to the system.
- Adjust chemistry to industry-accepted target ranges commonly recommended for residential spas (subject to manufacturer guidance and local water conditions), including:

  pH: typically 7.2 – 7.6

  Total Alkalinity: typically 80 – 120 ppm (or per manufacturer)

  Sanitizer: maintain residual within the range appropriate for the sanitizer type in use

  Calcium Hardness: balanced as appropriate to help protect equipment and surfaces
- Circulate water as needed to distribute chemicals evenly and confirm readings after adjustments.
- Leave the spa in a condition suitable for normal use, with water chemistry balanced for safety and comfort, subject to any follow-up adjustments that may be needed as the water stabilizes.
- **Clients who maintain their own water chemistry will be responsible for any chemical balance after the initial chemical balance from Revolution Pool and Spa. It is recommended to check water chemistry 24 hours after initial balance. Revolution Pool and Spa will not be responsible for any chemical fluctuations in water chemistry due to water temperature or client failing to check and adjust water chemistry.**

4. Term, Frequency, and Scheduling

This Agreement begins on the Effective Date and continues on a recurring basis until terminated by either party in accordance with Section 8.

The Quarterly Drain and Clean Service will be performed approximately every three (3) months. Exact timing may vary slightly based on scheduling availability, weather, access, or mutual agreement.

The Company will contact the Customer in advance to confirm a service date and time window. The Customer agrees to provide reasonable access on the scheduled date. If service cannot be completed due to lack of access, the Company may reschedule and, where applicable, apply a trip or cancellation fee as disclosed in the Company's current pricing.

5. Customer Responsibilities

To enable safe and effective service, the Customer agrees to:

1. Provide safe, unobstructed access to the hot tub / spa, equipment compartment, and a functional water source and electrical supply as needed.
2. Secure pets and inform the Company of any site hazards (e.g., unstable steps, pluming leaks, electrical issues, or chemical storage).
3. Notify the Company before service of any known leaks, equipment malfunctions, recent chemical treatments, or changes to the spa system.
4. Maintain the spa between scheduled visits in accordance with the manufacturer's operating instructions and reasonable care standards.
5. Ensure that only approved chemicals and products compatible with the spa are used between visits.

6. Fees, Payment, and Additional Charges

Service fees for the Quarterly Drain and Clean Service (and any optional weekly services) will be as quoted by the Company and confirmed with the Customer prior to service, or as set forth in an attached price schedule if provided.

Payment is due upon completion of service unless other payment terms have been agreed to in writing. Accepted payment methods will be communicated by the Company.

Additional charges may apply for:

- Filter cartridge replacements or other parts
- Cover repairs or specialized treatments beyond standard cleaning
- Excessive debris removal, drain issues, or conditions requiring extra labor
- Emergency or after-hours service requests
- Services outside the scope of this Agreement
- Clients failure to provide the agreed functional water source and electrical supply which in turn prevents the service from occurring will be subject to a service fee

7. Standards of Performance and Limitation of Liability

The Company will perform services in a professional and workmanlike manner consistent with industry standards for residential spa maintenance. Water chemistry targets are based on widely accepted ranges; actual results can vary due to fill-water quality, bather load, environmental factors, and equipment condition.

The Company is not responsible for:

- Pre-existing defects, manufacturer defects, or latent equipment failures
- Damage arising from improper use, neglect, unauthorized modifications, or chemicals not approved for the spa
- Improperly installed cover lift
- Excessively heave covers with include waterlogged foam covers
- Conditions beyond the Company's reasonable control (including weather, access restrictions, or utility failures)
- Indirect, incidental, or consequential damages
- Preexisting problems with the property

To the maximum extent permitted by law, the Company's total liability under this Agreement for any claim arising from a specific service shall not exceed the fees paid by the Customer for that service.

8. Termination

Either party may terminate this Agreement by providing written notice (including text or email) to the other party. Termination does not relieve the Customer of the obligation to pay for services already performed. The Company may suspend or terminate service for non-payment or repeated denial of access after reasonable notice.

9. General Provisions

1. **Entire Agreement.** This Agreement constitutes the entire understanding between the parties regarding the services described and supersedes prior discussions or agreements on the same subject matter.
2. **Amendments.** Modifications must be in writing and acknowledged by both parties (including electronic acknowledgment where permitted).
3. **Governing Law.** This Agreement shall be governed by the laws of the jurisdiction in which the Service Address is located, without regard to conflict-of-law principles.
4. **Severability.** If any provision is found unenforceable, the remaining provisions shall continue in full force and effect.
5. **Notices.** Notices under this Agreement may be delivered in person, by mail, or by email to the addresses provided by the parties.

10. Acknowledgment and Signatures

By signing below, each party acknowledges that they have read, understand, and agree to be bound by the terms of this Service Agreement.

CUSTOMER

Signature: _____

Print Name: _____

Date: _____

REVOLUTION POOL AND SPA

Signature: _____

Print Name: _____

Date: _____

OPTIONAL ADDED SERVICES

Weekly Water Maintenance & Water Balance

In addition to the Quarterly Drain and Clean Service, Revolution Pool and Spa offers optional weekly water maintenance. Regular interim care is widely recognized in the industry as an effective way to maintain water quality, reduce chemical demand, protect equipment, and keep the spa inviting between deep-clean visits.

Weekly Service Description

When selected, weekly visits typically include the following:

- **Water Balance:** Test and adjust key parameters (including pH, total alkalinity, and sanitizer residual) to help maintain clear, safe, and comfortable water within industry-accepted ranges. Minor chemical adjustments are made as needed based on test results and conditions observed at the time of service.
- **Wipe Down the Hot Tub:** Clean the waterline, accessible shell surfaces, and immediate surrounding areas to reduce oils, residue, and visible buildup. This supports hygiene and appearance between quarterly deep cleans.
- **Filter Cleaning:** Rinse and clean filter cartridges as needed to support circulation and filtration performance. Filters that require deep soaking or replacement will be noted; deep filter service remains part of the quarterly scope unless otherwise arranged.

Weekly maintenance is offered as a recurring add-on. Frequency, day-of-week preference, and pricing can be arranged with your Revolution Pool and Spa representative. Combining weekly visits with the quarterly drain-and-clean service provides year-round care aligned with common industry recommendations for residential spa ownership.

To add weekly water maintenance to your service plan, please contact Revolution Pool and Spa or complete the acknowledgment below:

Customer Initials for Weekly Service Add-On: _____ Date: _____

Preferred weekly service day / notes: _____