



We Make It Easy For You To Relax

Residential Hot Tub Service Agreement : 2010

1. CUSTOMER

This agreement is made between Premiere Hot Tubs, Inc. (PHT) and the customer noted below. PHT agrees to provide products and/or services for hot tubs purchased from PHT, and at its discretion hot tubs not sold by PHT. Regarding service term requirements, this is not a contractual agreement. Both PHT and customer may discontinue service at any time without notice to the other party. No refund will be made for services already completed and/or parts ordered and/or installed.

CUSTOMER ADDRESS

NAME		PHONE (PRIMARY)	PHONE (ALTERNATE)
ADDRESS	CITY	STATE	ZIP CODE
SPECIAL INSTRUCTIONS			GATE ACCESS CODE
LOCATION OF GFCI / DISCONNECT		LOCATION OF MAIN BREAKER	

BILLING ADDRESS (if different from above)

ADDRESS	CITY	STATE	ZIP CODE
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2. REQUESTED SERVICE (please circle)

Spa Cleaning (1-Time)

Spa Clean & Flush (1-Time)

Check Ozonator

Quarterly Spa Maintenance
(Non Salt System Spas)

Annual Spa Maintenance
(Salt System Spas)

3. BILLING

Unless otherwise agreed to by PHT, all payments for scheduled service will be by approved credit card two (2) days prior to service.

4. QUARTERLY / ANNUAL SERVICE

Service is not a substitute for regular, weekly water testing and adjustment by Customer. Service will be performed approximately at 3-month intervals for Standard Hot Tubs and annually for Salt System Spas. Service will consist of:

- See last page
- Balancing refilled water to proper specifications

TEST	IDEAL RANGE	COMMENTS
Bromine	3 – 5 ppm 1 – 2 ppm	Standard Spas Salt System Spas
Total Alkalinity (TA)	80 – 120 ppm	
pH	7.2 – 7.8	
Calcium	150 – 400 ppm	

Ozone	≥ 50 ppm	If < 50 ppm, Ozone renewal kit will be installed (see "Repair & Parts")
Sodium Bromide	7.2 – 7.8	For Salt System Spas
Phosphate	≤ 200 ppm	For Salt System Spas (If "tap" water exceeds 200 ppm, customer will be informed of steps to reduce Phosphates to ≤ 200ppm.)

5. ROUTE SCHEDULES

PHT schedules service between 9:00 AM and 6:00 PM, Monday – Friday. If service is required on the weekend, a 25% premium will be charged.

6. ACCESS

PHT routes daily schedules to minimize travel. Additionally a spa flush generally requires two (2) trips to your home. Consequently PHT does not provide a specified time of day for service. Your spa must be accessible, **without interference by all pets**, from 9:00 AM – 6:00 PM on the date of service. If proper access has not been provided by Customer a fee of 25% of the applicable service will be charged.

7. SCHEDULING

PHT will call 3 – 5 days prior to service to notify customer of date of service.

8. WEATHER RESTRICTIONS

Generally repairs are not completed when it is raining, the temperature is below 45°, or either is predicted imminently. If these occur your service will be rescheduled.

9. REPAIRS & PARTS

Should additional service and or parts be found to be required while spa is serviced, Customer agrees that such additional services and/or parts will be charged on the date of service (for service) and date of order (for parts) to the same credit card presented for the original service. In the event, this additional cost is thought to exceed \$250; PHT will attempt to contact Customer for approval. However, if Customer cannot be contacted when called, Customer agrees that they have granted their approval.

10. WATER RESTRICTIONS

Customer is responsible for notifying PHT in "Special Instructions" of any water restrictions at their home.

11. CONTINGENCY OF SERVICE

Should PHT find that the Customer has not maintained their hot tub in reasonably good condition, PHT reserves the right to cancel service.

12. ACKNOWLEDGMENT

My signature below denotes my reading and understanding of the above terms, and my approval for services & charges noted in this agreement.

SIGNATURE

DATE

Hot Tub Maintenance Services		
	Per Service	Annual
1 Spa Cleaning (1-Time) - Drain & refill spa - Clean spa shell & cabinet (inc. JetPaks) - Balance water (Br, Alkalinity, pH, Calcium) - Add Tru Blu if Salt System Spa (additional charge) - Replace Filter(s) ² (if required - additional charge)	\$185.00 \$22.00 / bottle (generally a total of \$66.00) \$39.95 - \$99.90	N/A
2 Spa Clean & Flush (1-Time) - Includes Spa Cleaning - Flush Spa ³	\$255.00	N/A
3 Check Ozonator for proper function (inc. Test kit) - Includes Ozone Test Kit - Ozonator "Renewal" (if required - additional charge) - Replace cell, fuse, check valve, etc. - Check is only completed with other services	\$95.00 \$99.95	N/A
4 Quarterly Spa Maintenance (Non-Salt System Spas) - Spa Cleaning in Quarters 1, 2, & 3 - 4th Quarter Service also includes - Spa Flush ³ & Ozonator Check - Replace Filter(s) (additional charge) - Check all spa functions for proper operation ⁴ - If initial service, billed at (1-Time Rate)	\$204.00	\$816.00 <small>(Reflects a 10% Discount)</small>
5 Annual Spa Maintenance (Salt System Spas) - Spa Cleaning & Flush ³ - Ozonator Check - Addition of Tru Blu! (Sodium Bromide) included - Replace Filter(s) (additional charge) - Check all spa functions for proper operation ⁴	N/A	\$445.00
Notes: 1 Prices do not include Sales Tax (which will be added) 2 Filter prices vary based on spa model & # of filters 3 All Spas develop bio-film on water surfaces (inside plumbing & outside if in water). Bio-film is an accumulation of bacteria and other components. It requires a rather aggressive "flush" to remove which takes several hours to perform properly. 4 For several reasons we cannot ensure that a component failure will not occur at a later date. If a component failure is found or found to be pending, the component will be replaced and charged as noted above.		