



# MAINTENANCE AGREEMENT 2023

WESTROCK POOL & SPA  
 21 North Middletown Road, Nanuet, NY 10954  
 Service: 845-947-4200 • Fax: 845-947-4298 • Store: Fax 845-623-1156  
 www.westrockpools.com | [service@westrockpools.com](mailto:service@westrockpools.com)

**LICENSE NUMBERS**  
 Rockland #H-00251-25  
 Westchester #WC-14560-H03  
 Putnam #PC2785-A  
 NJ #13VH03130500

**Maintenance Services:** Maintenance services will be performed until your pool is closed, or at the customers request in writing to suspend. Requests to suspend service must be sent to [service@westrockpools.com](mailto:service@westrockpools.com). A surcharge may be added after a severe storm. **Chemicals will be added as needed and will be billed additionally.** We will gladly use your chemicals if they are visible and easily accessible during time of service. DE/Cartridge filters will be cleaned as necessary for a charge of \$89.00 and Salt Cells will be cleaned as necessary for a charge of \$99.00. If we cannot see the bottom of your pool, we can not vacuum. We will scoop & brush the pool instead.

**We will not perform any services without a valid credit card and a signed credit card authorization form.**

**Gunite Pool pricing based on size and features. Call to discuss pricing.**

- Pool Weekly Service \$95.00** per visit + tax + chemicals: Once a week we vacuum, skim and brush the pool as needed, backwash the filter as needed, and test and balance the chemicals.
  - Pool Bi-Weekly Service \$139.00** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the pool chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.
  - Spa Weekly Service \$89.00** per visit+ tax + chemicals: Once a week we balance the chemicals and clean the filter as needed.\*  
**We drain, clean, and refill the spa when it is necessary for a charge of \$269**
  - Spa Bi-Weekly Service \$129.00** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.\*
  - Spa Monthly Service \$179.00** per visit + tax + chemicals: Our weekly service is performed once a month. Customers are responsible to maintain chemical levels throughout the month and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.\*
  - Swim Spa Weekly Service \$99.00** per visit + tax + chemicals: Once a week we balance the chemicals and clean the filter as needed.\*
  - Swim Spa bi-weekly \$199** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.\*
  - Spa - Drain, Clean & refill \$279.** per visit + tax + chemicals\* One time service. Spa will be drained, cleaned and refilled. Chemicals will be added and billed accordingly.
  - Swim Spa Drain Clean refill \$350** per visit + tax + chemicals\* One time service. Spa will be drained, cleaned and refilled. Chemicals will be added and billed accordingly.
- \* We use Frog spa balls in every spa - replace per month. \$56.99
- Service Call \$189.00 for the first hour and \$89.00 per each additional ½ hour (1 hour minimum).** Parts are not included. We will call for authorization only if the necessary parts are over \$100.00. More than one visit may be needed to complete the repair.

Services will be performed rain or shine. **Repairs will be billed at the rate of \$189.00 up to one hour and \$89.00 for each additional ½ hour of service.** All jobs will be considered satisfactory unless Westrock is notified in writing within 3 days of service. Prices are for Rockland, North Orange and Bergen counties only. Other counties will be charged a \$75 trip charge each visit. We cannot be held responsible for damage to liners that are six or more years old. A 1.5% monthly late fee will be charged to all accounts delinquent 30 days. Any court or collection fees become the responsibility of the homeowner. Credit Card information is mandatory. Your card will be charged once service is complete. **We will not perform any services without a valid credit card and a signed credit card authorization form.** You will be charged a \$75.00 trip fee if you cancel your scheduled service on site. We cannot complete our service without full access to your pool/spa and equipment. If we do not have full access, you will be charged a \$75 trip fee for the attempted service. Sales tax will be applied to all products and services. Gas surcharges may apply to each service. Prices can change anytime based on supply chain. Due to liability, Westrock will not install any equipment that was not purchased directly from Westrock.

**Credit Card information is mandatory. If you prefer to book online please go to: [westrockpools.com](http://westrockpools.com) (click on service tab) Check one box below.**

Name: (please print) \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone \_\_\_\_\_ Work Phone: \_\_\_\_\_ Email: \_\_\_\_\_

PLEASE BILL MY CREDIT CARD: VISA MC DISCOVER # \_\_\_\_\_

VCODE \_\_\_\_\_ EXP DATE / /

Authorized Signature \_\_\_\_\_ Date / /