



Inground Pool Quick Reference Guide





Welcome to the Pool and Spa Depot family! Thank you for purchasing one of the finest swimming pools available. The following is a guide to help you understand the processes and events involved in building your new pool. The average completion time for construction on your pool is approximately **6 -12 weeks** from date of excavation; depending on circumstances and complexity of the project. We want you to understand that each installation is unique and requires a lot of your input to create your dream pool. We ask for your patience and understanding and want to set realistic expectations for you. Like any major outdoor construction project, unforeseen circumstances may occur (*weather, permits, ground conditions, etc.*). Our goal is to ensure that you are a fully satisfied Pool and Spa Depot customer.

Communication is essential to the success of our project (**yes, we are in this together!**). There are many steps to building an inground pool and open communication will help the project go smoothly. If you have any questions, at any point in the process, please reach out to your Sales Representative, Project Manager or the corresponding departments listed below:

Primary Contact

Your Project Manager will be assigned to you prior to the beginning of your project. Once they have been assigned, please note your Project Manager's name and number in the spaces below.

Your Project Manager is: _____ Number: _____.

Secondary Contact

Construction Office: (615) 651-8111 between the hours of 8:00am to 4:00pm Monday - Friday, 8:00am to 12:00pm on Saturdays.

Thank you for choosing Pool and Spa Depot!

We are committed to doing everything we can to ensure your experience is as smooth as possible. We feel so strongly about our level of customer satisfaction that we want to make ourselves available to address any questions or concerns that come up through the construction process.

Peter von Hopffgarten - President

Greg Carrell - Director of Operations



Before the Build

- 1. Contract Acceptance:** A fully executed contract signed by the Purchaser and a Pool and Spa Depot Store Manager detailing your complete pool purchase is required. Selection of liner patterns (when applicable) and coping color/styles at this stage can drastically improve the overall timeline for your project.
- 2. Payments:** On the Installation Contract there is a payment schedule, or Draw Schedule, that outlines when portions of the outstanding balance are due in order to advance to the next phase of the build process. **The payments for each phase of the project will be due prior to beginning the next step of the build process.** Maintaining a current payment schedule during the build process helps keep the project on track. **NOTE: Payments can be made throughout the construction project by handing a check to a Pool and Spa Depot representative in the store, your Sales Consultant, Project Manager, or builder. For your protection, credit card payments can only be accepted in person within our stores and will be subject to a credit card processing fee (3%).**
- 3. Plot Plans:** A plot plan or property survey showing the potential placement of the pool and any setbacks must be supplied. This should include any septic systems or environmental concerns for the property. We may be able to assist you with obtaining this upon request.
- 4. Call Before You Dig:** 811 should be called to mark all local utilities in the pool area and access paths as utility locations may affect your pool placement or design. Your Sales Consultant or Project Manager can assist with this. **Note:** Private utilities such as electrical lines to outbuildings, gas grills and light lines will not be marked by 811 and are the customer's responsibility to accurately mark their location. Pool and Spa Depot is not responsible for damage to unmarked utilities during the excavation or build process.
- 5. Permits:** Different municipalities may have different permit requirements. Every city, township, and county has their own specific requirements. A permit must be provided from your local permit authority prior to starting the project.
- 6. Unique Municipality Requirements:** Some municipalities may have unique requirements and restrictions that can delay the start of various stages during construction. For example, you may be required to have a porta-john delivered to your jobsite prior to commencement. We can assist with the coordination of these requirements but an additional fee may be incurred.
- 7. HOA Approval:** If your neighborhood has a Homeowners Association, you will need to acquire written approval before excavation can commence.
- 8. Irrigation and Landscaping:** Have your irrigation company disable any irrigation systems prior to excavation. Rerouting or protecting any irrigation lines or heads in the pool construction area and/or the access path onto job site is your responsibility. We highly recommend selecting and meeting with a landscaper in the early stages of your pool purchase. This can assist with your final backyard design and finished project timeline.
- 9. Drainage and Elevation:** The flow of drainage water on your property will be drastically impacted during and after construction. Your Project Manager or excavator can review this on site but you may need to speak with a professional landscaper or drainage consultant. In some instances, where significant elevation variation exists, retaining walls may be needed at an additional cost.
- 10. Electrical:** Selecting and engaging with an experienced swimming pool electrician for your project prior to commencement is recommended. The electrical services and electrical permits required for your pool project are not included in the inground pool contract and are a separate expense. Pool and Spa Depot can recommend qualified electricians that have experience with pool construction. Please ask your Project Manager for a current list to review.
- 11. Other Construction:** You are assuming a General Contractor role in the following situations: 1. You're installing your own decks, 2. Other construction projects are occurring during the pool construction process, (such as, but not limited to: retaining walls, pool houses, home remodeling) that are not items purchased from PSD. This means it will be your responsibility to coordinate these items in conjunction with construction of your pool. We will provide advice and assistance where possible but cannot be involved in scheduling and the ongoing coordination of those aspects of your project. Estimated timelines for PSD work in these cases may vary considerably beyond initial expectations, due to other contractor's requirements and timeline.



Construction Process

The unique requirements of your project can affect the sequence of events in the pool construction. For example, the liner may be installed before or after the decks. The following information details the various stages that may be applicable to your project.

Construction Pre-Site: The onsite evaluation of your pool project happens at your house when necessary and is when some of the finer details are established. Some examples of the details determined at this time are site access, location of your pool, elevation, grading, material staging and filter pad location. We ask that a decision maker is present at this appointment as many of the above details are permanent. Take time now to consider them during this stage. We also ask that you have a copy of your plot plan (survey) and building permit on hand for this meeting which will be set up as soon as the due diligence steps listed in “Before the Build” are completed and we are ready to begin the construction of your pool. **NOTE: Your deposit draw, as outlined in your Installation Contract, is due at this time.**

Access and Site Preparation: We will need to gain access to your yard to begin the build process. Many times this requires us to remove or take down a fence, or portion of fence, that may already be in place. This may be fence that is not owned by you and requires you to gain permission for us to do so. **NOTE:** Removal of a simple fence panel to gain access is included, but a separate charge may be applied to reinstall after the access is no longer needed. Approval by neighboring landowner(s), HOA or other authorities might be required if it's not your property. This may include access through a neighborhood drainage easement or other such route. Repairs to any access route beyond smoothing of ruts such as seeding and strawing is not included and may incur additional fees. Trees are often susceptible to damage if they are within close



proximity of the access path or construction site. Any trees that you are concerned about should be heavily shielded or transplanted. This should be part of your conversation with the landscape company you selected for your project prior to the beginning of construction. Even if they have been cut down prior to the start of construction, the root ball will still need to be removed and is an additional cost that is often unforeseen.

NOTE: There is potential that we will hit rock during the dig process, which will require a rock hammer to remove it. The cost to remove rock will be discussed at such time if it should occur, and can range from \$2000-\$4000 per day.



Addendums: During the build process you may elect to make certain changes to the design, add features or remove options. Payment for any such changes or services that incur additional fees are due immediately upon presentment of an addendum. This does not affect the draw schedule and usually means the payment for such service or product is made prior to receipt of the services or delivery of product.

Excavation: This is the most important step. We ask that the decision maker (who is identified at the end of this document and determined by you, the customer) be present at this time so that any missing details may be confirmed and the Elevation Agreement signed. Large equipment will begin the transformation of your back yard. The access path to and from the area around the pool may be left with ruts, rock, and large dirt piles which may remain for the duration of the project. If it is necessary for the excavated material to be hauled off, that service is available for a fee and may take place during or after excavation depending on the needs of your project.



Pool Walls: Steel Wall Pools will be set with bracing attachments and pouring of the concrete footer. Concrete Wall Pools will be formed by setting forms, reinforcing with rebar and pouring concrete. If concrete has to be pumped for the footer or walls there will be an additional charge. **NOTE: The Wall Draw is due at this time.**

Plumbing: The plumbing for the pool will be run around the exterior of the pool walls, down the plumbing ditch and to the pad location. The filter system and its associated components may be set on the filter pad at this time or installed later in the process.

Backfilling: Backfilling of the pool may take place soon after the walls are poured or later in the project after electrical. Backfilling is highly weather sensitive and inclement weather can cause significant delays. Your contract will specify how many loads of gravel are included in your purchase but the slope of your yard may dictate the need for additional loads of gravel. Delivery of additional loads of gravel for backfill can be coordinated by your builder or Project Manager. Payment for additional loads can be made directly to the gravel supplier at the time of coordination, or immediately upon receipt of bill from PSD.

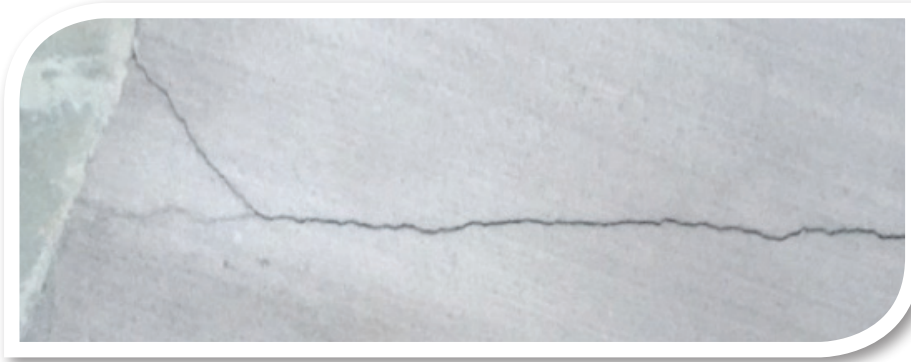
Pool Bottom: The bottom of the pool will be installed after the walls. The bottom will either be mixed on-site or pre-mixed materials. The materials are then hand-troweled in place to create the pool floor. The pool crew will repair any cracks when it is time to install the liner. **NOTE: The Bottom Draw is due at this time.**



Electrical: The electrical work will take place at various stages throughout your project. Coordination of this will be handled by your Project Manager; but it is your responsibility to select an electrician. We strongly recommend selecting an electrician that is familiar with your local swimming pool electrical code requirements to avoid possible delays. Planning ahead for additional electrical needs around your outdoor living area, such as outlets and landscaping lights, can also help prevent delays. The electrical work includes conduit for pool lights, grounding, wiring equipment, permitting and inspections. In some instances, upgrades to the existing electrical service could be required.

Coping: For concrete wall, fiberglass and gunite pools, coping is the material around the top edge of pool. It will be installed after the backfill if you have chosen a style such as brick, flagstone, wet cast, travertine, etc. Although a short process, this can be a frustrating stage. There may be a lot of loud sawing and dust, typically for 2-3 days. This is a good time to talk with your Project Manager about adding a waterfall, fire pit, fireplace, retaining walls, knee walls, outdoor kitchens, fence columns, or any other masonry features.

Patio/Concrete Decking: If included with your pool; the pool deck process will consist of forming, pouring/placing and finishing. Your Project Manager will contact you to set up a meeting to discuss the layout and discuss any additional area coverage you might want to purchase, along with scheduling a tentative time window for installation. This can be the most weather-sensitive part of the pool project. A forecast of rain may cause delays, whether it actually rains or not. Concrete tends to be an imperfect product and despite our every effort, cracks often occur within the first 30 days of construction. A lot of times, these cracks typically occur within 3 days of the concrete being completed. Control joints are strategically placed to control this but are not a 100% crack-free guarantee. Because of this we recommend not walking on a concrete deck for one to two days and limiting your pet's access. A diving board, if installed, must set for three to five days prior to use.



Colored and stained concrete decks are available for an additional cost. It's important to understand that this process can produce beautiful results, but like any coloring or staining process, results can vary drastically, which may require additional coloring and staining for an additional cost. It's also important to note that even with brushed or stamped colored concrete a sealer **MUST** be applied. The cost of this sealer is **NOT** included in the base cost of the colored/staining fee and can only be calculated once the concrete decking is complete. This process **WILL** cause the coloring to vary three to four shades. This also does **NOT** guarantee that you will be completely happy with the end result. **NOTE: If you have not purchased concrete decks from Pool and Spa Depot, your deck contractor is responsible for the correct placement and installation of all ladders, handrails and other anchors. The Deck Draw is due at this time.**

Rough Grading: This is only provided with the purchase of a complete pool including a pool deck and/or fence. This work takes place after the pool decks are completed and the structural forms are removed. A rough grade is performed using a skid steer and bucket back blading the existing dirt. **This is NOT a Finished Grade, nor does it**



include topsoil, seed, straw or other landscaping materials. It is only a preparation for your landscaper. Any remaining disposal can happen at this time for an additional fee by coordinating with your Project Manager. We strongly recommend hiring a landscaper to assist with your final landscaping and finishing work.

Liner Installation: The installation of the liner may take place before or after the concrete decking, depending on timing and your project requirements. Once the liner is dropped in the pool, we will need a water source and garden hose to fill the pool as part of the installation process. The pool will be filled in stages. You may be asked to start and stop the filling of the pool as water reaches certain levels based on the design of your pool. While your liner is installed you will hear a vacuum(s) running. This vacuum(s) is removing air from behind the liner as it fills with water. Although noisy, it is imperative that this device(s) runs continuously through the initial stages of filling. A crew member will instruct you to stop filling the pool when the water reaches a certain level and to turn the vacuum(s) off as well. If the vacuum(s) shuts



Wrinkles in the liner during filling process are also common

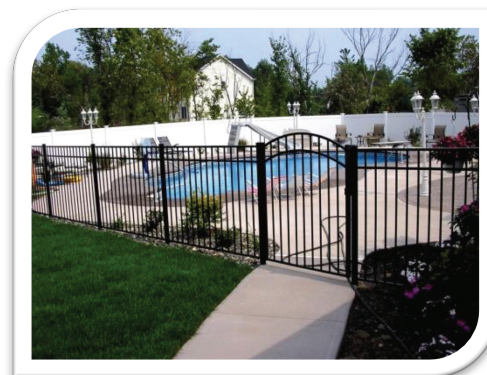


off prematurely for any reason, stop filling the pool immediately and contact your Project Manager. You may also notice the liner coming out of the track during the initial filling of the pool. This is not unusual and is easily remedied once the pool is full. Wrinkles/puckers in the liner during the filling process are also common and, in most cases, are easily removed. However, it is important to note that the liner is not a paint or plaster. Therefore, there are instances when small wrinkles/puckers are part of the finished product and are unavoidable.

NOTE: The Liner Draw is due at this time.



Fencing: If purchased from PSD, the perimeter fence around the pool will be installed after the rough grade. Please talk to your Project Manager about your fence layout and/or adding additional footage and/or gates. Depending on the type of fence you purchased, the installation process will vary.



Pool Covers: Every pool DOES NOT come with a winter cover, but you can purchase a tarp style cover for approximately \$100 - \$300. This style is customer installed and uses water balloons and weights to secure it in place. **This is NOT a Safety Cover.** You can add a safety cover to your project before, during, or at the end of construction at a discounted (free installation) rate. Due to the custom nature of a safety cover, in many instances this will not be manufactured until final measurements can be taken of your project after the orientation. Once your cover arrives, installation will be scheduled at that time. For more information regarding the types of safety covers visit our website by going to the site listed below. <http://goo.gl/njqTMA>

Detail Items: These items will be addressed at the conclusion of the major construction stages. Our detail crew will install the handrail, ladder, diving board, slide or any other equipment your pool may be equipped with. The pool will also be cleaned of any construction debris that has entered the pool. Depending on the type and amount of construction debris in the pool, cleaning may take several days. At this time we will add the startup chemicals included in your pool purchase, however, we strongly recommend bringing a water sample into the store for a detailed analysis. At this time, you may need to purchase additional chemicals depending on the results. Make sure you inquire about our VIP program to get a discount on these products. The detail crew will also deliver any remaining accessories purchased.

Inspections: There are various inspections that take place throughout your project and are based on the specific needs of the project. These sometimes occur without notice or a PSD representative present. We may ask you to be on the lookout for stickers or other notices provided by inspectors and communicate any updates promptly.

Orientation: This is the final step of the pool building process! You will be given a one-on-one demonstration of basic operations, maintenance and care of your new pool. You should also make arrangements for anyone who may be involved with the upkeep of the pool to be present during this orientation. Ask any questions you may have about the pool and plan to take notes at this time as you will be the lead operator of the pool moving forward. We will always be here for support, but nothing can take the place of a hands-on lesson to answer your questions.



On behalf of everyone at Pool and Spa Depot, we would like to take a moment to thank you for choosing us to be your swimming pool contractor, building the highest quality swimming pool in your backyard. The building of an inground swimming pool can be a stressful and time consuming process. We are going to destroy your yard in order to produce a beautiful end project. We want to assure you that we are here to help you in any way throughout this process as a partner in your project. Please feel free to contact us at any point before, during or after.

Peter von Hopffgarten

President

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Email: peter.v@poolandspadepot.com

Greg Carrell

Director of Operations

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Email: greg.carrell@poolandspadepot.com

NOTE: Nothing in this document may be construed to create an enforceable contract or create an enforceable obligation by Pool and Spa Depot. The parties acknowledge that the only written contract between the parties is the pool contract which was signed by both Pool and Spa Depot and the customer prior to the receipt of this document. This document is provided to the customer solely as a convenience and creates no obligations by Pool and Spa Depot. Such obligations are set forth solely in the signed pool contract between the parties.



YOU ARE NOW READY TO ENJOY THIS EVERY SUMMER IN THE SAFETY AND COMFORT OF YOUR VERY OWN BACKYARD PARADISE!

For any future service or operational needs, contact our Service Department: (615) 514-1911.



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Thank you for choosing Pool & Spa Depot



NASHVILLE

(CoolSprings)
7115 Bakers Bridge Ave.
Brentwood, TN 37027
615-315-8000



CLARKSVILLE

160 Terminal Rd.
Clarksville, TN 37040
931-919-5025



COOKEVILLE

1470 Interstate Dr.
Cookeville, TN 38501
931-854-9255



BOWLING GREEN

1830 Wallace Ct.
Bowling Green, KY 42103
270-782-1119



HEADQUARTERS

165 Stones River Rd.
La Vergne, TN 37086
615-514-1911





POOL SCHOOL!

We would like to invite you to our FREE Pool School held every Saturday morning at 9:00 a.m. during the pool season. We discuss chemicals, filter systems, vacuuming, and how to maintain your pool.

Call your local Pool & Spa Depot to confirm availability, class times and reserve your seat.

Coolsprings - Brentwood, TN	(615) 315 8000
Bowling Green, KY	(270) 782 1119
Cookeville, TN	(931) 854 9255
Clarksville, TN	(931) 919 5025
Service Department	(615) 514-1911

Be sure to bring us a fresh water sample from your pool and we'll test it while you're here!

We also offer a FREE Winter Closing School in fall, call your local Pool & Spa Depot for details.

HEADQUARTERS	NASHVILLE	CLARKSVILLE	BOWLING GREEN	COOKEVILLE
				
165 Stones River Road La Vergne, TN 37086 615-514-1911	(CoolSprings) 7115 Bakers Bridge Ave. Brentwood, TN 37027 615-315-8000	160 Terminal Road Clarksville, TN 37040 931-919-5025	1830 Wallace Ct. Bowling Green, KY 42103 270-782-1119	1470 Interstate Dr. Cookeville, TN 38501 931-854-9255

