

Pacific Hot Tub Solutions Maintenance Agreement

(Portland Metro Area. 30 Mile Radius)

Senior/Military/Prepaid Discount 10%

Bi-Monthly Maintenance Pricing

Assess/Clean/Balance - every two weeks

Drain/Clean/Fill/Balance - twice a year

Initial Start up – Free Diagnosis*

Complete System Flush (if needed) - \$399

	Total	Monthly
Hot Tub Base Rate	\$1980	\$165
Swim Spa Base Rate	\$4200	\$350
(10% discount on annual prepaid)		

*10% discount on all repairs for bi-monthly maintenance accounts.

*Free Diagnosis with signed maintenance agreement

We will completely diagnose your hot tub and determine any necessary repairs. If the repair cost exceeds \$500, the 1st \$500 must be paid and then we can add the remaining balance to your monthly maintenance billing in equal amounts over the next 12 months.

Complete System Flush - \$399

Flushing agent and complete triple rinse sanitation in addition to service from drain/clean/fill/balance. Complete sanitation.

Chemicals

All chemicals needed for routine maintenance are provided in the above pricing. You may be asked to purchase additional items if required above what is provided for routine maintenance.

~ PHTS will not provide maintenance to hot tubs with faulty or unsafe wiring.

~ PHTS needs access to your hot tub for maintenance. Failure to provide access to your hot tub, water or the electrical disconnect will result in your service being skipped until such time as access is available. There will be no credit on your account authorized if access is unavailable.

~ PHTS Preventative Maintenance shall be performed by qualified personnel, directly employed or supervised by PHTS, to keep your hot tub operating at maximum efficiency.

~ PHTS will perform regular and systematic Preventative Maintenance, during normal working hours and according to the above noted items. Schedules may vary depending workloads and weather conditions.

~ PHTS Preventative Maintenance shall be performed in accordance with a prepared program of standardized maintenance routines applied to your hot tub.

Weekly Maintenance Pricing

Assess/Clean/Balance – Weekly

Drain/Clean/Fill/Balance – 3 times a year

Initial Start up – Free Diagnosis*

Complete System Flush (if needed) - \$399

	Total	Monthly
Hot Tub Base Rate	\$3030	\$252.50
Swim Spa Base Rate	\$5940	\$495
(10% discount on annual prepaid)		

*20% discount on all repairs for weekly maintenance accounts.

Assess/Clean/Balance:

Assess overall condition of hot tub
Check Chemical levels and adjust accordingly
Reset hot tub to optimum temperature
Wipe down waterline
Vacuum/skim debris from spa
Apply filter clean to filter and rinse
Top off water level

Drain/Clean/Fill/Balance: \$249

Assess overall condition of hot tub
Complete a 17 point system circulation review
Drain hot tub
Thoroughly wipe down hot tub, inside and out
Remove any debris from the hot tub
Soak filters and rinse thoroughly
Refill and balance water.

Pacific Hot Tub Solutions (herein as "PHTS" agrees to provide Preventative Hot Tub Maintenance on the hot tub designated in Plan A or Plan B hereto, in accordance with the terms and conditions of this agreement, at the following location(s):

Customer Name

Phone

Agreement Start Date

Service Address

Email

Billing Address

Hot Tub Manufacturer/Model

City, State, Zip

Year/Serial No.

GENERAL CONDITIONS

Normal working hours are defined as 8:00 a.m. to 7:00 p.m. Monday through Saturday inclusive, excluding holidays.

PHTS shall be provided reasonable means of access to the hot tub being serviced. PHTS shall be permitted to start and stop the hot tub as necessary to perform the herein-agreed services as arranged with you or your representative.

PHTS shall not be liable for any loss, delay, injury or damage that may be caused by circumstances beyond its control including but not restricted to acts of God, war, terrorism, civil commotion, acts of government, fire, theft, corrosion, floods, freeze, strikes, lockouts, differences with workmen, riots, explosions, quarantine restrictions, delays in transportations, shortage of vehicles, fuel, labor or material, or malicious mischief. In no event shall PHTS be liable for business interruptions, losses, consequential or speculative damages or damage to property or injury to person unless caused directly, with intent or by the negligence of PHTS in the performance of its obligations under this agreement.

When emergency service is made at your request at times other than that at which we would have made a scheduled Preventative Maintenance call, and inspection does not reveal any defect required to be serviced under this agreement, we reserve the right to charge you at our prevailing overtime service labor rate of 1.5 times hourly rate plus parts to repair the hot tub as requested.

This agreement pre-supposes that the hot tub covered by this agreement is in satisfactory working condition. Any hot tub found in need of repairs upon initial inspection will be reported to the owner immediately with a written estimate stating the cost of repairs. The owner will be held responsible for the cost of diagnose if they opt not to have necessary repairs completed.

REPAIR AND REPLACEMENT

All filters will be supplied by PHTS and you will be billed accordingly. (1-2) Filter changes per year as needed.

All parts, labor repairs are extra.

All chemicals needed beyond those provided for routine balancing will be supplied and you will be billed accordingly.

TERMS AND PAYMENT

This agreement shall begin on the date previously noted and shall remain in effect unless terminated in writing with the exception of prepaid contracts which may only be cancelled at the end of the one year term. All other contracts are month to month and may be terminated by either party with 30 days written notice. For the succeeding years, the fee may be increased or decreased, having regard to changes in PHTS labor costs, supply costs, etc. Notice will be given 30 days prior to any increase in fees.

Owner/Authorized Representative

Pacific Hot Tub Solutions

13851 Beaver Creek Rd., Oregon City, OR 97045

5128 Hwy 101, Lincoln City, OR 97367

503-913-2189 Oregon City or 541-996-7727 Coast

