**Call Consult Cool Off**

(No “s” on the end of pool)

(understand needs an “s”)

**It’s about the water**

Pool water chemistry is our specialty!

or

Clean and Safe water is our specialty!

**Sunrise Pool (no “s”) Service**

The full-service schedules and rates start at:

Prices subject to change and variation depending on your pool size and location. (can we maybe include this line somewhere under the listed rates?)

1.5K+. 4k+ 200+

(I’m not sure about these numbers, they seem high LOL?)

**Services (under this section I only changed these two entries, the other stuff is good as is)**

**Chemical Testing and Balancing**

We know that proper pool chemistry is critical to a beautiful, safe, and happy pool. “A happy pool?” you might ask. Yes! Did you know that unbalanced pool water can be aggressive, etching and corroding pool surfaces and equipment?

**Regular Maintenance**

The secret to a clean, safe pool is consistent and repeated performance of a good maintenance routine. Preventative maintenance is far superior (and overall cheaper!) than reactive maintenance. Much like going to the gym, good results are cumulative and depend on consistency. You can trust our technicians to keep your pool maintenance on schedule and give your pool the regular “work-out” it needs.

**FAQ**

**What does a service include?**

The regular maintenance routine includes vacuuming, netting, brushing surfaces, emptying skimmer baskets, cleaning the lint pot, and checking and adjusting pool chemistry. We also leaf blow the immediate area as needed and operate and inspect all pool equipment during the service. We clean filters, acid wash salt cells, and perform other equipment specific routines according to their suggested schedules of maintenance. Some of these extra routines have additional costs.

**The 3 C’s of pool care** (lets get rid of this one for now)

**How often does my pool need cleaning?**

This depends, among other things, on seasonal and environmental factors, how much use the pool is getting, and how clean and well balanced you want the pool to stay. Cleaning a pool should not be thought of as a once and done event that can be performed occasionally to make the pool spotless and healthy again. Like working out at the gym or brushing one’s teeth, any single cleaning is only as good as the quality and frequency of the maintenance routine that encompasses it. There is no such thing as a “deep” cleaning for a pool, higher levels of cleanliness only come from more frequent repetitions of the maintenance routine. Pools cleaned every week will in general be cleaner at any given time then pools cleaned every other week. If both are cleaned on the same day, the one that gets cleaned every week will be and will look cleaner in general.

**How long does a service take? Your technicians were not here for very long**

The quality and completeness of your service is measured less by the amount of time it takes and more by what our technicians do with the time. A technician who pulls up, walks to your pool, dips in a test strip and then leaves and charges you for a regular service is obviously wrong and our office should be notified. But two technicians who are on the ball, using professional quality equipment designed for better and faster cleaning, will be able to perform a complete and quality service in 15-30 minutes. If a technician is alone, it will usually take between 30-60 minutes. Occasionally you might see three technicians come and go within 7-15 minutes!

**The tech was just here, and the pool still looks dirty?**

This happens for many reasons, the most common is the pool needs more frequent attention. Clients who opt for every other week cleaning during times when the pool needs no less than weekly attention often have this complaint. The more frequent the cleanings, the cleaner the pool before and after cleanings. The dirtier a pool is allowed to get before the cleaning routine is done, the more likely a single cleaning will still leave the pool looking dirty. There is no way to “deep” clean a pool, you can only perform the cleaning routine more often.

**My pool always has dirt on the bottom, even when I vacuum every or almost every day?**

In most cases, daily or every other day vacuuming and brushing will result in a virtually dirt-free pool. Some situations though can produce constant dirt and/or debris to fall to the bottom of the pool. It could be the filter medium, whether paper filters or sand, needs replacing. It could be from the use of phosphate removers, which although are an essential tool in fighting algae, causes the phosphates to drop in visible piles to the bottom, sometimes all at once, sometimes continually for days. But often, the dirt is simply environmental. People often overlook that a pool is an open system and underestimate how much dirt and dust floats around. It’s likely no coincidence that we hear this complaint most often in the peak of the season during the hottest, driest, windiest times of the year.

**Why is my pool green?**

A pool can be green from a chemical imbalance or the presence of metals in the pool. However, the most common cause of a green pool is algae. Algae is a microorganism that uses the sun and nearly every contaminant you find in pool water, to grow and proliferate, even exponentially. Chlorine is arguably the most important element in preventing algae growth. The key is this: *Chlorine does not stay in swimming pools.* It is constantly dissipating and being destroyed or neutralized by the sun or in chemical interaction with waste products and microorganisms. Chlorine must be added every day during the peak of the season. Salt systems and chemical feeders do this for you if you have them, but even then, in some high use circumstances (big parties, daily swimming, dogs swimming, an active algae bloom etc…) these automatic chlorine feeders might not keep up with the demand, requiring you to add chlorine directly to the pool. Because, *as soon as chlorine levels reach zero algae begins to bloom*. And when conditions are right, the pool can go from clear to completely green in a matter of hours!

**What causes algae in a swimming pool? Is it my lake shorts?**

We have all heard the adage “if you swim in the pool with the shorts you use to swim in the lake your pool will turn green”. Its probably one of the most widely known and believed pieces of pool maintenance advice we encounter. But is it true? In some sense it is reasonable to think that algae spores from the lake could adhere to your shorts and later transfer to your pool and cause an algae bloom. But it is also true that algae spores are literally everywhere, and the pool is constantly being seeded with algae spores floating on the air. The most important factor in algae growth in a pool is not the introduction of spores, but whether the spores encounter chlorine and properly balanced pool water. Algae spores die immediately or eventually in a well maintained properly balanced pool with chlorine residual, whether they are from the air or from the lake. The cause of algae in a swimming pool largely boils down to the lack of chlorine.

**Can I swim in a pool that has algae?**

There are some harmful types of algae, but they are rarely found in swimming pools. Algae found in pools usually does not pose a direct threat. That said, algae in a pool is taxing on water chemistry and chlorine levels. These in turn can cause more direct problems like skin and eye irritation or worse, allow dangerous microorganisms to live and thrive. If swimming pool water is clear and there is at least a chlorine residual of 1ppm, then the presence of algae in certain places in the pool like walls, corners, or stairs is not cause for concern to the health of swimmers. If, however, the entire pool is covered in algae and/or the bottom of the pool is not visible, swimming is not advised.

**Why do I need professional pool service? Don’t pools mostly take care of themselves?**

Proper pool care takes time and effort. Our trained technicians use industry leading pool cleaning equipment and water testing methods to provide the best level of pool care you can find. Maintaining your own pool is time consuming and not always as straight forward as it might seem, with many different methods and approaches appearing to give good results. But appearances can be deceiving. We often work with pools and spas that on first sight seem to have clear clean water, but on closer inspection are discovered to be far out of balance or worse possibly harboring dangerous microorganisms. Chlorine is not enough. Parameters like pH, Alkalinity, calcium hardness, and even temperature (just to name a few) must be measured and adjusted to maintain truly safe, balanced pool and spa water. We bring the chemicals and our expertise to you (no more trips to the pool store with water samples!) and when the service is complete you receive a detailed report as to what work was done, water chemistry results, chemicals added and any other pertinent details of the service (including photos). We also store all this information in our system for easy reference and to help us better understand your pools specific needs and trends through the seasons.

**Why does my pool need to be chemically balanced REPLACE WITH What is balanced pool water?**

Balanced pool water is water that contains the proper proportions of calcium hardness, total alkalinity, total dissolved solids, and cyanuric acid and their relation to current pH and temperature levels. Some of these factors slowly drift and some change more rapidly. Balanced water is different in the summer than in the winter; temperature being a rather large factor affecting water balance. Water that is out of balance effects chlorines ability to fight microorganisms, can be irritating to eyes and skin, and will either be scale forming or aggressive to surfaces and equipment. Water that is scale forming leads to several issues from stains, white tile lines, rough or even sharp pool surfaces, to in extreme cases clogging up a pool heater. Aggressive pool water can destroy a pool through corroding the materials of its construction. Our technicians are fully trained in water chemistry testing and are equipped with the industries best testing equipment. We balance your pool water according to the Langlier-Saturation Index which is an objective measurement of water balance. We record and store all this information giving us a better understanding of your pool and its seasonal needs and trends.

**What is the Langlier Saturation Index?**

The Langlier Saturation Index, or LSI, is the unbiased measurement of water balance, as defined by calcium carbonate saturation. It determines if pool water will be aggressive/corrosive (low LSI), balanced, or scale-forming (high LSI). Most water treatment industries use the LSI. In swimming pools there are six factors that go in to determining the LSI score

* pH
* Water temperature
* Calcium Hardness
* Carbonate Alkalinity
* Cyanuric Acid/Stabilizer
* Total Dissolved Solids

**What is water sanitation? Is it different from water balance?**

In swimming pools, sanitation refers to the presence of a chlorine residual. Chlorine residual is the sustained presence of free chlorine in a pool as measured by an accurate testing method. It indicates that the water is free of microorganisms and their remains chlorine in the water waiting to destroy and inactivate new microorganisms or waste products that might be introduced. In general, chlorine levels do not have a significant impact on water balance, In contrast water balance does have a very important effect on the function and performance of chlorine.

**How often should I test my pool water REPLACE WITH How often should I check chlorine? Do I need to test my chlorine if I have pool service?**

*Chlorine does not stay in swimming pools.* In commercial settings health departments require pools to be tested for the presence of chlorine every four hours! They know that chlorine can go from normal levels to zero within hours. And as soon as chlorine levels reach zero, algae and other microorganisms (some of them dangerous) can proliferate, sometimes exponentially. For residential settings testing for chlorine no less than every week is advised, sometimes more if circumstances require. Testing for chlorine is arguably the one thing ALL pool owners should know how to do and should do regularly during peak usage. It is easy and inexpensive to perform a test for chlorine (test strips take mere minutes to use) and is of enormous importance to the safety and beauty of your pool water. Our technicians will be happy to teach you how to test for chlorine.

**What does it mean to shock a pool?**

The word shock is confusing, sometimes it’s used as a noun such as “we bought bags of shock”, sometimes it’s used like a verb, “we had to shock the pool after our pool party”. In the first instance “shock” is a synonym for chlorine. And so, any type of chlorine, liquid or dry, might be referred to as “shock”. When used as a verb “shock” means adding enough chlorine (or shock) to bring the chlorine residuals up to 10, 20, or sometimes 30+ ppm. This might be done to fight algae or decontaminate after a fecal incident or other case of suspected contamination with dangerous microorganisms.

**How long do we have to wait to swim after chemicals are added?**

One of the benefits of a pool that is regularly maintained is a steadier pool chemistry. This means that it will usually need only small changes or additions of pool chemicals to keep it balanced and sanitized. For this reason, most of our clients on regular service will at most only need to wait 30 minutes after the service, if at all, before jumping back in. Unless we inform you otherwise you can assume this to be the case. A pool that is being shocked will have a wait time of 24-48 hrs. before swimming can be resumed. It is rare for a regularly maintained pool to need to be shocked, if it does it could be a sign it needs more frequent servicing.

**What are the ideal chemisty ranges?**

This one is fine as is but can you add the following at the end of it?:

It is important to note that the ranges provided on test strip bottles, and such are best thought of as guidelines and generalizations. We balance pool water following the Langlier Saturation Index which is a much more precise and accurate way to balance pool water. Some situations and environmental factors require certain pool chemicals and readings to be outside the suggested ranges.

**What causes pool chemistry to be imbalanced?**

This one is fine as is

**Why is my pool using so much chlorine? What is chlorine demand?**

Every pool has a certain amount of waste products and contaminants being constantly introduced from the environment and any people or animals entering the water. It is chlorines job to neutralize and destroy these compounds. This amount we refer to as the chlorine demand. At a specific pool, It’s the amount of chlorine required to neutralize all waste products, keeping the pool sanitized and clear. This chlorine demand, or need for chlorine, can vary from near zero in the middle of winter, to almost constant in the summer. Unpleasant as it might be, it is worth considering the amount of sweat, lotions, cosmetics, deodorants and perfumes that are regularly brought into a pool by swimmers, sometimes referred to as the “bather load”. One active adult swimmer alone can release up to 1 pint of sweat per hour! Not only does it take a lot of chlorine to deal with this bather load, but all these waste products are food for algae which proliferate and further increase chlorine demand. *If a pools chlorine demand is not continually met, it gets cloudy and then turns green*. The amount of chlorine it will take to restore the pool will not only be larger than if the initial chlorine demand had been met but will continue to increase.

**I have been adding chlorine to my pool or spa but my test strips still say 0 chlorine? What is going on?**

Most often when this happens the reason is due to a large “chlorine debt” as we sometimes call it. This basically means that there is so much buildup of waste products and/or algae in your pool, that as soon as you add chlorine it gets completely used up destroying contaminants. Its important to understand that first, chlorine gets used up when it destroys waste products and two, a specific amount of chlorine will be required to completely destroy a specific amount of waste products. Your test strips will continue to read 0 even after adding chlorine until you have added enough chlorine to destroy all waste products in the pool, at which point the addition of more chlorine will then begin to register on your strips (this is residual chlorine waiting in the water to attack new waste products). The longer a pool goes without residual chlorine the more chlorine it will take to bring residual chlorine back to the pool.

**What are phosphates and how do they effect my pool?**

Phosphates are a food source for algae that will encourage its growth. In some cases phosphates can allow algae to grow even in the presence of chlorine residual. Keeping phosphate levels below 500 is an important strategy in the fight against algae and maintaining beautiful pool water.

**Should I brush my pool?**

Brushing a pool is one of the best ways to keep it clean and healthy. Dirt, algae, and microorganisms hide on the walls, stairs, corners and other low circulation areas of your pool waiting to take advantage and proliferate if chlorine coverage is lost. Brushing at least once a week in the summer results in an overall cleaner pool with less algae.

**Should I let my dog swim in the pool?**

Sure! As beloved family members we include them in most of our other recreational activities so why not swimming? The most important thing to keep in mind is safety. Dogs should always be supervised when swimming. Second, proper pool chemistry is vital for ensuring the water is not only safe for our dogs but able to deal with the additional demand dogs place on pool water chemistry. One medium sized dog brings in as much dirt, debris, and hair as 3 or more adults (not to mention particles of fecal matter) into the pool. None of which is of much concern in a well maintained chemically balanced swimming pool.

**What is the white, hard material on my tile?**

**How long does a pool last?**

**How do I prepare my pool for winter?**

**Off-Season Pool Care, is it worth it?**

**Why is pool service so expensive?**

**What are the white flakes in my pool? I often find them by the return jets?**

**Is a salt pool different from a chlorine pool? How so?**