



# Aquatic Consulting Services

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## Pool Tip #34: Hiring a Pool Service Company

Don't hire a company to provide pool maintenance services just because they submitted the lowest bid. Not all pool service firms are equal. They may provide different services, or levels of service. One company may be more reliable than another, or show more pride in their work. Another may hire pool service technicians who are more experienced, or provide better training in pool operation, maintenance or repair to their employees.

When choosing a pool service firm, make a checklist and obtain answers to the following questions.

### **How reliable is the company?**

Find out how long the company has been in business, and whether they are affiliated with a professional trade association like AP&SP (NSPI), or hold membership in a pool servicemen's association like IPSSA. Call the Better Business Bureau and ask for details about complaints filed against the company. Request a list of satisfied customers.

### **How knowledgeable or skilled are the service technicians?**

What percentage of the pools they service are similar to yours? You don't want to hire a company to provide commercial pool service, if most of their customers are small residential pool and spa facilities. Are they familiar with the types or brands of equipment you have installed on your pool? Are the service techs familiar with applicable codes, regulations and guidelines? Are they Certified Pool-Spa Operators, or do they have equivalent education, certification or training? If required, are they licensed? Are the technicians capable of completing minor repairs? Will a licensed contractor supervise equipment replacement or major repairs done on the pool?

### **What services are included in the basic contract?**

What's not included? Find out how many pools are serviced per day on a typical route. Are the pools on a route all in the same neighborhood, or geographically spread

out around the county? How much time will a technician typically spend at your pool per service call? If your facility is open year round, is year-round service available? If your facility is only open part of the year, can they provide seasonal opening and winterizing services? Do they also provide pool management services?

### **What will the service cost?**

Find out how much you will be billed for the service based on a specific number of visits per week. Obtain a price list or fee schedule which explains what you will be billed for special services, emergency service, or service required after hours, on holidays or weekends. Are travel expenses included in the fee or will you be charged extra for travel time for non scheduled jobs? If the company charges more than most of their competitors are they worth it, because they provide enhanced or better services?