



Welcome to the 2021 Swimming Season!

Please remember bookings are done on a pre-paid, first come, first served basis. **TO AVOID DISAPPOINTMENT BOOK EARLY!** In order to ensure your pool opening goes smoothly, please read the following checklist!

✓ CUSTOMER TO-DO CHECKLIST

BEFORE WE ARRIVE

- **Empty your sump well & maintain your water level 24 hrs prior to opening (if applicable)**
- Power on the sump pump (if turned off at the breaker/fuse panel, if applicable)
- **Garden hose is accessible & turned on from inside the house**
- Leave out pool vacuum hose & head (for circulation, vacuuming not included) & all accessories (ie; ladder etc.)
- **Ensure your gate is unlocked & pets are secure in the house, and pet waste is cleaned up**
- Notify our service dept at least 24 hours prior to your service call if there are any issues (ie; missing plumbing, broken equipment, etc)

AFTER OPENING

- **Please bring a water sample into your nearest Pioneer location for free testing after 24 hours of pool circulation**
- **Once your water is tested and balanced your Nature 2 DuoClear cartridge will need to be replaced if not ordered with opening**
- **Debris removed from the top of your pool cover will be left on site neatly in garbage bags for you to dispose of or \$15 debris removal charge applies.**

SPECIAL INSTRUCTIONS BY POOL TYPE

- **LOCK-IN COVERS:** You **MUST** store lock-in cover in a proper container and fill the container with water. Add approx. 500ml - 1 Litre of concentrated algaecide. **DO NOT STORE THESE COVERS DRY.**

○ **SAFETY-COVERS:** When pool has filled to operating level add HTH to SHOCK the pool to start the clearing of the water. Bring a water sample in to the store for test and balance instructions.

○ **SALT POOLS:** Once the pool has filled to operating level add chlorine shock to raise the chlorine level. (ie. HTH extra or liquid chlorine in recommended dosages)

Ensure your salt levels are in the correct range to maintain proper operation. Bring a water sample into Pioneer for free testing to determine the salt level and receive balancing instructions.

○ **REMEMBER** Store your Safety Cover in a rodent free location!

! PLEASE NOTE THE FOLLOWING INFORMATION

Vacuuming the pool is not included except when completing a full open on a pool with a safety cover provided the pool is not green

The lighting of pool heaters needs to be done by licensed gas fitters (due to the Technical Standards Safety Authority (T.S.S.A.) and in accordance with CSA regulations). We can refer you to a licensed professional that will clean, service and ignite your heater for a nominal fee.

We will not install or remount:

- Any accessories with missing or broken hardware (ie; diving board hardware, ladder escutcheons)
- Solar systems or drop-in steps

If your equipment is not in working order and we are not able to start circulation you will need to call the office to arrange a separate service call.

ASK US ABOUT A NEW LINER OR SAFETY COVER

EXPRESS BOOKING OPTIONS

STEP 1 - SELECT PKG	WHAT WE DO	WHAT YOU DO	PRICE
<input type="checkbox"/> FULL OPENING <input type="radio"/> Lock-In Cover <input type="radio"/> Waterbag <input type="radio"/> Safety Cover Installed By: <input type="radio"/> Pioneer Pools or Other _____	Remove water & bag debris from the cover Rinse and brush cover while on pool Fold cover and water bags Re-install pool fittings Re-mount pool accessories & deck equipment Re-install light & de-winterize pool equipment Check system operation Shock pool water & install Fusion Soft Mineral cartridge with Nature 2 & Duo Clear (*If purchased)	Vacuuming and cleaning pool (*Safety cover pools will be vacuumed if pool is not green. Depending on severity extra chlorine may be added and billed.) If the pool is green, we will brush the pool and shock Provide access & use of your garden hose & water tap Turn on garden hose & fill to 3/4 up the skimmer face plate after Opening is complete Install drop-in steps (We do not install these)	\$369 ^{•HST} OUT OF TOWN ADD +\$40 ADD WATER FEATURE DE-WINTERIZATION +\$25
<input type="checkbox"/> PARTIAL OPENING <input type="radio"/> Lock-In Cover <input type="radio"/> Waterbag <input type="radio"/> Safety Cover Installed By: <input type="radio"/> Pioneer Pools or Other _____	Remove cover Fold cover & water bags Re-install pool fittings Re-install light & de-winterize pool equipment Check system operation Shock pool water & install Nature 2/ DuoClear cartridge (*If purchased)	Drain water from cover, bag and remove debris, rinse and brush cover while on pool Clean water bags if applicable Vacuum and clean pool Provide use of your garden hose & water tap Turn on garden hose & fill to 3/4 up the skimmer face plate after Opening is complete Install drop-in steps (We do not install these)	\$299 ^{•HST} OUT OF TOWN ADD +\$40 ADD WATER FEATURE DE-WINTERIZATION +\$25
<input type="checkbox"/> EQUIPMENT ONLY	Re-install pool fittings Re-install light & de-winterize pool equipment Check system operation Shock pool water & install Nature 2/ DuoClear cartridge (*If purchased)	Perform complete pool opening including cover removal & folding Please fill pool prior to crew arrival to test run equipment Install drop-in steps (We do not install these)	\$189 ^{•HST} OUT OF TOWN ADD +\$40
<input type="checkbox"/> FULL 20 WEEKS <input type="radio"/> Lock-In Cover <input type="radio"/> Waterbag <input type="radio"/> Safety Cover Installed By: <input type="radio"/> Pioneer Pools or Other _____	Full pool opening (spring); full pool closing (fall) Vacuum & backwash filter, weekly Clean all baskets, rinse pool deck and clean water line, weekly Test pool water and add customer's chemicals as necessary, weekly (*Pioneer products only) Balance pool water monthly Stock chemicals onsite at beginning of season	IMPORTANT NOTES Customer is responsible for care & operation of pool between regular cleaning days Pioneer does not assume responsibility for debris in pool caused by storms or other causes Extra cleaning is available for \$60+HST/call	\$1995 ^{•HST} OUT OF TOWN BY QUOTE ADD WATER FEATURE DE-WINTERIZATION +\$25
<input type="checkbox"/> FULL POOL OPENING & FULL POOL CLOSING	Same features as listed above Closing Date:	Same features as listed above	BOOK NOW & SAVE \$69 \$669 ^{•HST} OUT OF TOWN ADD +\$40

STEP 2 - PERSONAL & BILLING INFORMATION

Name:	<input type="radio"/> Included in Contract
Address:	<input type="radio"/> Cheque (Payable to 'Pioneer Family Pools' - enclosed)
Postal Code:	<input type="radio"/> Visa <input type="radio"/> MC <input type="radio"/> AMEX <input type="radio"/> EXP. MM/YY
Tel (H):	Tel (C):
Tel (H):	Credit Card #:
*Email:	Name: (Print name as seen on card)
*We have gone paperless! Your email address is now necessary to receive your invoices & warranties. <input type="radio"/> Are you interested in receiving promotions & discounts via email?	<input type="radio"/> This form accurately reflects the services and products I wish to receive. No opening will be booked until full payment is made.

STEP 3 - REQUEST OPENING DATE	STEP 4 - CALCULATE PAYMENT
<input type="checkbox"/> APRIL <input type="radio"/> 1 st Week of April <input type="radio"/> 2 nd Week of April <input type="radio"/> 3 rd Week of April <input type="radio"/> 4 th Week of April	OPEN TYPE TOTAL + HST DEBRIS REMOVAL - \$15.00 (UP TO 5 BAGS) + HST
<input type="checkbox"/> MAY <input type="radio"/> 1 st Week of May <input type="radio"/> 2 nd Week of May <input type="radio"/> 3 rd Week of May <input type="radio"/> 4 th Week of May	DUO CLEAR + NATURE 2 FUSION SOFT - \$119+ HST OUT OF TOWN - \$35 + HST
<input type="checkbox"/> OTHER (SPECIFY):	TOTAL PAYMENT \$