



POOL & SPA CARE

Summer 2018 - 2019

We are PK Pool and Spa Care!

PK Pool and Spa Care are your pool and spa care professionals based in Port Kennedy. We service all areas from Rockingham to Mandurah.

PK Pool and Spa Care began trading in June 2014. We're independently owned by father & daughter team Jeff and Larissa Hackett. We believe that education and knowledge are our greatest assets. We love working with people and pride ourselves on providing fantastic customer experiences, whilst bringing products and services at competitive prices.

We're SPASA Accredited

What does being SPASA accredited mean? *SPASA is a self-regulated organisation in which members agree to abide by its rules, regulations and strict code of ethics in the conduct of their business. The association is made up of leading pool and spa builders, equipment and chemical suppliers and service organisations, such as pool shops. You are assured peace of mind that services will be supported by a strict Code of Ethics and a commitment to deliver goods and services to an established industry standard.*

In July we were awarded Gold Winner of Pool Shop of the Year 2018. This is the highest award achievement within our industry & we couldn't be prouder of our efforts and grateful for the ongoing support of our customers.



Meet Jeff! Jeff is the proud owner of PK Pool and Spa. Jeff purchased the business in June 2014. Prior to owning a pool shop, Jeff worked within the corporate truck industry for 35 years. In between visiting clients Jeff can be found fishing with a beer in hand!



Meet Kaycee! Kaycee is our business & service manager. Along with Tenaya, Kaycee is your first point of contact for all calls, bookings and inquiries. Kaycee has a background in accounting and enjoys long walks on the beach with her dog, Alfie.

Meet Tenaya! Tenaya is currently studying Biological science at Murdoch & is our business chemical guru! Tenaya & Kaycee handle all general inquires and service scheduling. Tenaya loves animals and is the fur-mummy of a dog, a cat, two rabbits and four guinea pigs.



Meet Jake! Jake began working at PK's on weekends when he was just 15! 5 Years later & Jake is now a fully qualified and SPASA accredited technician. When he's not servicing pools, Jake can be found jamming on his guitar.

Meet Alex! Alex is our senior pool technician. Alex is fully qualified, SPASA accredited and has his commercial pool certificate. Alex is fantastic at trouble shooting! He will not stop unit he finds a solution. Alex has recently become a father to a gorgeous little boy.



REGULAR SERVICING

Regular services are recommended to occur every 28 day (or more frequently if needed). We organise the services directly with the tenants. We also provide the tenants with the technicians work contact numbers, so if they ever have any questions, or need help, the technicians can trouble shoot over the phone.

What's included

Clean Pump & Skimmer Baskets
Backwash Media Filter*
Clean Cartridge Element*
Skim Water Surface
Adjust Sanitiser Output & Pump Hours*
Check & Lube all Seals and Connections
Clean Salt Cell*
Clean Surface of Filtration Equipment
Test Water Balance and add Chemicals as Required

* Chemicals and vacuuming additional

Cost: \$69 + cost of chemicals

GENERAL SERVICE (one off)

What's included

Clean Pump & Skimmer Baskets
Backwash Media Filter*
Clean Cartridge Element*
Skim Water Surface
Adjust Sanitiser Output & Pump Hours*
Check & Lube all Seals and Connections
Clean Salt Cell*
Clean Surface of Filtration Equipment
Test Water Balance and add Chemicals as Required
* Chemicals and vacuuming additional

Cost \$95: + Cost of chemicals



GREEN ALGAE TREATMENTS

Algae infestations can literally happen overnight in summer. When completing an algae treatment we first determine why the pool has turned green, so we can make sure this doesn't occur again.

Algae treatments start at \$250 – In most cases we like to do an onsite inspection before we quote.

CALL FOR FREE QUOTE



BEFORE



AFTER

BLACK POOL RESTORATIONS

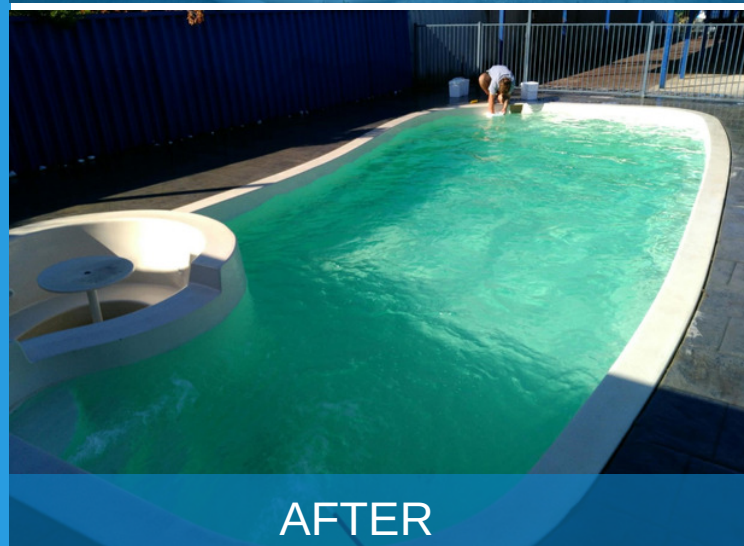
No Job is too big for our technicians! The pool depicted in the photo to the right had all sorts of nasty things living in it! We were able to get this pool up and running again just in time for the house to be sold and the new owners to move in!

In most cases we like to do an onsite inspection before we quote for black pool restorations.

CALL FOR FREE QUOTE



BEFORE



AFTER

TRAINING & HANDOVER

Our training & Handover sessions are great for new tenants & owners. One of our technicians meets with the tenants on site for an in-depth training session on how to maintain their new pool. The technician follows a training & handover check list. Once the tenants/ new owners feel they are confident with the training they have received, both the technician and tenant signs the training & handover check list. A PDF copy of the signed check list is then sent to the Property Manager for their records.

Please note: a general service is completed during the training & handover, chemicals are additional to the cost.

Includes:

Training Session with SPASA accredited technician

General Service of Pool

Chemical Balance (chemicals additional)

PDF Copy of signed training and handover check list

Cost: \$140

Training & Handover



Technician: Jake Conner Date: 01/01/2018

Name: Kaycee walker
Address: 311 Fielden way, Port Kennedy
Contact No: 08-9524 5827
Email: info @ pk pool and spa.com.au

Safety:

- Check gate, fencing & CPR Chart
- Make sure the client understands that they never mix chemicals together

Skimmer:

- Teach client the importance of maintaining the function of the skimmer box
- Clean Skimmer basket & ensure it is not split or broken
** advised tenant to clean basket every 3 days.*

Pump:

- How to turn on and off
- How to clean pump basket
- How to check all seals and connections
- Note importance of not over-tightening lid

Media Filter:

- How to back wash. How to rinse
- Note the importance of monitoring the site glass
- Note the importance of using a filter cleaner and degreaser twice a year
- How to check all seals and connections
- Note the importance of using a silicon lubricant on Orings
- Note importance of monitoring filter gauge

Cartridge filter:

- How to Clean Cartridge/
- Note the importance of using a filter degreaser *media filter*
- How to release pressure
- How to check all seals and connections
- Note the importance of using a silicon lubricant on Orings
- Note importance of not over-tightening lid
- Note importance of monitoring filter gauge

Chlorinator:

- How to change Pump hours
- How to change ORP setting
- How to identify calcium build up, and safely clean cell – Not with Acid (Safe-T-Cell)

Automatic Cleaner:

- Demonstrate how to connect Automatic Cleaner
- Talk to the client about trouble shooting. Eg; if the cleaner stops working, check diaphragms, hose memory, skimmer basket skirt etc.

Water testing:

- Talk to the customer about self-testing regularly; once a week in Summer along with analysis testing in store every 3 – 4 weeks
- Demonstrate how to use chlorine tablets, pH solution or quick strip tests (If on hand)
- Demonstrate how to correctly and safely add different chemicals into the pool
- Note how long to wait before swimming – generally 2 hours
- Advise how long the client should be running the chemicals through

Please sign your name below to confirm that the above items have been explained and you understand the roles and responsibilities involved in looking after your pool.

(Client Signature)

(Technician Signature)

INSPECTION REPORTS

We provide inspection reports for tenants that are vacating the property, or new owners before settlement. A technician will provide a detailed report on condition of the pool, from orings, water balance, equipment – pool fencing. A PDF copy of the inspection report is provided to the Property Manager, as well as a the Water Test results and if applicable, a quote for any repairs required.


What's included

Inspection of pool by SPASA Accredited Technician

Water test (technician can balance the pool if requested by the tenant – charged to current resident of property)
PDF copy of inspection report

Cost: \$120

Pool Inspection Report



Name: 22 Champlain Road [REDACTED] Date: 14/08/17
Address: 22 Champlain Road, Secret Harbour 6173
Phone: [REDACTED] Email: [REDACTED]
Pool Surface: Fiberglass Pool Volume: ~28,500L Outdoor

Pool Accessories
Full Length: Good Condition
Tele Pole: 2x Tele Poles – Good Condition
Vac Head: Standard Vac Head – Good Condition
Leaf Rake: Standard Leaf Rake – Good Condition
Pool Broom: Standard Pool Broom – Good Condition
Leaf Scoop: N/A
Test Kit: N/A

Pool Blanket/Roller: Pool blanket and roller present at property. Both the blanket and roller are free from damage and are functioning efficiently.

Pool Equipment
Pump: Astral CTX280 Pool Pump – The pump has no issues self-priming, flow is 100%, basket found to be clean and in good condition.
Chlorinator/Sanitation: Autoclear Chlorinator – Control box is functioning efficiently, cell found to be producing chlorine and free of calcium build up.
Filter: Davey/ Monarch Media Filter – Filter found to have good pressure. MPV handle is a little stiff, but otherwise working. The filter is leaking through the backwash line, however, there is a valve plumbed between the backwash line & soak well which when closed, is stopping water draining from the pool. The leaking backwash line indicates that the internals of the MPV (Spider gasket, spring & washers) require replacing.
Heater: N/A
Light: Light controlled via Chlorinator – Light is functioning and also secure to surface of pool.
Automatic Pool Cleaner: N/A
Skimmer Box: Skimmer basket found to be clean and in good condition. Weir door is present and moving freely.
Extra notes: Soak well for backwash line is too small. This causes the soak well to flood within seconds of the filter being backwashed. Recommend removing plumbed backwash line & installing a removable flat hose that allows water to be directed to a different location.

pkpoolandspa.com.au

QUARTERLY INSPECTION REPORTS

Quarterly inspections are much like a rental inspection but for pools. These are great for investment properties where tenants have opted to care for the pool by themselves. We arrange the inspection reports directly with the tenants. The technician checks that the overall pool is in good condition and all the required maintenance is being performed. If the technician finds anything that could be improved, they will work with the tenants to create a maintenance schedule that is easy to follow.

whats included

Inspection of pool by SPASA Accredited Technician

Water test (technician can balance the pool if requested by the tenant – charged to tenant)

PDF copy of inspection report

Cost: \$75 per inspection

PH: 9524 5827 E: info@pkpoolandspa.com.au

SERVICE CALL OUTS

Our service call outs are a good way to find out exactly what going on with a pool.
Our technicians will go through a process of elimination until they can find and fix the problem.

Cost \$90

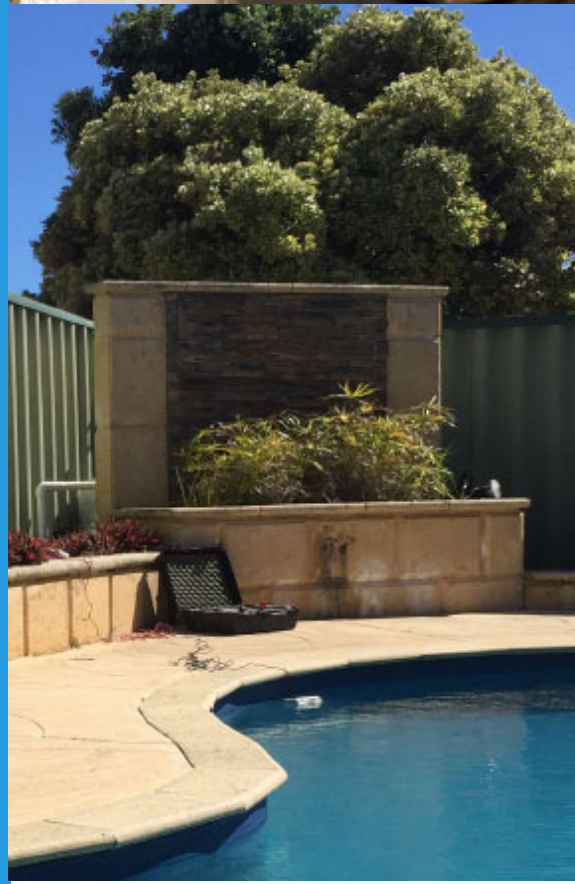
* Parts additional

* Significant repairs & work are quoted for, if the quote is accepted, the \$90 call out is voided.

FREE QUOTES

We provide FREE quotes on all equipment installations, green pool treatments, pool light repairs/ installations, strain treatments & many other services.

*Excludes quotes for spas



Pool Cover & Spa Covers

Evaporation is the biggest cost for swimming pools over the summer months. All pools should use a cover to avoid evaporation. We can provide a free quote on all new pool covers, rollers & repairs.

Leak Detection

We have state of the art electronic and pressure leak detection equipment. Our leak detection technician has 40 years of experience in pool building and repairs. Leaks are common in vinyl liner pools. No leaks are too small for us to find!

Cost: from \$300

Vinyl Liner Installations

In a well-cared for pool, a vinyl liner will last between 10 – 15 years. Many factors can deteriorate a vinyl pool such as, chemical balance, strong UV damage, or friction damage. We provide free quotes for all vinyl liner repairs and installations.

Fibreglass Patching

Hairline cracks are common in heavy traffic areas such as pool steps. Our technicians can repair these cracks before they wear and become larger.

