

# Service Sales Guide

Leslie's Service Descriptions and Qualifiers



## **How to Use this Guide**

This sales guide was designed to assist you in qualifying and selling service. Each page of the sales guide will contain the following information:

- Labor SKU and Description
- Companion SKUs
- Qualifying Questions
- Exclusions
- Additional Items

Here is a brief description of what each category contains.

### **#98-XXX Description of Service**

This section will describe the work that is performed under this SKU.

### **Companion SKUs**

This will be a listing of any additional SKUs that the point of sale system will automatically add to the sale when selling the primary labor SKU and/or optional services the customer may wish to purchase with the primary SKU.

### **Qualifying Questions**

This is a list of any questions or items that must be discussed with the customer prior to pre-selling any labor SKU. This will enable you to determine whether to pre-sell the service or schedule a site evaluation.

### **Exclusions**

This is a listing of common items that may be necessary but are not included in the labor SKU or material charge. Please make the customer aware of these exclusions.

### **Additional Items**

This section will list items that should be suggested to the customer with this labor SKU.

## Who to Call List

Most questions or issues related to service jobs can be answered by one of the following:

- Customer Service Representatives (CSR)
- Dispatchers
- Service Managers
- Contact Center Manager

Here's a quick guide on who to call based on the question or issue.

| If you need to:                                       | Contact:                         |
|---|----------------------------------|
| Schedule an appointment                               | †Customer Service Representative |
| Reschedule or cancel an appointment                   |                                  |
| Add notes to a service call                           |                                  |
| Check the status of a service call                    |                                  |
| Verify the appointment date                           |                                  |
| Contact a Technician                                  | †Dispatcher                      |
| Communicate a customer concern                        |                                  |
| Add more time to a job                                |                                  |
| Check on hold for parts job                           |                                  |
| Ask questions about work orders                       |                                  |
| Communicate an issue or question about work performed | Service Manager                  |
| Resolve a customer billing issue                      |                                  |
| Communicate a safety concern                          |                                  |
| Ask a question about the service coverage area        |                                  |

† If you need to escalate an issue beyond the abilities or responsibility of the Customer Service Representative or Dispatcher, contact the Contact Center Manager (ext. 3717).

# Table of Contents

## Technician Services

|  |           |
|--|-----------|
| <b>A/G Cartridge Filter Package Install 98210 .....</b>                      | <b>5</b>  |
| <b>A/G DE Filter Package Install SKU 98212 .....</b>                         | <b>6</b>  |
| <b>A/G Heater Install SKU 98213.....</b>                                     | <b>7</b>  |
| <b>A/G Pump Install SKU 98209 .....</b>                                      | <b>8</b>  |
| <b>A/G Sand Package Install SKU 98211.....</b>                               | <b>9</b>  |
| <b>Acid Wash Pool: SKU 98118 .....</b>                                       | <b>10</b> |
| <b>Acid Wash Pool and Spa: SKU 98119 .....</b>                               | <b>11</b> |
| <b>Automation System Residential Pool: SKU 98440.....</b>                    | <b>12</b> |
| <b>Blow Lines: SKU 98133.....</b>  | <b>13</b> |
| <b>Cartridge Filter and Pump Installation: SKU 98145 .....</b>               | <b>14</b> |
| <b>Cartridge Filter Installation: SKU 98128 .....</b>                        | <b>15</b> |
| <b>Commercial Emergency: SKU 98147 .....</b>                                 | <b>16</b> |
| <b>Cover Pool Only: SKU 98120 .....</b>                                      | <b>17</b> |
| <b>Cover Removal Only: SKU 98122 .....</b>                                   | <b>18</b> |
| <b>D.E. Filter Installation: SKU 98101 .....</b>                             | <b>19</b> |
| <b>D.E. Filter Package Installation: SKU 98103 .....</b>                     | <b>20</b> |
| <b>D.E. Filter Package Install with Separation Tank: SKU 98102.....</b>      | <b>21</b> |
| <b>Deck-O-Seal Installation: SKU 98181 .....</b>                             | <b>22</b> |
| <b>Draining Pool: SKU 98121 .....</b>  | <b>23</b> |
| <b>Drain Cover Replacement Pool Empty: SKU 98430 .....</b>                   | <b>24</b> |
| <b>Drain Cover Replacement Including Draining: SKU 98431.....</b>            | <b>25</b> |
| <b>Safety Fence Installations: SKU 98160 .....</b>                           | <b>26</b> |
| <b>Safety Gate Installations: SKU 98162.....</b>                             | <b>27</b> |
| <b>Safety Fence Measurement: SKU 98159 .....</b>                             | <b>28</b> |
| <b>Filter Clean D.E. Filter Single-Clamp: SKU 98126.....</b>                 | <b>29</b> |
| <b>Filter Clean Cartridge Filter: SKU 98193 .....</b>                        | <b>30</b> |
| <b>Filter Clean Multi-Bolt: SKU 98148.....</b>                               | <b>31</b> |
| <b>Hand Rail Installation: SKU 98131 .....</b>                               | <b>32</b> |
| <b>Chlorinator Installation (Hayward or Rainbow): SKU 98163 .....</b>        | <b>33</b> |
| <b>Heat Pump Installation: SKU 98173 .....</b>                               | <b>34</b> |
| <b>Heater Installation: SKU 98140 .....</b>                                  | <b>35</b> |
| <b>Heater Diagnostic (Service Call): SKU 98149 .....</b>                     | <b>37</b> |
| <b>Motor Installation: SKU 98164 .....</b>                                   | <b>38</b> |
| <b>Opening Service Basic (No Cover): SKU 98123.....</b>                      | <b>39</b> |
| <b>Opening Service Complete (In-Ground Pool): SKU 98136 .....</b>            | <b>40</b> |
| <b>Opening Service Complete (Above-Ground Pool): SKU 98178 .....</b>         | <b>41</b> |
| <b>Heater Clean-Out and Spring Tune-Up: SKU 98176 .....</b>                  | <b>42</b> |
| <b>Pressure-Side Cleaner Installation with Booster Pump: SKU 98109 .....</b> | <b>43</b> |
| <b>Pool Cleaner Installation (Wet End Only): SKU 98111 .....</b>             | <b>44</b> |
| <b>Pool Light Bulb and Gasket Replacement: SKU 98151 .....</b>               | <b>45</b> |
| <b>Pool Light Installation (up to 50-foot cord): SKU 98165 .....</b>         | <b>46</b> |

|   |              |
|---|--------------|
| <b>Pool Light Installation (greater than 50-foot cord): SKU 98184 .....</b> | <b>47</b>    |
| <b>Pool School: SKU 98155 .....</b>   | <b>48</b>    |
| <b>Pool School with Automation: SKU 98155.....</b>                          | <b>49</b>    |
| <b>Pool School plus Filter Clean: SKU 98198 .....</b>                       | <b>50</b>    |
| <b>Pump and Motor Installation (Single-Speed): SKU 98106 .....</b>          | <b>51</b>    |
| <b>Pump and Motor Installation (Two-Speed): SKU 98191.....</b>              | <b>52</b>    |
| <b>Pump and Motor Installation (Variable Speed): SKU 98437 .....</b>        | <b>54</b>    |
| <b>Service Call: SKU 98150 .....</b>  | <b>56</b>    |
| <b>Safety Cover Installation: SKU 98158.....</b>                            | <b>57</b>    |
| <b>Safety Cover Measurement: SKU 98156.....</b>                             | <b>58</b>    |
| <b>Salt System Installation: SKU 98166.....</b>                             | <b>59</b>    |
| <b>Salt Cell Cleaning: SKU 98195.....</b>                                   | <b>61</b>    |
| <b>Sand Change (up to 31" tank size): SKU 98152 .....</b>                   | <b>62</b>    |
| <b>Sand Filter Installation: SKU 98116 .....</b>                            | <b>63</b>    |
| <b>Sand Filter Package Installation: SKU 98117.....</b>                     | <b>64</b>    |
| <b>New Equipment Evaluation: SKU 98132 .....</b>                            | <b>65</b>    |
| <b>Solar Cover Installation (attach to existing reel): SKU 98168 .....</b>  | <b>66</b>    |
| <b>Solar Cover Only Installation: SKU 98113.....</b>                        | <b>67</b>    |
| <b>Solar Cover and Reel Installation: SKU 98115.....</b>                    | <b>68</b>    |
| <b>Solar Reel Installation: SKU 98114 .....</b>                             | <b>69</b>    |
| <b>Spa Blower Installation: SKU 98169.....</b>                              | <b>70</b>    |
| <b>SVRS Test and Calibration: SKU 98436 .....</b>                           | <b>71</b>    |
| <b>Tile Cleaning: SKU 98131 .....</b>                                       | <b>72</b>    |
| <b>Time Clock Installation (Mechanism Only): SKU 98170.....</b>             | <b>73</b>    |
| <b>Time Clock with Box Installation: SKU 98171 .....</b>                    | <b>74</b>    |
| <b>Vac-Alert Installation: SKU 98433 .....</b>                              | <b>75</b>    |
| <b>Winterization Service Basic and Cover Pool: SKU 98100 .....</b>          | <b>76</b>    |
| <b>Winterization Service Complete Above-Ground Pool: SKU 98190 .....</b>    | <b>77</b>    |
| <b>Winterization Service Only (No Cover): SKU 98127.....</b>                | <b>78</b>    |
| <b>Winterization Spa and Cover: SKU 98108.....</b>                          | <b>79</b>    |
| <b>Jacuzzi Prequalifying Guides .....</b>                                   | <b>80-83</b> |

## **Service Procedures**

|   |           |
|---|-----------|
| <b>Redeeming a Service Sale Gift Certificate .....</b>          | <b>84</b> |
| <b>Technician Truck Stocking and Inventory Procedures .....</b> | <b>85</b> |
| <b>Service Job Parts Ordering Procedure .....</b>               | <b>86</b> |
| <b>Removing Site Evaluation Charges .....</b>                   | <b>87</b> |

## #98-210

## Above-Ground Cartridge Package Install

Labor to install an AG pump and cartridge filter. Connecting the pump to the existing electrical either by cord or time clock.

This installation is for hose connections only. Hard PVC plumbing connections will fall under the In-Ground install sku for this type of installation.

### Companion SKUs

❑ 89-999 — Trip Surcharge

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

Does the customer have a GFCI protected outlet or time clock? **If not, a licensed electrician must supply a GFCI protected outlet or a time clock must be installed to a current GFCI protected electrical circuit.**

Does the customer know the size pump and filter they currently have? **If not, please refer to your Above-Ground equipment job aid.**

Would the customer like a shut off valve installed in front of the pump? **If yes, this will be an additional charge for the valve. There is no additional labor for this valve.**

### Additional Items:

- AG Pool Hose
- Hose Clamps
- Cartridge Cleaner



## #98-212

## Above-Ground DE Package Install

Labor to install an AG pump and DE filter. Connecting the pump to the existing electrical either by cord or time clock.

This installation is for hose connections only. Hard PVC plumbing connections will fall under the In-Ground install sku for this type of installation.

### Companion SKUs

❑ 89-999 — Trip Surcharge

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

Does the customer have a GFCI protected outlet or time clock? **If not, a licensed electrician must supply a GFCI protected outlet or a time clock must be installed to a current GFCI protected electrical circuit.**

Does the customer know the size pump and filter they currently have? **If not, please refer to your Above-Ground equipment job aid.**

Would the customer like a shut off valve installed in front of the pump? **If yes, this will be an additional charge for the valve. There is no additional labor for this valve.**

### Additional Items:

- AG Pool Hose
- Hose Clamps
- DE Powder
- Spray and Rinse



## #98-213

## Above-Ground Heater Install

Labor to install an AG heater. Connecting the heater to the existing hose system. Electrical connection to an existing GFCI protected outlet. Gas connections will be made where allowed by State and Local codes.

This installation is for hose connections only. Hard PVC plumbing connections will fall under the In-Ground install sku for this type of installation.

### Companion SKUs

❑ 89-999 — Trip Surcharge

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

Does the customer have a GFCI protected outlet or time clock? **If not, a licensed electrician must supply a GFCI protected outlet or a time clock must be installed to a current GFCI protected electrical circuit.**

Does the customer currently have a gas supply for the heater? **If not, a propane tank will need to be installed and line run to heater install site. This service is not provided by Leslie's.**

**All heater installations will require an equipment pad to be installed with heater. If existing heater has pad and is in solid condition, a pad is not required.**

### Additional Items:

- AG Pool Hose
- Hose Clamps
- Barbed Fittings



## #98-209

## Above-Ground Pump Install

Labor to install an AG pump, connecting to the existing electrical either by cord or time clock

This installation is for hose connections only. Hard PVC plumbing connections will fall under the In-Ground install sku for this type of installation.

### Companion SKUs

❑ 89-999 — Trip Surcharge

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

Does the customer have a GFCI protected outlet or time clock? **If not, a licensed electrician must supply a GFCI protected outlet or a time clock must be installed to a current GFCI protected electrical circuit.**

Does the customer know the horsepower of the pump they currently have? **If not, please refer to your Above-Ground equipment job aid.**

Would the customer like a shut off valve installed in front of the pump? **If yes, this will be an additional charge for the valve. There is no additional labor for this valve.**

### Additional Items:

- AG Pool Hose
- Hose Clamps
- Barbed Fittings

- 



## #98-211

## Above-Ground Sand Package Install

Labor to install an AG pump and sand filter. Connecting the pump to the existing electrical either by cord or time clock.

This installation is for hose connections only. Hard PVC plumbing connections will fall under the In-Ground install sku for this type of installation.

### DO NOT FORGET TO SELL SAND

### Companion SKUs

- ❑ Trip Surcharge SKU 89999
- ❑ Haul-Away Fee: SKU 98174

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

Does the customer have a GFCI protected outlet or time clock? **If not, a licensed electrician must supply a GFCI protected outlet or a time clock must be installed to a current GFCI protected electrical circuit.**

Does the customer know the size pump and filter they currently have? **If not, please refer to your Above-Ground equipment job aid.**

Would the customer like a shut off valve installed in front of the pump? **If yes, this will be an additional charge for the valve. There is no additional labor for this valve.**

### Additional Items:

- AG Pool Hose
- Hose Clamps
- Sand Filter Revitalizer



## Acid Wash Pool – SKU 98118

### *Waiver Signature Required-Drain Waiver*

Labor to drain (in accordance with local codes) and perform acid wash on plaster or Pebble Tec finished pools up to 20x40 in size (for larger pools, a site evaluation is needed to determine price). This is a two-day job. Day one: the technician will set pump to drain pool. Customer **must** be home to sign drain waiver when technician arrives to start draining pool. Day two: the technician will perform the acid wash. (Acid wash services are not available in all areas; check with your local Service Manager.) Outdoor pools only.

- Customer must sign our Drain Waiver and Acid Wash Acknowledgement documents prior to the start of the job.
- **Not all stains and/or algae will be removed by the acid wash.** Make sure the customer understands this prior to scheduling the job.
- Daytime temperatures must not exceed 85 degrees as the heat/sun exposure can cause damage to the pool surface. Pebble Tec pools are exempt from this temperature restriction.
- After pool is drained technician may determine that the pool will not take an acid wash. If this happens customer will only be charged for the pool drain (SKU 98121). Pool surfaces that are older than 8 years cannot be acid washed.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68103

### Qualifying Questions

The following are qualifying questions that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

*How old is the plaster in the pool?*

Note: If the plaster is over eight years old, Leslie's cannot perform an acid wash.

*Is the pool water clear?*

Note: Leslie's cannot drain a green pool.

### Exclusions

The following are not included in the charge:

- Stains caused by the reinforcing steel of the pool
- Re-filling the pool after the acid wash is complete
- Balance the water chemistry upon re-fill



## Acid Wash Pool and Spa – SKU 98119

### *Waiver Signature Required-Drain Waiver*

Labor to drain (in accordance with local codes), and perform acid wash on plaster or Pebble Tec finished pools up to 20x40 in size with attached spa (for larger pools, a site evaluation is needed to determine price). This is a two-day job. Day one: the technician will set pump to drain pool. Customer **must** be home to sign drain waiver when technician arrives to start draining pool. Day two: the technician will perform the acid wash. (Acid wash services are not available in all areas; check with your local Service Manager.)

- Customer must sign our Drain Waiver and Acid Wash Acknowledgement documents prior to the start of the job.
- **Not all stains and/or algae will be removed by the acid wash.** Make sure the customer understands this prior to scheduling the job.
- Daytime temperatures must not exceed 85 degrees as the heat/sun exposure can cause damage to the pool surface. Pebble Tec pools are exempt from this temperature restriction.
- After pool is drained technician may determine that the pool will not take an acid wash. If this happens customer will only be charged for the pool drain (SKU 98121). Pool surfaces that are older than 8 years cannot be acid washed.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68103

### **Qualifying Questions**

The following are qualifying questions that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

*How old is the plaster in the pool?*

*Note: If the plaster is over eight years old, Leslie's cannot perform an acid wash.*

*Is the pool water clear?*

*Note: Leslie's cannot drain a green pool.*

### **Exclusions**

The following are not included in the charge:

- Algae removal (Leslie's cannot drain a green pool)
- Stains caused by the reinforcing steel of the pool
- Re-filling the pool after the acid wash is complete
- Balance the water chemistry upon re-fill

## **Automation System: Residential Pool – SKU 98440**

Labor to install an automation system on a residential pool. A site evaluation is required before selling this SKU.

During the site evaluation, the technician will determine what type of residential automation system will best fit the customer's needs. Estimate will be given to the customer for equipment, labor, and materials provide by Leslie's.

*Note:* In some cases, additional electrical work may be required to accommodate an automation system. This electrical work will need to be completed by an electrician contracted by the customer at their expense.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68000

### **Qualifying Questions**

- *Does the customer currently have an automation system?*
- *If yes, are they looking to replace the system with the same type or upgrade?*

*Note:* Many of the new systems come with the ability to connect to Wi-Fi through auxiliary means. The customer will need to provide Wi-Fi access in order to enable these types of features.

## **Blow Lines — SKU 98133**

Note: For Winterization service of pool plumbing lines, use SKU 98127.

This service is primarily designed to unclog plumbing lines such as skimmer lines, main drain lines and vacuum lines, for up to one hour of the technician's time. Some types of debris (such as pool tile) may not blow out of the lines.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

The following qualifying question needs to be discussed with the customer prior to creating a customer order and collecting a deposit.

*Is the customer aware of any debris that may have been vacuumed up and entered into the plumbing line?*

### **Additional Items**

- Filter Saver Socks: SKU 20732
- Pool & Spa Lube: SKU 68926

## Cartridge Filter and Pump Installation — SKU 98145

Labor to install a new cartridge filter and single speed filtration pump.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68103
- Haul-Away Fee: SKU 98174 (Optional)

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions will require a site evaluation (SKU 98132) to be performed to determine needs and associated charges.

- *Is there an existing equipment pad or level area?*
- *Is the equipment pad large enough for the filter?*
- *Is there an existing sand filter to be removed?*

*Note: If yes, you should also include a sand filter removal (SKU 98153) on the order.*

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves
- Flow Meters
- Effluent Gauges
- Flo-Locks

### Additional Items

- Motor Cover: SKU 38605
- Filter Saver Socks: SKU 20732
- Filter Cleaner: SKU 14225
- 2' x 3' Slab: SKU 42424
- Pool & Spa Lube: SKU 68926



## Cartridge Filter Installation — SKU 98128

Labor to install a new cartridge filter.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68103
- Haul-Away Fee: SKU 98174 (Optional)

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions will require a site evaluation (SKU 98132) to be performed to determine needs and associated charges.

- *Is there an existing equipment pad or level area?*
- *Is the equipment pad large enough for the filter?*
- *Is there an existing sand filter to be removed?*

*Note:* If yes, you should also include a sand filter removal (SKU 98153) on the order.

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves
- Flow Meters
- Effluent Gauges
- Flo-Locks

### Additional Items

- Motor Cover: SKU 38605
- Filter Saver Socks: SKU 20732
- Cartridge Filter Cleaner: SKU 14225
- 2' x 3' Slab: SKU 42424
- Pool & Spa Lube: SKU 68926



## **Commercial Emergency – SKU 98147**

Emergency service fee charged in addition to the labor charged to a commercial customer. To qualify, the pool/spa must have been shut down, is inoperable, and requires service prior to reopening or poses a safety risk to employee and/or occupants. This additional charge is added to the SKU used for the repair/install to get the customer up and running.

Note: Technician will be dispatched by the end of the following business day.

### **Companion SKUs**

None

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to pre-selling.

- *What is the nature of the emergency?*
- *Who will be on site to sign for the call?*
- *Does the commercial customer have an open account with sufficient credit?*

Note: If no, the job will be cash on delivery (COD).

### **Exclusions**

No other work will be covered under this SKU. This is an additional charge that stands alone for completing the service work for the emergency status.

## Cover Pool Only – SKU 98120

Labor to install a mesh or solid pool cover using customer's own water bags, springs, straps, cover stakes or sand bags. Additional charges will apply for replacing water bags, straps, springs, etc., and for covers using a cable and hook type of system. Leslie's is not responsible for damage done to underground pipes and wires from stakes driven into the ground.

*Note:* This SKU is used for winterizing pools and pool/spas combinations in winter markets. This is not for a new installation of a safety cover (see SKU 98156 and SKU 98158).

### Companion SKUs

- Trip Charge: SKU 89999

### Additional Items

- Combo Kits: SKU 14832, SKU 14819, SKU 14815
- Gizzmo: SKU 72130
- Anti-Freeze: SKU 72650



## Cover Removal Only – SKU 98122

Labor to remove a pool cover prior to spring opening.

Service includes removing and storing the cover.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The customer is responsible for completing the following prior to our arrival:

- Pump water from the top of the cover
- Remove debris from the top of the cover

*Note:* If these are not done and the technician provides this service, it will be performed and charged at the hourly rate if time permits.

### Exclusions

Additional charges will apply for any repairs needed to the pool equipment.

### Additional Items

- Combo Kits: SKU 14832, SKU 14819, SKU 14815



## **D.E. Filter Installation — SKU 98101**

Labor to install a new Diatomaceous Earth (D.E.) filter and appropriate backwash valve. No separation tank is included under this SKU, whether new or existing. If the customer wants to use his/her old separation tank, then use SKU 98102.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68107
- Haul-Away Fee: SKU 98174 (Optional)

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions will require a site evaluation (SKU 98132) to be performed to determine needs and associated charges.

- *Is there an existing equipment pad or level area?*
- *Is there an existing sand filter to be removed?*

*Note:* If yes, you should also include a sand filter removal (SKU 98153) on the order.

### **Exclusions**

The following are not included in the materials charge and may require extra labor to install, if required.

- Backwash Line Plumbing
- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves

### **Additional Items**

- Separation Tank: SKU 42144
- D.E.: SKU 14314
- D.E. Scoop: SKU 14698
- D.E. Filter Cleaner: SKU 14395
- Cellulose Fiber: SKU 14341
- Hose Clamps: SKU 22102
- Discharge Hose: SKU 22405 or SKU 22425
- Filter Saver Socks: SKU 20732
- 2' x 3' Slab: SKU 42424
- Pool & Spa Lube: SKU 68926

## **D.E. Filter Package Installation — SKU 98103**

Labor to install a new single speed pump, new Diatomaceous Earth (D.E.) filter, and appropriate backwash valve. No separation tank is included under this SKU, whether new or existing. If the customer wants to use his/her old separation tank, then use SKU 98102)

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68107
- Haul-Away Fee: SKU 98174 (Optional)

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions will require a site evaluation (SKU 98132) to be performed to determine needs and associated charges.

- *Is there an existing equipment pad or level area?*
- *Is there an existing sand filter to be removed?*

*Note:* If yes, you should also include a sand filter removal (SKU 98153) on the order.

### **Exclusions**

The following are not included in the materials charge and may require extra labor to install, if required.

- Backwash Line Plumbing
- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves

### **Additional Items**

- Separation Tank: SKU 42144
- D.E.: SKU 14314
- D.E. Scoop: SKU 14698
- D.E. Filter Cleaner: SKU 14395
- Fiber Clear: SKU 14336
- Hose Clamps: SKU 22102
- Discharge Hose: SKU 22405 or SKU 22425
- Filter Saver Socks: SKU 20732
- 2' x 3' Slab: SKU 42424
- Pool & Spa Lube: SKU 68926

## D.E. Filter Package Install with Separation Tank — SKU 98102

Labor to install a new single speed pump and new Diatomaceous Earth (D.E.) filter with the appropriate backwash valve, including a separation tank.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68107
- Haul-Away Fee: SKU 98174 (Optional)

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions will require a site evaluation (SKU 98132) to be performed to determine needs and associated charges.

- *Is there an existing equipment pad or level area?*
- *Is there an existing sand filter to be removed?*

Note: If yes, you should also include a sand filter removal (SKU 98153) on the order.

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves
- Flow Meters
- Effluent Gauges

### Additional Items

- D.E.: SKU 14314
- D.E. Scoop: SKU 14698
- D.E. Filter Cleaner: SKU 14395
- Fiber Clear: SKU 14336
- Filter Saver Socks: SKU 20732
- 2' x 3' Slab: SKU 42424
- Pool & Spa Lube: SKU 68926



## **Deck-o-Seal Installation — SKU 98181**

Labor to remove existing and re-install Deck-o-Seal around perimeter of pool/spa between decking and coping only. Any other application requires a Site Evaluation SKU 98132.

This SKU is charged by the lineal (or linear) foot (for example, 80 feet X \$ per foot = total labor charge).

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to pre-selling.

- If the width of the joint is more than  $\frac{3}{4}$  of an inch, use SKU 98132 (Site Evaluation).
- Does the pool currently have existing Deck-o-Seal around the pool now?

*Note: If no, you must schedule a site evaluation (SKU 98132).*

- *How many lineal (or linear) feet is the existing joint?*
- *What color Deck-o-Seal would you like installed?*

### **Additional Items**

- Bag of Zeo Sand (CDC Stores): SKU 14700
- Bag of Pool Sand (Non-CDC Stores): SKU 14699

## Draining Pool – SKU 98121

### *Waiver Signature Required-Drain Waiver*

Labor to drain pool and/or spa to appropriate sewer "clean out," adhering to local laws or codes (some areas may require a permit). Technician will drop in pump and return for pick up next day after the draining is complete. The customer must be home when the technician arrives to drain pool and must sign the drain waiver.

Note: Pool draining service is not available in all areas.

Note: The sku is only sold with other services. We do NOT just drain pools.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

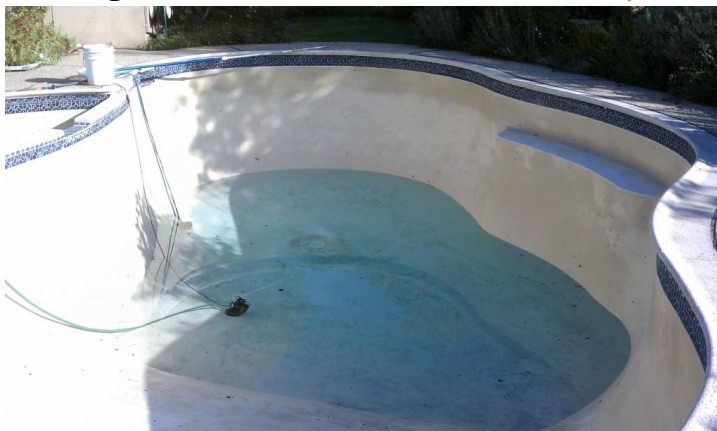
The following are qualifying points that need to be discussed with the customer prior to pre-selling.

- *Is the pool clear and free of algae and other debris?*

Note: Leslie's cannot drain green or debris-filled pools.

### Exclusions

- The customer must be home to sign the drain waiver. No pool will be drained unless the appropriate waiver is signed and initialed appropriately. No exceptions.
- Leslie's cannot drain pools when temperatures are above 85 degrees. Pebble Tec pools are exempt from this temperature restriction.
- Leslie's cannot drain the pool when the ground water is high.
- Leslie's can only drain plaster and Pebble Tec pools. Leslie's never drains vinyl or fiberglass pools.
- The pool must be free of algae and other debris in order for us to perform the drain.



## **Drain Cover Replacement (Pool Empty) — SKU 98430**

Labor to replace one existing drain cover. In order to replace a main drain cover, the pool/spa must be drained prior to our arrival. (See SKU 98431 if the customer needs Leslie's to drain the pool).

For each additional cover in the same pool/spa, use SKU 98434 .

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to pre-selling.

- *Is the pool clear and free of algae and other debris?*

*Note:* Leslie's cannot drain green or debris-filled pools.

- *Is there constant standing water on the property or is the property located on a lake, river, or stream?*

*Note:* If yes, a site evaluation (SKU 98132) must be completed.

*Note:* For commercial pools, the CAE may perform a property visit to ensure all code compliance items are noted.

### **Exclusions**

- Sump modifications
- Leslie's does not provide this service for vinyl or fiberglass pools
- Pools and spas in areas of high ground water may not be drained

### **Additional Items**

- SDX Drain Cover (Other sizes, colors, and types available): SKU 34028
- Each additional cover in same pool, already drained: SKU 98435
- Vac Alert: SKU 15130 and Labor to install Vac Alert: SKU 98433
- Any permits required (check with local Service Manager): SKU 68008

## Drain Cover Replacement including Draining – SKU 98431

Labor to drain pool or spa and replace one existing drain cover. For each additional cover in same pool/spa, use SKU 98434. For each additional pool/spa on same property, use SKU 98431.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to pre-selling.

- *Is the pool clear and free of algae and other debris?*

*Note:* Leslie's cannot drain green or debris-filled pools.

- *Is there constant standing water on the property or is the property located on a lake, river, or stream?*

*Note:* If yes, a site evaluation (SKU 98132) must be completed.

*Note:* For commercial pools, the CAE may perform a property visit to ensure all code compliance items are noted.

### Exclusions

- Sump modifications
- Leslie's does not provide this service for vinyl or fiberglass pools
- Pools and spas in areas of high ground water may not be drained

### Additional Items

- SDX Drain Cover (Other sizes, colors, and types available): SKU 34028
- Each additional cover in same pool, already drained: SKU 98435
- Each additional body of water on the same property: SKU 98434
- Vac Alert: SKU 15130 and Labor to install Vac Alert: SKU 98433
- Any permits required (check with local Service Manager): SKU 68008



## Safety Fence Installations — SKU 98160

### *Waiver Signature Required-Deck Drill Waiver*

Labor to install our mesh removable fencing. This SKU is for each section of fencing. For example, if you sell seven (7) sections, use SKU 98160 and indicate a quantity of seven (7). Removable fencing comes in 10-foot sections with a minimum charge of two sections

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68101

### Qualifying Questions

All safety fence installations must have a fence measurement (SKU 98159) performed prior to scheduling an installation of any fence.

- *Removable fencing will not work on wood decking, brick, flagstone, or mortar-less pavers.*
- *The customer must be present during the measurement so that the Technician can review/advise for proper location and type of fence with the customer.*

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Elevation changes (e.g., stairs)
- Piers or footings
- Attaching the new fence sections to an existing fence or structure



### Miscellaneous Notes

- There is a minimum labor charge for two (2) sections, even if the customer only needs one section.
- Removable fencing will not work on wood decks, brick, flagstone, or mortar-less paver stones.
- Removable fence sections come in 4-foot heights and 5-foot heights.
- Leslie's only installs this fence as a barrier to swimming pool and does not install it for any other purposes.

### Additional Items

- Safety Gate Installation: SKU 98162
- Door Alarms and Pool Alarms (various SKUs)



## Safety Gate Installations — SKU 98162

### *Waiver Signature Required-Deck Drill Waiver*

Labor to install gates for removable safety fence installation. Please note that removable fence and gates come in different heights. Please ensure the gate height matches the fence sold.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68102

### Qualifying Questions

All safety gate installations must have a fence measurement (SKU 98159) performed prior to scheduling an installation of any gate or fence.

- *Is the customer aware that the gates are permanent, even with removable fencing?*

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Elevation changes (e.g., stairs)
- Piers or footings
- Attaching the new fence sections to an existing fence or structure

### Miscellaneous Notes

- Ensure the customer is aware that safety gates are a permanent installation even for the removable fence sections. This means the location and position of the gate in the fence line needs to be considered carefully.
- The new style of gate comes with hardware; however, the old styles do not.
- If the old style of gate is sold, use SKU 24300 and SKU 24310 for hinges and Manga-latch.



## Safety Fence Measurement — SKU 98159

Labor to measure site for removable fencing and gates, if applicable. Estimate will be left with customer at time of payment unless unusual requests or circumstances required input or information is necessary from the manufacturer.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying questions that need to be discussed with the customer. All safety fence installations must have a fence measurement performed prior to scheduling an installation of any fence.

- *Is the decking around the pool concrete?*
- Removable fencing will not work on wood decking, brick, flagstone, or mortar-less paver stones.
- The customer must be present during the measurement so that the technician can review and advise the customer on proper location and type of fence.
- Leslie's only installs safety fences as a barrier to a swimming pool and does not install fences for other uses.



## **Filter Clean: D.E. Filter Single-Clamp — SKU 98126**

Labor to disassemble and clean a single-clamp DE filter. This service does not cover multi-bolt type DE filters such as Hayward Perflex filters; use SKU 98148 for multi-bolt filters. This service does not include any additional labor required to replace any filter grids, if necessary.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68111 (for D.E.)

### **Miscellaneous Notes**

- We cannot clean D.E. filters in the street. When cleaning a D.E. filter, it must be cleaned on the customer's property in an area designated by the customer.
- All filters are cleaned with high-pressure water supplied by the customer's garden hose.

### **Additional Items**

- D.E. Powder: SKU 14314
- Spray and Rinse Filter Cleaner: SKU 14390
- Perfect Weekly: SKU 13144
- Clear Aid: SKU 13118
- Cellulose Fiber: SKU 14341
- Pool & Spa Lube: SKU 68926



## **Filter Clean: Cartridge Filter — SKU 98193**

Labor to disassemble and clean a cartridge filter. This service does not cover DE filters; for most single-clamp D.E. filters, use SKU 98126; for multi-bolt D.E. filters, use SKU 98148. This service does not include any additional labor required to replace any parts or cartridges, if necessary.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Miscellaneous Notes**

- We cannot clean filters in the street. When cleaning a filter, it must be cleaned on the customer's property in an area designated by the customer.
- All filters are cleaned with high-pressure water supplied by the customer's garden hose.

### **Additional Items**

- Spray and Rinse Filter Cleaner: SKU 14390
- Cartridge Cleaner: SKU 14225
- Perfect Weekly: SKU 13144
- Clear Aid: SKU 13118
- Cellulose Fiber: SKU 14341
- Pool & Spa Lube: SKU 68926



## Filter Clean: Multi-Bolt — SKU 98148

Labor to disassemble and clean a multi-bolt type D.E. filter or cartridge filter. This service does not include any additional labor required to replace any filter grids, if necessary.

### Companion SKUs

- Trip Charge: SKU 89999

### Miscellaneous Notes

- We cannot clean D.E. filters in the street. When cleaning a D.E. filter, it must be cleaned on the customer's property in an area designated by the customer.
- All filters are cleaned with high-pressure water supplied by the customer's garden hose.

### Additional Items

- D.E. Powder: SKU 14314
- Spray and Rinse Filter Cleaner: SKU 14390
- Cartridge Cleaner: SKU 14225
- Perfect Weekly: SKU 13144
- Clear Aid: SKU 13118
- Cellulose Fiber: SKU 14341
- Pool & Spa Lube: SKU 68926



## Hand Rail Installation — SKU 98131

Labor to install a hand rail, grab rail, stair rail or ladder.

Important: The customer must sign our Deck Drilling Waiver prior to the start of the job.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- Does the customer have an existing/bonded hand rail? If no, the customer must use a Saf-Tron non-metallic hand rail or have the new handrail bonded to the existing bond plane.
- All hand rail installations must have a site evaluation (SKU 98132) performed prior to installation because there are numerous types and styles of grab rails, hand rails, and stair rail configurations.

### Exclusions

- Handrails or ladders cannot be installed on a paver stone or a mortar-less paver style deck with a sand base.

### Additional Items

- Anchor set and escutcheons are additional, as they are not included with the handrail.



## Chlorinator Installation (Hayward or Rainbow) — SKU 98163

Labor to install new chlorinator on PVC applications. You should also sell a chlorine resistant check valve (SKU 16389). See additional items below.

**Important: These chlorinators cannot be installed on pools with copper plumbing.**

Leslie's does not remove existing chlorinators from the customer's property. Customer is responsible for the disposal of the existing unit. Any unused tablets from the old chlorinator will be placed in the new chlorinator.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68102

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Do you have copper plumbing?*

*Note:* If yes, you cannot sell this to the customer because it can't be installed.

- *How many gallons does your pool have?*

*Note:* Size the chlorinator appropriately to the size of the pool.

- *Do you have a chlorinator now?*

*Note:* If yes, instruct the customer to ensure it is empty of tablets. The customer will be responsible for the disposal of the old chlorinator.

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Ball Valves
- Jandy Valves
- Check Valve

### Additional Items

- Chlorine Tablets: SKU 12437
- Chlorine-Resistant Check Valve: SKU 16389



## Heat Pump Installation – SKU 98173

Labor to install a heat pump. **This does not include any electrical connections.** This service is not to be confused with a gas heater installation (SKU 98140).

Leslie's recommends each customer receive a quote from a licensed electrician prior to the installation of a heat pump as it is possible that additional electrical work may be required.

- Heat pumps require a dedicated 50-amp 240-volt breaker that **must be installed and connected by a licensed electrician.** These connections should be made after Leslie's installs the heat pump.
- Installation includes the placement and plumbing of the heat pump, inclusive of an external bypass.
- Leslie's does not provide haul-away and disposal of existing heat pumps. Heat pumps contain refrigerant that must be purged from the existing unit prior to disposal. **Please direct customer to a local refuse company providing this service for disposal.**
- All warranty claims pertaining to the unit itself, not the plumbing, must be made through the heat pump manufacturer. Leslie's does not repair or troubleshoot heat pumps
- Some states or other agencies may require a permit prior to installation. Check with your Service Manager for local requirements. Permit fee is not included in labor price.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68105



### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A site evaluation (SKU 98132) may be required in order to determine the customer's needs and associated charges.

- *Do you have an existing heat pump?*  
*Note: If no, a site evaluation (SKU 98132) must be completed.*
- *Is the equipment pad located indoors or under a deck?*  
*Note: If yes, a site evaluation (SKU 98132) must be completed.*
- *Is there an existing pad to place the heat pump?*  
*Note: If no, a site evaluation (SKU 98132) must be completed.*



### Additional Items

Heat pumps require an external bypass and three (3) ball valves will be used.

- Ball Valves: 1.5" (SKU 62486) 2" (SKU 62488)

## Heater Installation — SKU 98140

Labor to install new heater to existing plumbing and electrical. This SKU applies to outdoor applications only; indoor units will require a site evaluation for venting and are not considered standard installations.

Also some states or other agencies may require the gas line be hooked up by the local gas utility or a licensed gas line plumber.

All commercial heaters should have a site evaluation by technician or CAE, if applicable.

All heaters require a non-corrosive check valve. If one is not present, use SKU 16389.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68108
- Haul-Away Fee: SKU 98175 (Optional)

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A site evaluation (SKU 98132) may be required in order to determine the customer's needs and associated charges.

- *Do you have an existing heater?*

*Note:* If yes, what BTU is the heater and what is the gas line size? If no, a site evaluation (SKU 98132) must be completed. Site evaluations are recommended for all heater installations.

- *Do you know the size of the gas meter?*

*Note:* The gas meter should be rated at a minimum of the same size BTU as the heater; for example, a 400K BTU heater will need a meter rated a minimum of 400K BTU. This would be in addition to any other gas appliances already in place (e.g., furnace, water heater, dryer, stove, fireplace, etc.) If not, the customer must contact the local gas company to upgrade.

- *Do you have natural gas or propane?*

*Note:* Use this information to select the correct heater type for the customer.

- *Is the heater in any type of enclosure or a roof?*

*Note:* If yes, a site evaluation (SKU 98132) is required.

- *Is the pad that the unit sits on non-combustible and large enough for the footprint of the heater and level?*

*Note:* If no, a site evaluation (SKU 98132) is required.



## Heater Installation-cont'd

- *Can one person working alone easily move the old heater out to the service truck and bring the new heater back to the work area?*

*Note: If no, a site evaluation (SKU 98132) is required.*

- *Is the plumbing on the existing heater on the left side or right side of the heater cabinet?*

*Note: If it is on the left side, you should also include a header reversal fee (SKU98141).*

## Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Non-Corrosive Check Valve
- Copper Plumbing
- Ball Valves
- Jandy Valves
- Second technician for stairs, etc.
- Venting and Draft Hoods( Certain areas require a HVAC company to install venting)
- 3' x 3' Composite Slab: SKU 42425

## Heater Diagnostic (Service Call) — SKU 98149

This SKU is an hourly charge for labor to diagnose and estimate the repair of an existing pool/spa heater, excluding any portable spa. Do not to confuse a service call with a site evaluation (SKU 98132).

Important: This SKU is for labor only and does not cover any parts or equipment.

*Note:* This service call SKU should be only be used for heater diagnostics. For diagnostics and repair estimates for other equipment, use SKU 98150.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- *Do you know the manufacturer and model of the heater?*

*Note:* The more information we can get, the better the technician will be able to help the customer.

- *Is the heater showing any error codes?*

*Note:* If yes, what code(s) is displaying?

- *Will the customer be home for the service call?*

*Note:* Once the appointment is scheduled, the customer must be home for the service call.

Important: Please be as specific as possible regarding the nature of the customer's problem.

### Miscellaneous Notes

Customers may not leave payment or make pre-payments at the store for service calls. The customer needs to be home for service call in order to make payment and approve the cost of any needed parts and additional labor charges.

## Motor Installation — SKU 98164

Labor to remove and install new motor and appropriate shaft seal.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Do you know the horsepower of the motor that you currently have?*
- *Do you know the manufacturer and model pump that you have now?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Conduit/Wire
- Bonding wire, splices, and lugs
- Plumbing to and from the pump

### Additional Items

- Universal Motor Cover: SKU 38605
- Pool & Spa Lube: SKU 68926
- Appropriate Shaft Seal (SKUs vary 40XXX)
- Appropriate gasket and O-rings (depending on the manufacturer and model)
- Appropriate revamp kit (depending on the manufacturer and model)



## Opening Service Basic (No Cover) — SKU 98123

Labor to perform spring opening service on pool with no cover. Service includes: removing all winterizing plugs and other winterizing items, reassembling the pump and filter; reinstalling ladders. If necessary; placing your pool cleaner in the pool and lighting/test firing heater.

Note: Additional charges will apply for any repairs needed to the pool equipment

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The customer is responsible for completing the following prior to the technician's arrival:

- *Pump water and remove debris from pool cover (If Leslie's provides this service, it will be performed at our hourly rate)*
- *Raise the water level to mid-skimmer (If this is not done, the system can't be started and tested. A return visit and additional charges will apply)*
- *Electricity to the pool equipment area must be turned on.*
- *Technician must have access to an outside electric receptacle if none at the equipment area.*
- *Technician must have access to outside running water.*

The following are qualifying questions that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there a secondary cover to be removed? If yes, additional charges will apply.*
- *Would the customer like us to bring a Spring Start-Up Kit? If yes, the customer must pay for the start-up kit, but there is no charge to add this to the pool.*
- *Where would the customer like the cover stored? (Add this to the call notes.)*

We recommend the customer take a water sample into the store for testing 24 hours after opening.

### Exclusions

The following are not included and may require additional materials and labor to install, if required.

- Additional charges will apply for any repairs need to the pool equipment
- Leslie's does not remove or install diving boards.

### Additional Items

- Combo Kits: SKU 14832, 14819, 14815

## Opening Service Complete (In-Ground Pool) — SKU 98136

Labor to perform spring opening service on in-ground pool. Services include: Removing cover from the pool; folding and storing the cover, waterbags, springs, straps, cover stakes or sand bags; removing winter plugs; reassembling all equipment; reinstall ladders and test firing the heater.

*Note:* Additional charges will apply for any repairs needed to the pool equipment

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The customer is responsible for completing the following prior to the technician's arrival:

- *Pump water and remove debris from pool cover (If Leslie's provides this service, it will be performed at our hourly rate)*
- *Raise the water level to mid-skimmer (If this is not done, the system can't be started and tested. A return visit and additional charges will apply)*
- *Electricity to the pool equipment area must be turned on.*
- *Technician must have access to an outside electric receptacle if none at the equipment area.*
- *Technician must have access to outside running water.*

The following are qualifying questions that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there a secondary cover to be removed? If yes, additional charges will apply.*
- *Would the customer like us to bring a Spring Start-Up Kit? If yes, the customer must pay for the start-up kit, but there is no charge to add this to the pool.*
- *Where would the customer like the cover stored? (Add this to the call notes.)*

We recommend the customer take a water sample into the store for testing 24 hours after opening.

### Exclusions

The following are not included and may require additional materials and labor to install, if required.

- Additional charges will apply for any repairs need to the pool equipment
- Leslie's does not remove or install diving boards.

### Additional Items

- Combo Kits: SKU 14832, 14819, 14815
- Pool & Spa Lube: SKU 68926

## Opening Service Complete (Above-Ground Pool) — SKU 98178

Labor to perform spring opening service on an above-ground pool. Services include: removing pool cover, all winterizing plugs, and other winterizing items; rinsing the cover off and folding the cover; the cover and all other items are stored on the customer's property; reassembling the pump and filter; reinstalling the ladders and diving boards, if necessary; placing your pool cleaner in the pool; and lighting/test firing heater, if applicable.

*Note:* Additional charges will apply for any repairs needed to the pool equipment

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The customer is responsible for completing the following prior to the technician's arrival:

- *Pump water and remove debris from pool cover (If Leslie's provides this service, it will be performed at our hourly rate)*
- *Raise the water level to mid-skimmer (If this is not done, the system can't be started and tested. A return visit and additional charges will apply)*
- *Electricity to the pool equipment area must be turned on.*
- *Technician must have access to an outside electric receptacle if none at the equipment area.*
- *Technician must have access to outside running water.*

The following are qualifying questions that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there a secondary cover to be removed? If yes, additional charges will apply.*
- *Would the customer like us to bring a Spring Start-Up Kit? If yes, the customer must pay for the start-up kit, but there is no charge to add this to the pool.*
- *Where would the customer like the cover stored? (Add this to the call notes.)*

We recommend the customer take a water sample into the store for testing 24 hours after opening.

### Exclusions

The following are not included and may require additional materials and labor to install, if required.

- Additional charges will apply for any repairs need to the pool equipment

### Additional Items

- Combo Kits: SKU 14832, 14819, 14815
- Pool & Spa Lube: SKU 68926

## Heater Clean-Out/Spring Tune-up — SKU 98176

Labor to clean out and tune-up a gas-fired or propane-fired heater

This service includes:

- Cleaning/Vacuuming of the heater exchange
- Cleaning/Vacuuming of the burner tray
- Cleaning/Vacuuming of the bottom of the heater
- Overall inspection of the heater unit
- Test-fire the heater



### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and scheduling a call to perform the service.

- *Is the heater functional at this time?*

Note: If no, you should schedule a heater diagnostic (SKU xxxxx).

### Miscellaneous Notes

This is a clean out service only. If the heater will not light, any repairs to the heater would be billed at the normally hour service rate plus any parts needed.



## Pressure-Side Cleaner Installation (w/Booster Pump) — SKU 98109

Labor to install a pressure-side automatic pool cleaner and the corresponding booster pump.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68101

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A “NO” response to any of the qualifying questions will require a site evaluation (SKU 98132) in order to determine the customer’s needs and associated charges.

- *Is there an existing dedicated pool cleaner line?*
- *Is there an existing booster pump, time, and box?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- G-9 1.5” to ¾” wall adapter
- Extra pool cleaner hose for larger pools
- Jandy Valves
- Gate or Check Valves
- Flo-Locks
- Time clock and/or box



### Additional Items

- Polaris 380 Bag: SKU 60909
- Pentair Bag: SKU 61100
- G-9 Adapter: SKU 60570



## Pool Cleaner Installation (Wet End Only) — SKU 98111

Labor to install an automatic pool cleaner including the head and hoses for Hayward, Polaris, Barracuda, Pentair, and Kreepy Krauly brand pool cleaners. The service also includes making any needed adjustments to the cleaner and instructing the customer on the operation of the cleaner.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A “NO” response to any of the qualifying questions will require a site evaluation (SKU 98132) in order to determine the customer’s needs and associated charges.

- *If there is an existing booster pump, is it working at this time?*
- *Is the pool’s existing pump and filter system in good shape?*

Note: A “NO” response to either of these questions requires a site evaluation (SKU 98132).

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Wall Adapters
- Extra pool cleaner hose for larger pools

### Additional Items

- Polaris 380 Bag: SKU 60909
- Pentair Bag: SKU 61100
- Large Leaf Canister: SKU 58958
- Universal Hose: SKU 62610



## Pool Light Bulb and Gasket Replacement — SKU 98151

### *Waiver Signature Required-Replacement Pool Light Fixture Waiver*

Labor to remove light fixture from wall and replace the light bulb and gasket.

*Note:* If water is found in fixture, the entire light must be replaced. Use service SKU 98165 instead.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there an existing GFCI? (Required by code)*

*Note:* If no, Leslie's cannot perform the job. The customer must contact a licensed electrician to bring the pool's electrical system up to current code.

- *Is the water temperature below 78 degrees?*

*Note:* If yes, the **water must be heated to 78 degrees**, lowered below the light fixture, or scheduled for later in the season when the water temperature is warmer.

### Exclusions

The following are not included in the materials charge and may require additional labor to install, if required.

- Light Rings
- Light Ring Adapter
- Pilot Screws
- Light Wedges

### Additional Items

- Lens Cover: SKU 54472 or SKU 54474
- Light Bulbs: Various SKUs
- Gaskets: Various SKUs



## Pool Light Installation (up to 50-foot Cord) — SKU 98165

### *Waiver Signature Required-Replacement Pool Light Fixture Waiver*

Labor to remove old light fixture and cord from wall and install new light with cord. This SKU covers lights with 50 feet of cord or less.

*Note:* If the cord is longer than 50 feet, use service SKU 98184 instead.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *How many of feet of cord are needed to reach the power source?*
- *Is there an existing GFCI? (Required by code)*

*Note:* If no, Leslie's cannot perform the job. The customer must contact a licensed electrician to bring the pool's electrical system up to current code.

- *Is the water temperature below 78 degrees?*

*Note:* If yes, the water must be heated to 78 degrees, lowered below the light fixture, or scheduled for later in the season when the water temperature is warmer.

### Exclusions

The following are not included in the materials charge and may require additional labor to install, if required.

- Light Rings
- Light Ring Adapter
- Pilot Screws
- Light Wedges

### Additional Items

- Lens Cover: SKU 54472 or SKU 54474



## Pool Light Installation (Greater than 50-foot Cord) — SKU 98184

### *Waiver Signature Required-Replacement Pool Light Fixture Waiver*

Labor to remove old light fixture and cord from wall and install new light with cord. This SKU covers lights with 50 feet of cord or more.

Note: If the cord is shorter than 50 feet, use service SKU 98165 instead.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *How many of feet of cord are needed to reach the power source?*
- *Is there an existing GFCI? (Required by code)*

Note: If no, Leslie's cannot perform the job. The customer must contact a licensed electrician to bring the pool's electrical system up to current code.

- *Is the water temperature below 78 degrees?*

Note: If yes, the **water must be heated to 78 degrees**, lowered below the light fixture, or scheduled for later in the season when the water temperature is warmer.

### Exclusions

The following are not included in the materials charge and may require additional labor to install, if required.

- Light Rings
- Light Ring Adapter
- Pilot Screws
- Light Wedges

### Additional Items

- Lens Cover: SKU 54472 or SKU 54474



## **Pool School — SKU 98155**

Technician will go over with customer how to operate of all of their equipment including valves, timers, pumps, filters, cleaners, chlorinators, and heaters, if applicable.

Note: This service does not include chemicals or pool chemistry. Free water testing is available in all Leslie's stores.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

- *Do you have automation or a controller system?*

*Note: If yes, please schedule the call as **Pool School with Automation**.*

### **Exclusions**

- Repairs (use SKU 98150)
- Parts
- Water Chemistry

### **Additional Items**

- Pool & Spa Lube: SKU 68926
- Filter Clean for D.E. Filter: SKU 68926
- Filter Clean for Cartridge Filter: SKU 68193
- Free Leslie's water test bottle (to bring a sample into our store for testing)

## Pool School with Automation — SKU 98155

Technician will go over with customer how to operate of all of their equipment including valves, timers, pumps, filters, cleaners, chlorinators, and heaters, if applicable. This service also includes a review of the customer's automation or controller system.

Note: This service does not include chemicals or pool chemistry. Free water testing is available in all Leslie's stores.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- *Do you have automation or a controller system?*

Note: If yes, please schedule the call as *Pool School with Automation*.

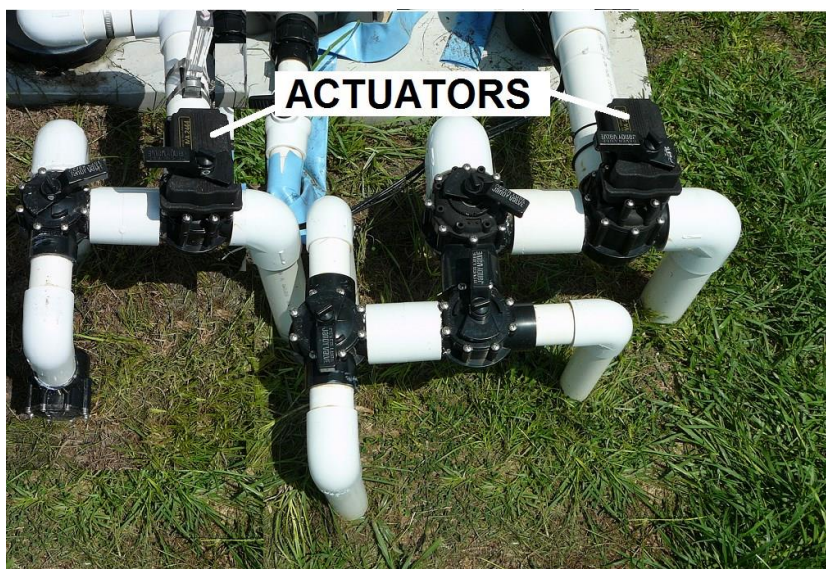


### Exclusions

- Repairs (use SKU 98150)
- Parts
- Water Chemistry or Water Testing

### Additional Items

- Pool & Spa Lube: SKU 68926
- Free Leslie's water test bottle (to bring a sample into our store for testing)



## **Pool School Plus (Includes Filter Clean) — SKU 98198**

Technician will go over with customer how to operate all of their equipment including valves, timers, pumps, filters, cleaners, chlorinators, and heaters. PLUS the Technician will also clean a single clamp D.E. filter or cartridge filter.

*Note:* This service does not cover multi-bolt type DE filters. This service does not include any additional labor required to replace any filter grids if necessary or any other repairs needed.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

- *Do you have automation or a controller system?*

*Note:* If yes, please request an automation Technician when scheduling.

### **Exclusions**

- Repairs (use SKU 98150)
- Parts
- Water Chemistry

### **Additional Items**

- Pool & Spa Lube: SKU 68926
- Free Leslie's water test bottle (to bring a sample into our store for testing)
- D.E. Powder: SKU 14314
- Spray & Rinse Filter Cleaner: SKU 14390
- Cartridge Cleaner: SKU 14225
- Perfect Weekly: SKU 13144
- Clear Aid: SKU 13118
- Cellulose Fiber: SKU 14341

## Pump & Motor Installation (Single Speed) — SKU 98106

Labor to install a new single-speed pump to existing plumbing and wire to an existing time clock.

*Note:* If the customer is installing a two-speed pump, use SKU 98191. If the customer is installing a variable-speed pump, use SKU 98437.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68102

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A “NO” response to any of the qualifying questions will require a site evaluation (SKU 98132) in order to determine the customer’s needs and associated charges.

- *Is there an existing equipment or level area?*
- *Does the customer know the HP of the existing pump?*
- *Does the customer know the diameter of the plumbing (either 1.5” or 2”)?*

*Note:* 1.5” plumbing can only accommodate 1 HP pumps or smaller.

- *Does the customer know the size of their filter?*

*Note:* New pumps will have higher flow rates than older pumps and the HP may need to be smaller than the current pump.

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves

### Additional Items

- Motor Cover: SKU 38605
- Pool & Spa Lube: SKU 68926



## **Pump & Motor Installation (Two-Speed) — SKU 98191**

Labor to install a new two-speed pump to existing plumbing and wire to an existing time clock. The existing time clock must be able to accommodate a two-speed pump or it must be replaced during installation (see Additional Items below).

*Note:* If the customer is installing a single-speed pump, use SKU 98106. If the customer is installing a variable-speed pump, use SKU 98437.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68102

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there an existing equipment or level area?*  
*Note:* If no, you must schedule a site evaluation (SKU 98132).
- *Does the customer know the HP of the existing pump?*  
*Note:* If no, you must schedule a site evaluation (SKU 98132).
- *Does the customer know the voltage of the current pump?*  
*Note:* If no, or if it is 110 volts, you must schedule a site evaluation. The customer must have a licensed electrician install 220-volt service prior to Leslie's installing a two-speed pump.
- *Does the customer have an Intermatic time clock and box with conduit running directly from the clock box to the existing pump?*  
*Note:* If no, you must schedule a site evaluation (SKU 98132).
- *Does the customer have an automation system?*  
*Note:* If yes, you must schedule a site evaluation (SKU 98132).
- *Does the customer know the diameter of the plumbing (either 1.5" or 2")?*  
*Note:* 1.5" plumbing can only accommodate 1 HP pumps or smaller.
- *Does the customer know the size of their filter?*  
*Note:* New pumps will have higher flow rates than older pumps and the HP may need to be smaller than the current pump.

## **Exclusions**

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves

## **Additional Items**

- Intermatic Time Clock: SKU 56727
- Intermatic Time Clock Installation: SKU 98170
- Intermatic Time Clock with Box: SKU 56740
- Intermatic Time Clock with Box Installation: SKU 98171

## Pump & Motor Installation (Variable-Speed) — SKU 98437

Labor to install a new variable-speed pump to existing plumbing and wire to an existing time clock. The customer must be home for this installation to review programming instructions.

*Note:* If the customer is installing a single-speed pump, use SKU 98106. If the customer is installing a two-speed pump, use SKU 98191.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68102



### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there an existing equipment or level area?*

*Note:* If no, you must schedule a site evaluation (SKU 98132).

- *Does the customer know the HP of the existing pump?*

*Note:* If no, you must schedule a site evaluation (SKU 98132).

- *Does the customer know the voltage of the current pump?*

*Note:* If no, or if it is 110 volts, you must schedule a site evaluation. The customer must have a licensed electrician install 220-volt service prior to Leslie's installing a variable-speed pump.

- *Does the customer have an automation system?*

*Note:* If yes, you must schedule a site evaluation (SKU 98132).

- *Does the customer know if the plumbing is 2" or larger?*

*Note:* If no, you must schedule a site evaluation (SKU 98132). Variable-speed pumps need a minimum of 2" plumbing.

- *Does the customer know the size of their filter?*

*Note:* Variable-speed pumps are capable of higher flow rates than older pumps and we want to ensure the customer's existing filter can handle the flow.

*Note:* Hayward Tri-Star Variable-Speed Pumps require a box to be mounted to a wall or posts. You need to schedule a site evaluation (SKU 98132) if the equipment is not next to a wall.

## **Exclusions**

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves

## **Additional Items**

- Pentair Intellicom II Interface Adapter Kit (used to link with Automation Systems)

## Service Call — SKU 98150

This SKU is an hourly charge. On a service call, a service technician is dispatched to a customer's property to diagnose, repair, or replace a wide variety of parts and components not covered by another SKU. Do not confuse a service call with a site evaluation (SKU 98132). A service call covers all time spent up to an hour.

Important: This SKU is for labor only and does not cover any parts or equipment.

Note: This service call SKU should be used for all equipment except heater diagnostics (use SKU 98149).

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- *Can you give me a brief description of how we can help?*

Note: The more information we can get, the better the technician will be able to help the customer.

- *Do you know the manufacturer and model of the equipment that needs help?*

Note: The more information we can get, the better the technician will be able to help the customer.

- *Will the customer be home for the service call?*

Note: Once the appointment is scheduled, the customer must be home for the service call.

- *Does the customer have an automation system?*

Note: If yes, please specify this when calling to schedule the job. This will ensure that the technician scheduled for the service call has automation experience.

Important: Please be as specific as possible regarding the nature of the customer's problem.

### Miscellaneous Notes

Customers may not leave payment or make pre-payments at the store for service calls. The customer needs to be home for service call in order to make payment and approve the cost of any needed parts and additional labor charges.

## Safety Cover Installation — SKU 98158

### *Waiver Signature Required-Deck Drilling Waiver*

Labor to drill and install the anchors and attach the safety cover to the hardware as well as show the customer how to take on and off the cover. This is the follow-up installation after Leslie's has performed the *Safety Cover Measuring* service (SKU 98156).

Labor for safety cover installations is determined by the number of anchors to be installed (for example: 30 anchors @ X dollars per anchor = total labor installation price).

Important: The customer must sign the Deck Drilling Waiver prior to the start of the job.

### Companion SKUs

- Trip Charge: SKU 89999

### Exclusions

Certain types of decking such as mortar-less pavers, tile, and stone may prevent installation of this type of cover. Technician will determine deck compatibility prior to installation of the cover.

Labor does not include any additional work to be performed while on the property such as winterizing the pool.

This does not include installation of automatic or motorized types of covers.

### Additional Items

- Cover Pumps: various SKUs
- Door Alarms: various SKUs
- Pool Alarms: various SKUs



## Safety Cover Measurement — SKU 98156

Labor to measure pool for a safety cover. This does not cover installation of the cover. Measuring fee is credited towards the installation of cover if ordered within 30 days.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- *Is the pool rectangle, oval, Grecian, or free form?*

Note: If the pool is free form, please communicate that information when scheduling the measurement.

- *Does the customer have an existing safety cover?*
- *Does the customer have a color preference for the safety cover?*
- *Does the customer know if they want a solid or mesh safety cover?*
- *What type of decking does the pool have?*

Certain types of decking such as mortar-less pavers, tile, and stone may prevent installation of this type of cover. Technician will determine deck compatibility prior to installation of the cover.

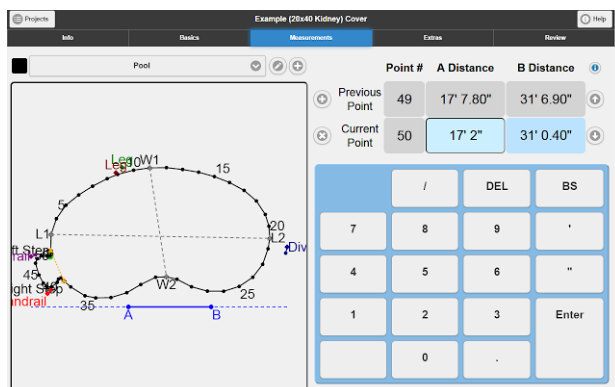
### Exclusions

This service does not include any additional work to be performed at the time of the measurement. Any other services performed at the time of the measurement will be billed at the normal rate.

### Miscellaneous Notes

Store should keep a supply of the *Safety Cover Measuring Form* (SKU 11102) and color brochures available at all times. The measuring form is also available on [wavelink](#).

When the customer approves the estimate, the customer must sign a Deck Drilling Waiver prior to the start of the job.



## Salt System Installation — SKU 98166

Labor to install a salt chlorinating system. Water should be tested in advance so that the required amount of salt can be sold prior to the technician starting the installation.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68101

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Does the customer have an electrical source to connect the salt system to such as a time clock or an electrical outlet?*

*Note: If no, you should schedule a site evaluation (SKU 98132).*

- *Does the customer have a stainless steel filter?*

*Note: If yes, STOP! Salt systems (chlorine generators) cannot be installed on pool systems with stainless steel filters.*

- *Does the customer have an Above Ground Pool?*

*Note: If yes, STOP! There are many Above Ground Pools that are not built to support salt systems, as a result Leslie's does not install salt systems on Above Ground Pools.*

- *How many gallons is the pool?*

*Note: This is needed in order to determine the correct amount of salt. The customer can take the salt with them if they want to pre-balance the salt level or the technician can deliver the salt when they complete the installation of the salt system.*

- *Is there a place to mount the control panel?*

*Note: If no, you should schedule a site evaluation (SKU 98132).*

- *Does the pool have a natural stone deck?*

*Note: If yes, see the information under Miscellaneous Notes below.*

### Exclusions

Leslie's does not install circuits for electrical devices. A licensed electrician must perform this.

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves



## Salt System Installation-Cont'd

### Miscellaneous Notes

Before installing this product as part of a saline water purification system in a pool or spa using natural stone for coping or for immediately adjacent patios/decking, a qualified stone installation specialist should be consulted regarding the appropriate type, installation, sealant (if any), and maintenance of stone used around a saline pool with electronic chlorine generator in your particular location and circumstances.

### Additional Items

- 40# Bag of Salt: SKU 16458

Below is a quick reference for the amount of 40# bags of salt required to raise 10,000 gallons of water to the appropriate level:

| Hayward    |          |
|------------|----------|
| Salt Level | 40# Bags |
| 0-500      | 7        |
| 501-1000   | 6        |
| 1001-1500  | 5        |
| 1501-2000  | 4        |
| 2001-2500  | 3        |
| 2501-3000  | 2        |
| 3001-3500  | 1        |
| 3500+      | 0        |

| Jacuzzi    |          |
|------------|----------|
| Salt Level | 40# Bags |
| 0-500      | 8        |
| 501-1000   | 7        |
| 1001-1500  | 6        |
| 1501-2000  | 5        |
| 2001-2500  | 4        |
| 2501-3000  | 3        |
| 3001-3500  | 2        |
| 3501-4000  | 1        |
| 4001-4500  | 0        |

## **Salt Cell Cleaning — SKU 98195**

Labor to perform a cleaning service of the salt chlorinating system's cell. Water should be tested in advance to verify the correct salt level is present in the pool water prior to the technician's arrival.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68000

### **Miscellaneous Notes**

- To maintain maximum performance, it is recommended that the cell is visually inspected every three months or after cleaning your filter.
- Some systems will display a message "*Inspect/Clean Cell*" after approximately 500 hours of operation.
- A buildup of scale (light colored crusty flaky deposits) on the plates of the salt cell indicates that there is a high calcium level in the pool. In hard water areas or older water will require this service to be performed more frequently.

### **Exclusions**

Leslie's technicians cannot clean cells that are not removable.

### **Notes**

Always consult the manufacturer recommendations and test the water for current salt content prior to adding any salt.

### **Additional Items**

- 40# Bag of Salt: SKU 16458

## Sand Change (Up to 31" Tank Size) — SKU 98152

Labor to remove old sand from the filter and replace with new.

Labor includes removal and disposal of old sand.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

- *Has the sand been shooting back into the pool or out the backwash line?*

Note: If yes, additional parts (e.g., laterals, gaskets, o-rings) and additional labor may be charged.

- *What size and brand is the sand filter?*

Note: See the chart for amount of sand required. Amounts can vary by manufacturer.



| Tank Diameter | Filter Area | Pounds of Sand Needed |
|---------------|-------------|-----------------------|
| 19"           | 1.92        | 175 lbs.              |
| 21"           | 2.46        | 225 lbs.              |
| 24"           | 3.14        | 325 lbs.              |
| 30"           | 4.91        | 600 lbs.              |

### Exclusions

Service does not include any parts or other repairs.

### Additional Items

- Zeo Sand: SKU 14702
- Pool & Spa Lube: SKU 68926



## Sand Filter Installation — SKU 98116

Labor to install a sand filter, multiport valve or push/pull valve, and add the appropriate amount of sand. Good for tanks up to 31". Tanks over 31" use SKU 98441.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68105
- Haul-Away Fee: SKU 98174 (Optional)



### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there clear and open access from the street to the equipment pad?*  
Note: If no, you must schedule a site evaluation (SKU 98132).
- *Are we replacing an existing sand filter or is there enough space on the existing pad to fit a sand filter?*  
Note: If no, you must schedule a site evaluation (SKU 98132).
- *Is there an existing sand filter to be removed?*  
Note: If yes, you must also charge for the sand filter removal (SKU 98153).

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves
- Meters and/or Gauges

### Additional Items

- Zeo Sand: SKU 14702
- 2' x 3' Slab: SKU 42424
- Sand Filter Revitalizer: SKU 14400
- Filter Saver Socks: SKU 20732
- Discharge Hoses: SKU 22405 or SKU 22425
- Hose Clamps: SKU 22102

## Sand Filter Package Installation — SKU 98117

Labor to install a sand filter, multiport valve, and or push/pull valve. Includes adding the appropriate amount of sand and the installation of one new single speed pump.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68107
- Haul-Away Fee: SKU 98174 (Optional)

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is there clear and open access from the street to the equipment pad?*  
Note: If no, you must schedule a site evaluation (SKU 98132).
- *Are we replacing an existing sand filter or is there enough space on the existing pad to fit a sand filter?*  
Note: If no, you must schedule a site evaluation (SKU 98132).
- *Is there an existing sand filter to be removed?*  
Note: If yes, you must also charge for the sand filter removal (SKU 98153).

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Copper Plumbing
- Ball Valves
- Jandy Valves
- Check Valves
- Meters and/or Gauges

### Additional Items

- Zeo Sand: SKU 14702
- 2' x 3' Slab: SKU 42424
- Sand Filter Revitalizer: SKU 14400
- Filter Saver Socks: SKU 20732
- Discharge Hoses: SKU 22405 or SKU 22425
- Hose Clamps: SKU 22102

## **New Equipment Evaluation — SKU 98132**

New equipment evaluation is used to estimate what type and size of replacement equipment is needed when a customer does not know or is not able to provide answers to the qualifying questions on our installation SKUs. This charge is fully credited if the customer accepts our estimate provided at the time of the evaluation or within 30 days of the date on the estimate.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

- *Can you give me a brief description of how we can help?*
- *Do you know the manufacturer and model of your pool equipment?*
- *Do we have permission to enter the property if you are not home?*

If the customer will not be on site, be sure you have created a customer order and collected a deposit from the customer.

### **Exclusions**

This service does not include any repairs or dismantling equipment for evaluation. Use the Service Call (SKU 98150) for this.

## Solar Cover Installation (Attach to Existing Reel) — SKU 98168

Labor to lay out cover over pool and trim to shape of the pool and attach the cover to an existing reel with new strap kit.

Note: Strap kit is sold separately.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions requires a site evaluation (SKU 98132) to be performed in order to determine needs and associated charges.

- *Is the existing cover reel in good shape and operating smoothly?*
- *Is the pool size 20' x 40' or smaller?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Strap Kits
- Automatic or motorized cover systems

### Additional Items

- Strap Kit: KSU 72299



## **Solar Cover Only Installation — SKU 98113**

Labor to lay out cover over pool and trim to shape of the pool.

*Note:* If you are attaching the cover to an existing cover reel, use SKU 98168.

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Exclusions**

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Strap Kits
- Cover reels or attaching cover to an existing reel (see SKU 98168)
- Automatic or motorized cover systems

### **Additional Items**

- Solar Reel: SKU 72201



## Solar Cover and Reel Installation — SKU 98115

Labor to lay out cover over pool and trim to shape of the pool, assemble the reel, and attach the cover to the reel.

Note: If you are attaching the cover to an existing cover reel, use SKU 98168. If you are installing a solar cover but not attaching it to a reel, use SKU 98113.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions requires a site evaluation (SKU 98132) to be performed in order to determine needs and associated charges.

- *Is the deck level on both sides of the pool?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Automatic or motorized cover systems



## Solar Reel Installation — SKU 98114

Labor to assemble the reel and attach the cover reel to the existing solar cover.

*Note:* If you are attaching the cover to an existing cover reel, use SKU 98168. If you are installing a solar cover but not attaching it to a reel, use SKU 98113. If you are installing a solar cover and a reel, use SKU 98115.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions requires a site evaluation (SKU 98132) to be performed in order to determine needs and associated charges.

- *Is the deck level on both sides of the pool?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Automatic or motorized cover systems



## Spa Blower Installation — SKU 98169

Labor to plumb in air blower and connect to an existing power source.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit. A "NO" response to any of the qualifying questions requires a site evaluation (SKU 98132) to be performed in order to determine needs and associated charges.

- *Is there an existing air blower and/or electrical power source?*
- *Is the HP and voltage required known?*

### Exclusions

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Check Valves
- Outlet Boxes

Blowers may not be able to be installed on every existing air line.

Leslie's does not install circuits for electrical devices. A licensed electrician must perform this.



## **SVRS Test and Calibration — SKU 98436**

Labor to perform a test and calibration (if necessary) of a Safety Vacuum Release System (SVRS).

The service includes:

- Testing of the unit(s)
- Calibrating the unit(s), if necessary
- Instruction of the unit to on-site personnel

### **Companion SKUs**

- Trip Charge: SKU 89999

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *What type of SVRS unit do you have?*

*Note:* It must be one of the following for us to do the test and calibration: Hayward, Stratum, or Vac-Alert.

- *Is the unit functional at this time?*

*Note:* Unit(s) must be in good working order to perform the test. Stratum units will not function properly with suction-side air leaks in the system.

- *Does the customer have more than one pump running on the system?*

*Note:* If yes, you must schedule a site evaluation (SKU 98132).

**Important:** Any repairs on the unit(s) necessary to test and calibrate the unit(s) will be billed at the normal hourly service rate plus an additional charge for any parts needed.

## **Tile Cleaning — SKU 98131**

Labor to drain pool (in accordance with local codes), and perform tile cleaning on plaster or Pebble Tec finished pools and spas. This is a two-day job. Day one the technician will set pump to drain pool. The customer must be home to sign drain waiver when technician arrives to start draining pool. Day two the technician will perform the tile cleaning service.

**Note:** Tile cleaning services are not available in all areas, check with your local Service Manager.

- Tile cleaning is a process of using fine glass beads to blast off years of calcium build-up with high-pressure air.
- Tile cleaning service is done by site evaluation only and is charged by the linear foot of tile (a linear foot is equal to 8" x 12").
- Due to the fact that the pool needs to be drained, daytime temperatures must not exceed 85 degrees as the heat/sun exposure can cause damage to the pool surface. Pebble tec pools are exempt from temperature restrictions.
- If draining the pool, the customer must sign the drain waiver prior to the start of the job.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68107 (tile cleaning beads)

### **Qualifying Questions**

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Is the pool water clear?*

*Note:* Leslie's cannot drain a green pool.

- *How old is the plaster on the pool?*

*Note:* If the plaster is more than eight (8) years old, Leslie's may not be able to drain the pool.

### **Exclusions**

The following are not included in the materials charge and may require additional materials and labor to install, if required.

- Algae removal
- Re-filling the pool
- Balancing the water chemistry after re-fill

## Time Clock Installation (Mechanism Only) – SKU 98170

Labor to install new time clock mechanism into an existing clock box. This service does not include installation of a new box. Use SKU 98171, if a new box is needed.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Does the customer have an existing time clock?*

*Note:* If no, you must schedule a site evaluation (SKU 98132).

- *Is the existing time clock an Intermatic?*

*Note:* If the existing clock is not an *Intermatic* (yellow face), the customer may require a new clock box and installation (SKU 98171).

- *Is the old time clock 110 volts or 220 volts?*

### Exclusions

Leslie's does not install circuits for electrical devices. A licensed electrician must perform this.

Electrical conduit and wire (sold to customers, if needed).



## Time Clock with Box Installation — SKU 98171

Labor to install a replacement time clock and box. If only the internal mechanism needs to be replaced, use SKU 98170.

### Companion SKUs

- Trip Charge: SKU 89999

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Does the customer have an existing time clock?*

*Note: If no, you must schedule a site evaluation (SKU 98132).*

- *Is the old time clock 110 volts or 220 volts?*



### Exclusions

Must have an electrical source (such as a sub-panel at the pool equipment) or a site evaluation (SKU 98132) must be scheduled.

Leslie's does not install circuits for electrical devices. A licensed electrician must perform this.

Electrical conduit and wire (sold to customers, if needed).



## Vac-Alert Installation — SKU 98433

Labor to install, calibrate, and test a Vac-Alert safety vacuum release device on a single speed pump

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68101

### Qualifying Questions

The following are qualifying points that need to be discussed with the customer prior to creating a customer order and collecting a deposit.

- *Are there air bubbles in the system?*

*Note:* If yes, you must schedule a site evaluation (SKU 98132) and other repairs may be needed prior to installation.

- *Is there room to install the unit in the system on the suction side of the pump?*

*Note:* If no, you must schedule a site evaluation (SKU 98132) and other plumbing adjustments may be needed.

### Miscellaneous Notes

The manufacture recommends that Vac-Alert SVRS units be installed with a 2-way or 3-way valve in the plumbing to allow the unit to be tested when needed.

### Exclusions

The following are not included in the materials charge and may require extra labor to install, if required.

- Re-plumbing to remove check valves
- Repairs or parts to solve problems with air in the system
- Extra electrical needs
- Valves

### Additional Items

- Drain Cover Test Mat: SKU 32000
- SDX Drain Cover: SKU 34028 (other sizes, colors, and types available)
- Any required permits: SKU 68008 (check with local Service Manager)
- Additional valves for testing such as a Jandy valve

## Winterization Service Basic & Cover Pool — SKU 98100

Labor to perform a basic winterizing service including covering the pool. Services include:

- Blow water from filter, pumps, heater, and piping. After adding anti-freeze(if customer requests), we will use the customer's plugs to plug all pipes except for pool and spa bottom drains. These will be blown and air-locked.
- Remove all drain plugs from the pump, filter, heater, and chlorinator.
- Lower the pool water to the proper level.
- Remove ladders and handrails and store them on the customer's property.
- Cover the pool with the customer's cover.
- Freeze protect the skimmer with the customer's Gizzmo.
- Shut off the gas supply for the heater, if applicable.
- Backwash sand and D.E. filter. D.E. filter elements and cartridge filter elements will be rinsed off on the customer's property with a garden hose.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68106 (anti-freeze)

### Qualifying Questions

- *Technician must have access to a 110-volt outlet and garden hose water supply.*
- *Pool should be cleaned and vacuumed. Additional charges will apply for this service.*
- *Water chemistry should be in balance and the chlorine level should not be excessive.*
- *Winterizing Kit will need to be added by the customer a minimum of 24 hours before closing.*

### Additional Items

- Combo Kits: SKU 14832, SKU 14819, SKU 14815
- Gizzmo: SKU 72130

## **Winterization Service Complete Above-Ground — SKU 98190**

Labor to perform a basic winterizing service including covering the pool. Services include:

- Blow water from filter, pumps, heater, and piping. After adding anti-freeze, we will use the customer's plugs to plug all pipes except for the bottom drains. These will be blown and air-locked.
- Remove all drain plugs from the pump, filter, heater, and chlorinator.
- Lower the pool water to the proper level.
- Remove ladders and handrails and store them on the customer's property.
- Cover the pool with the customer's cover.
- Freeze protect the skimmer with the customer's Gizzmo.
- Shut off the gas supply for the heater, if applicable.
- Backwash sand and D.E. filter. D.E. filter elements and cartridge filter elements will be rinsed off on the customer's property with a garden hose.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68106 (anti-freeze)

### **Qualifying Questions**

- *Technician must have access to a 110-volt outlet and garden hose water supply.*
- *Pool should be cleaned and vacuumed.*
- *Water chemistry should be in balance and the chlorine level should not be excessive.*
- *Winterizing Kit will need to be added by the customer a minimum of 24 hours before closing.*

### **Additional Items**

- Combo Kits: SKU 14832, SKU 14819, SKU 14815
- Gizzmo: SKU 72130

## **Winterization Service Only (No Cover) — SKU 98127**

Labor to perform a basic winterizing service but without a pool cover. Services include:

- Blow water from filter, pumps, heater, and piping. After adding anti-freeze, we will use the customer's plugs to plug all pipes except for pool and spa bottom drains. These will be blown and air-locked.
- Remove all drain plugs from the pump, filter, heater, and chlorinator.
- Lower the pool water to the proper level.
- Remove ladders and handrails and store them on the customer's property.
- Freeze protect the skimmer with the customer's Gizzmo.
- Shut off the gas supply for the heater, if applicable.
- Backwash sand and D.E. filter. D.E. filter elements and cartridge filter elements will be rinsed off on the customer's property with a garden hose.

### **Companion SKUs**

- Trip Charge: SKU 89999
- Materials: SKU 68106 (anti-freeze)

### **Qualifying Questions**

- *Technician must have access to a 110-volt outlet and garden hose water supply.*
- *Pool should be cleaned and vacuumed.*
- *Water chemistry should be in balance and the chlorine level should not be excessive.*
- *Winterizing Kit will need to be added by the customer a minimum of 24 hours before closing.*

### **Additional Items**

- Combo Kits: SKU 14832, SKU 14819, SKU 14815
- Gizzmo: SKU 72130

## Winterization Spa & Cover — SKU 98108

Labor to perform the same service as a pool winterization and cover. Services include:

- Blow water from filter, pumps, heater, and piping. After adding anti-freeze, we will use the customer's plugs to plug all pipes except for pool and spa bottom drains. These will be blown and air-locked.
- Remove all drain plugs from the pump, filter, heater, and chlorinator.
- Lower the spa water to the proper level.
- Remove ladders and handrails and store them on the customer's property.
- Cover the spa with the customer's cover.
- Freeze protect the skimmer with the customer's Gizzmo.
- Shut off the gas supply for the heater, if applicable.
- Backwash sand and D.E. filter. D.E. filter elements and cartridge filter elements will be rinsed off on the customer's property with a garden hose.

### Companion SKUs

- Trip Charge: SKU 89999
- Materials: SKU 68106 (anti-freeze)

### Qualifying Questions

- *Technician must have access to a 110-volt outlet and garden hose water supply.*
- *Pool should be cleaned and vacuumed.*
- *Water chemistry should be in balance and the chlorine level should not be excessive.*
- *Winterizing Kit will need to be added by the customer a minimum of 24 hours before closing.*

### Additional Items

- Combo Kits: SKU 14832, SKU 14819, SKU 14815
- Gizzmo: SKU 72130

## Jacuzzi Equipment Qualification Supplemental

### Jacuzzi VS Pumps

#### JSP-150 1.5 HP

Pump is a medium head pump:

- Ideal for single pump basic pool systems  
*“Do you have a spa attached to your pool?”  
If yes than this is not the right pump for that application*
- Able to move approximately 85 gpm (26' TDH)

Not designed for:

- Solar Panel Systems
- Systems with additional water features  
*“Do you have have any additional water features on your pool?”  
If yes, than this may not be the right pump*
- Systems with in-floor cleaning systems

#### JSP-250 2.5 HP

High Head Pump:

- Able to move approximately 150 gpm
- Ideal for muliple water features
- Able to accommodate pool/spa combos
- Solar Panel Systems

Size Requirements:

- Jacuzzi JSP-250 is longer than other pumps at 29" (32" with tail piece)
- Pentair Intelli-Flo 25"
- Hayward Ecostar 26.125"

In many applications this additional length may create challenges in tight constraint installations.

*“Is there a diverter valve in front of your pump?” If yes, “approximately how much distance is there from the valve to the pump?”*

In many cases there may be additional charges incurred for repalcing diverter valves with a Jacuzzi pump.

Additonal Items:

- Ball vlaves
- Jandy Vlaves

## Jacuzzi VS Pumps (cont'd)

### Automation:

Always qualify the brand of automation prior to recommending a pump. Like style (brand) of pump is the best way to configure to an existing automation system.

***“Do you currently have automation connected to your pool?” If yes, “what type of automation do you currently have? (Jacuzzi pumps will require an adapter to operate with different manufacturer automation systems, and will function on a limited capability basis).***

### Additional Items:

- Automation Adapter

## Jacuzzi Heater (Astral versions)

***“Do you currently have a heater on your pool?”***

All heaters regardless of manufacturer should be pre-qualified prior to setting up a service call or installation. This will help eliminate unnecessary trips or rescheduling.

Gas meter size is critical for the proper qualification and sale of a gas heater. The meter BTU size should be minimally the same BTU size as the heater. For example a 400,000 BTU heater will require a 400,000 BTU meter minimum. Any other additional gas appliances will effect meter sizing and heater performance.

- Jacuzzi heaters are natural gas heaters. There currently is not a propane option available.
- Jacuzzi heaters are 240 VAC electrical connections only there is no provision for 120v.

***“Do you currently have 240 VAC available to power the heater?”*** If no, then a 240 VAC circuit would need to be run to power the heater.

If no, then a different brand of heater would be required.

- Jacuzzi heaters require 2" PVC pipe connections.
- All indoor heaters require a site evaluation even if there is an existing heater.

## Jacuzzi Cartridge Filter

Jacuzzi cartridge filters are designed to be plumbed in at different orientations.

- J-C150 Single Element-3 Inlet Ports & 1 Outlet Port
- J-CQ420 Multiple Element- 1 Inlet Port & 2 Outlet Ports

As with other cartridge filters, there is no pre-designed plumbing option for draining water from the pool.

***“Do you have a valve installed in your existing plumbing to drain water from your pool?”***

***If no, then recommend a three-way valve for draining or removing water from the pool.***

- 62-477 Jandy 2” 3-Way Valve
- 62-478 Jandy 1.5” 3-Way Valve

***“Will the filter be installed below water level?”***

***If yes then isolation valves must be installed to shut off flow of water when opening***

- 62-486 1.5” Ball Valve
- 62-488 2” Ball Valve

## Jacuzzi DE Filter

Jacuzzi DE Filters are designed to operate without a multiport valve. It is important that this is discussed with the customer prior to selling this filter for installation.

***“What type of filter do you currently have?”***

If the customer states DE, make sure you cover with them this filter operates without a MPV and when installed, their current MPV will be removed.

You will also want to recommend a valve for draining water from the pool.

- 62-477 Jandy 2” 3-Way Valve
- 62-478 Jandy 1.5” 3-Way Valve
- 62-486 1.5” Ball Valve
- 62-488 2” Ball Valve

## Jacuzzi Sand Filter

Jacuzzi sand filter is currently available in top mount design only. This should be discussed with the customer prior to sale and installation.

***“What type of filter do you currently have?”***

***If they reply sand, ask them top mount or side mount?***

If they have a side mount sand or DE, make sure they understand this sand filter is available in top mount only. This filter also comes with unions on the MPV for easy disconnect and removal when changing sand.

## Jacuzzi Salt System

The Jacuzzi salt system has a few additional requirements compared to other manufacturers units.

1. The cell must be mounted horizontally and in a position where the unions are pointed downward. This can in some instances require additional plumbing to accommodate.
2. The cell cord is 5' in length therefore the control box must be mounted to accommodate that length of cord. This may require the unit to be mounted away from other control boxes or possibly even mounted on a post.
3. The recommended salt level for the Jacuzzi salt system is 4000 ppm..Other manufacturers salt levels may be different.

***“Do you currently have an existing salt system?”***

***If yes then depending on the configuration of the existing system we may have additional plumbing to perform.***

***If no, then a site evaluation may be their best option to ensure we can install the system in accordance with manufacturer's recommendations.***

## Redeeming a Service Sale Gift Certificate

In an effort to reduce downtime and increase technician productivity, the service department utilizes gift certificates for tender on service work orders. With this procedure, the technician will take both the work order and payment for the service job to the CSC and purchase a gift certificate with the tender from the customer. The CSC will then fax a copy of the work order with the gift certificate # written on the work order to the selling store for redemption.

Here is a step-by-step procedure for redeeming a service-issued gift certificate starting from the Home Screen in the store's POS System.

| Step | Action   |
|------|--|
| 1    | Press [F10] for Customer Search.   |
| 2    | Enter the customer's information from the service work order.                        |
| 3    | Press [F8] to Execute Search.  |
| 4    | Use the arrow keys to select the correct customer from the list.                     |
| 5    | Press [Esc] to Select Sale.  |
| 6    | Enter all the SKUs listed on the work order and the corresponding prices, if needed. |
| 7    | After all SKUs have been entered, press [Enter].                                     |
| 8    | From the list of tenders, select [5] Gift Certificate.                               |
| 9    | Scan or manually enter the gift certificate number.                                  |
| 10   | Complete the sale.   |
| 11   | Log the Trans ID # on the fax copy.  |
| 12   | Attach the POS receipt to the fax copy.  |
| 13   | File the paperwork in the service accordion folder in the office.                    |

# **Technician Truck Stocking and Inventory Procedures**

## **Overview**

- Reporting location or CSC provides stock for the technician trucks, typically where the technician parks the truck overnight.
- Store/CSC builds a customer order for the technician.
- Product is assigned to the technician and is added to the technician's order.
- The technician's customer order is maintained daily, as needed, to reflect changes of what is actually on the technician's truck.
- Product used out of the truck stock is transferred to the store that the job is completed for.

## **Technician Sells Item Out of Truck Stock for Reporting Location**

- The technician walks the work order into the selling store and gets the identical replacement for the item that was sold out of the truck stock as the store rings up the work order. No paperwork transfers or adjustments are needed.
- If the item is not available, the item is then removed from the technician's customer order.

## **Technician Sells Item Out of Truck Stock for Alternate Location**

- The work order is returned to the selling store and the technician obtains the identical replacement for the item sold out of the truck stock. No paperwork transfers or adjustments are needed.

OR

- The work order is returned to the selling store and the technician is not able to get a replacement of the same part. The technician will mark TS and notify the reporting location that a store-to-store transfer is necessary.
- The reporting location must remove the item off the technician's customer order and transfer it to the selling store.

## **Inventory Transfer Procedures**

Once the transfer is created at the reporting location, the transfer sheet must have the customer's information and call number written on it, and then, it is to be faxed to the selling store.

## **Truck Inventory Procedures**

Each service truck is counted once per month to ensure inventory integrity. The Service Manager will schedule technicians to be available for the truck inventory each month at the reporting location.

## Service Job Parts Ordering Procedures

Technicians are responsible for ordering any parts needed for a service job. Once a technician has attempted to acquire parts needed for an assigned job either locally from the local store(s) or wholesaler and it is determined that the part must be ordered, below is the procedure for obtaining the part(s).

### Technician Responsibilities

Technician fills out ALL of the needed information on the top half of the "SERVICE JOB PARTS REQUEST FORM" and faxes it to Central dispatch at the fax number listed on the form.

Technician must discuss shipping options with customer before faxing the parts order form in. Two options are available and one must be circled on the order form.

- 3-5 Business Day Delivery from the manufacture or parts warehouse for a shipping fee. Use SKU number 99-327
- 7-10 Business Day Delivery from manufacture or parts warehouse for a shipping fee. Use SKU number 99-309

Either must be listed on the work order as the corresponding item number and will be taxed at the local sales tax percentage.

Once faxed, the parts order form will be attached to the work order for that customer and retained by the technician. Technician is responsible for informing customer that the dispatcher will be in contact with a parts ETA and date job will be complete. If customer is home the technician inform them verbally, if they are not home the technician write the following on the work order:

"In order to complete your repair we will need to order a new\_\_\_\_\_. The order will be placed today/tomorrow. A Leslie's dispatcher will call you with an appointment to complete your repair. Any questions please call us at 1-800- 537-5437 and reference call #\_\_\_\_\_."

### Store Responsibilities

- Once the order has been placed through CP, the store will receive the parts order form via email from Central Purchasing and will also have the "On hold for parts" printout available.
- Once the e-mail notification is received, the store team member must add the item(s) ordered to the existing customer order for the service job. Don't close the customer order until you receive the completed work order from the technician.
- As parts arrive, the store team member must identify parts received as service items using the two above listed sources of information. Each store will have a "service parts bin" in their service staging area.
- Upon receipt of a service part, the store team member should place the item in the bin with the parts order form attached for pick up by the service technician.

## Removing Site Evaluation Charges

When a technician performs a site evaluation, then subsequently performs a service or installation based on the site evaluation, the site evaluation charge is generally removed from the labor charge for the subsequent service, as long as it is within 30 days.

For example, a Service Technician may be dispatched to a customer's home to perform a site evaluation to size a heater. The customer will be charged for a site evaluation, but if the customer subsequently purchases the heater and has it installed by a Leslie's technician, the site evaluation charge will be refunded when the installation charge is processed.

Here is a step-by-step procedure for removing site evaluation charges from a customer order when the customer has been charged for a site evaluation but subsequently purchases a service or installation based on the site evaluation.

| Step | Action   |
|------|--|
| 1    | Has the customer already been created for the site evaluation?   |
|      | IF a customer order: THEN:   |
|      | Has been created for the site evaluation   |
|      | Proceed to Step 2.   |
|      | Has not been created for the site evaluation   |
|      | <ul style="list-style-type: none"> <li>Take the customer's payment document (check or credit card slip) from the Service Technician.</li> <li>Create a new sale for the subsequent service that the customer has requested, adding a new customer, if necessary.</li> <li>Apply the customer's payment toward the new customer order and tender as usual.</li> </ul> <p><i>Note:</i> In this circumstance, the SKU for the site evaluation is never rung up in the POS system.</p> |

|   |   |   |
|---|---|---|
| 2 | Has the customer order for the site evaluation been closed? |   |
|   | IF the customer order:                                      | THEN:   |
|   | Has been closed   | <ul style="list-style-type: none"> <li>• Perform a return on the customer order for the site evaluation.</li> <li>• Issue store credit for the amount of the site evaluation.</li> <li>• Create a new sale for the subsequent service that the customer requests.</li> <li>• Apply the store credit toward the new sale and tender as usual.</li> </ul> |
|   | Is open   | <ul style="list-style-type: none"> <li>• Delete the site evaluation from the customer order.</li> <li>• Add the subsequent service that the customer requests to the customer order.</li> <li>• Apply any payment that has been received to the customer order and tender as usual.</li> </ul>  |