



EcoBlast
Pool Tile Cleaning & Repair

Terms & Conditions

EcoBlast Before and After Care Instructions and Disclaimers

You have an upcoming appointment with EcoBlast to get your pool tile professionally cleaned, please read through the before and after care instructions before we arrive. If you have any additional questions or concerns, please feel free to contact us at 707 548-9880 (text or call) or email

. We look forward to meeting you and bringing your pool back to life. If you are getting tiles repaired on your pool please read the "Tile Repair" section only.

Your pool tile/surfaces/hardscape will be professionally cleaned by our highly trained craftsmen utilizing low air pressure and an onsite selected blast media that will not damage the surfaces to be cleaned. We want to ensure that you have the best experience with our company and anticipate that you will by following the instructions outlined below.

GLASS BEADS OR MINERAL BLAST

When EcoBlast arrives onsite, their professionals will assess the surface or surfaces that need to be cleaned and will chose the best type of blast media that will remove the deposit buildup without damaging the surface. Both types of media are chemical free and are not harmful to the pool water, pool equipment or the landscape surrounding the areas of the pool. Glass beads are used on surfaces such as rock, brick, or unglazed tile. Mineral blasting is used on more delicate surfaces such as glass pool tile, glazed pool tile, granite etc.

ARRIVAL TIME

We will call you 48 hours before your scheduled cleaning and provide a 1-3 hour window of our approximate arrival time. Please understand that this is an approximate time and sometimes we may arrive a little earlier or later than our scheduled time. Usually, you will be notified via phone to let you know we are on our way. Please be sure to provide us with all available contacts so that we may reach you to keep you informed.

INCLEMENT WEATHER

We cannot perform tile cleans or tile repairs in the rain. Therefore, if the forecast shows rain 72 hours prior to your scheduled appointment, it will be rescheduled. You will be informed by our office staff should this occur, and be rescheduled in a timely fashion, (current) schedule allowing.

BEFORE WE ARRIVE

If your pool service professional is scheduled to service your pool or water feature the day we arrive or the day after our service, you will want to let them know, and consider rescheduling them for another day that week. We have several pieces of large and heavy equipment that need to be moved into the areas that are being cleaned. We require a minimum of a 2-3 foot pathway for our equipment from driveway or parking area to the areas that need to be cleaned. If your residence has difficult access issues, please let us know in advance. Please make sure your gates are unlocked. If you must keep your property locked during your cleaning service, please give us instructions on how to gain entry into your backyard. If you live in a gated community or have gate codes, please give us entry instructions and/or codes required. Our process at times may be dusty, particularly during mineral blasting, please close all windows and doors at your residence. Also, cover any items around the pool area and/or remove cushions to avoid dust or damage. We do our best to clean up all dust that has landed around your backyard and pool area. If your residence is having other work done outside around your home on the day of service, please let us know and we can determine if we need to reschedule. Make sure your pool deck is dry before our arrival. If your sprinklers overspray and come into contact with your pool and deck area, please shut the system off so that the water from the sprinklers will not get the deck wet prior to our arrivals or affect the sealer after we apply to your surfaces. 24 hours after cleaning, sprinklers may be turned back on.

WHEN WE ARRIVE

EcoBlast requires the ability to park within 200' of the areas that are being serviced. If this is not feasible, please let us know. We will need running water (hose bib) to wash down the surface that has been cleaned and if needed, we will need to wash down the patio if residual media has landed on the patio. We will lower the water in the pool/spa to approximately 6-10 inches below the tile line. Before lowering the pool, we will place your pool equipment in the service mode or remove the ON tabs from your timer and turn off autofill if the pool is equipped with one. Once the water is lowered, we will begin the cleaning process with our specialized equipment. Once all the surfaces have been cleaned we will use our vacuum to remove the media and buildup that has settled to the bottom of the pool. Once cleaned up we will spray down and wipe off the newly cleaned surfaces. If desired, a sealer will be applied at an additional cost. (If sealer is installed, the tile or surfaces that have had sealer installed will need to stay dry for 24 hours). We will blow off or wash down any areas where residual media has settled on the patio or landscape. The average job takes approximately 2-4 hrs. We are not responsible for loose or missing tiles. During the cleaning process if loose or missing tiles are discovered there will be an additional charge to install them.

PLEASE SECURE ALL PETS AS WE WILL NOT BE RESPONSIBLE IF YOUR PET(S) ESCAPE WHILE WE ENTER AND OR EXIT FROM YOUR GATE/PROPERTY.

RESIDUAL MATERIAL

You may notice some of our material, in small amounts, may have settled to the bottom of your pool or spa. It is ok for your pool sweep or pool service to vacuum up small amounts that may be left over. This will not affect your pump or filter. If your water is cloudy it will clear up usually within 24-48 hrs. Also, you may notice some material on your deck or surrounding plants or grass. Please understand that we always try to do our best clean up possible, but sometimes there is some residual material left over. This will blow/wash away usually within a week. Residual material in your grass and or plants will dissipate into the soil once the sprinklers turn on. Our cleaning materials are chemical free and will not harm grass, plants or animals. Also, some of our sealer may accumulate on the surface of your pool water in small amounts. We will try to skim most off of it out and the remnants will subside within a couple days or as soon as you restart your pool equipment. The sealer is eco-friendly and non-carcinogenic.

WHEN TO ADD WATER

As mentioned, your pool and or spa water will be lowered below the tile line so that we may access the calcium buildup. If sealer was not installed on your pool tile your pool can be refilled as soon as the work is completed. If a sealer has been installed please refill 24 hours after our service to allow sealer to dry. EXCEPTION- If your pool is being resurfaced please disregard this instruction.

EQUIPMENT INSTRUCTIONS

Because we lowered the water level, we have made sure to turn off your pool equipment. Depending on your pool equipment type, most commonly, we place your system into "Service" mode. Sometimes we may turn off your breakers on the pool equipment panel. Additionally, if you have a time clock system we have removed the "On" tabs and placed them on top of or inside the timer box. Please be sure you or your pool service professional restore your equipment back to original settings after you have refilled your pool and water is flowing into the skimmer.

Disclaimer-

Our Company utilizes state of the art equipment combined with various blast Medias at a precise air pressure to improve the look of the surface area we were hired to clean. This process may remove some glaze or color from surfaces depending on previous elements and attempts to clean it including sun/weather damage. This process also may lighten real or artificial rock or any surfaces, Results may vary. Although we always try to make sure the pool tile grout is cleaned we cannot guarantee that the grout will turn out perfect because grout is porous and may be stained further into the grout rather than just the surface. Some calcium does not always remove from the grout. Any tiles that may fall off during or after our process represent a pre-existing condition and we cannot be held responsible. If tiles need to be reinstalled there will be additional charges. We will also not be responsible for any plaster damage, including steps that may result from draining or lowering your pool as this is also a pre-existing condition. We only remove calcium from waterline and above unless specified on invoice.

RETURN OF CALCIUM

Your pool service commonly maintains your pool once a week. That's not always enough to keep the calcium from returning. (Keep an eye on it). Calcium is inevitable and must be addressed as soon as it appears. If left untreated you and or your pool service will not be able to remove it yourself. Calcium may reappear on your tiles at any given time after our service and have nothing to do with the timing of our service. This will constantly remain a maintenance issue and we have no control of what happens to your surfaces after your tile cleaning is complete.

TILE REPAIRS

If you have had a tile repair completed on your pool or water feature, please read and follow these instructions. The area where the repair has taken place needs to stay dry for a minimum of 48 hours. At the 48 hour mark or beyond, the water level can be returned to its normal level (if the water was lowered). EcoBlast will leave your pool equipment

in the "off" position and you will need to return it to the "on" position once the tile and grout have dried properly. If the area(s) where the tile repair have been completed look a little hazy don't be concerned, as the grout leaves a haze when grouting the tile. Simply take a wet rag and wipe it clean, or use the water hose to spray it down.

CANCELLATION POLICY

If you must cancel your cleaning please call or email us within 12 hours of your scheduled time of arrival to avoid a \$75.00 cancellation fee. If we arrive at your residence and cannot make entry because other work is being done at your residence that prevents us from performing our service there will be a \$75.00 trip charge.

PAYMENT

Full payment is due upon completion of the job. If payment is not received the day of job completion there will be an additional charge of 15% added to the total job cost. Payments may be made with CASH or CHECK. Credit cards are accepted for a small 2% fee.

Our absolute goal is for you to have a professional experience with our company and your cleaning. Please let us know if we have met or exceeded your expectations or how we may improve your experience with our company in the future. Thank you in advance for the opportunity to impress you with our work.

Best regards,

EcoBlast