



### Preventative Maintenance Agreement

Crested Butte Hot Tub Sales and Service (hereafter referred to as CB Hot Tub) agrees with the Customer/Authorized Representative to provide Preventative Maintenance on the hot tub below, in accordance with the terms and conditions of this agreement:

\_\_\_\_\_  
Customer/Authorized Representative

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Start Date

\_\_\_\_\_  
Service Address

\_\_\_\_\_  
Email

\_\_\_\_\_  
Billing Address

\_\_\_\_\_  
Hot Tub Manufacturer/Model

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Year/Serial No.

**Weekly Maintenance - \$110/month**  
Weekly visit to clean and balance hot tub

**Bi-weekly Maintenance - \$70/month**  
Every 2nd week visit to clean and balance hot tub

**Maintenance visits include:**

- All chemicals needed for routine hot tub maintenance
- Check hot tub chemical levels and adjust accordingly to balance the water
- Vacuum any debris from the hot tub and clean filter as needed
- Wipe down the waterline and shell surface, and top off the water level
- Reset the hot tub to optimum temperature and filter cycle
- Take note of any hot tub problems and communicate with the customer about repairs
- Water changed twice a year with a drain/clean/fill/balance in the spring and fall
- Annual inspection of hot tub equipment area - jet pumps, heater and circulation system

## **Additional Maintenance Services, Supplies and Fees**

### **Repair: \$75/hr. labor + parts**

Maintenance agreement customers receive priority care.

### **After-hours/Weekend/Holiday Call-out: \$100**

After hours service is available to our customers. This call-out fee applies to emergency service requested outside of our regular business hours.

### **Filters, Mineral Purifiers, Ozone and Mineral Salt: Retail pricing**

Filters will be replaced as needed by CB Hot Tub. Filters typically last 2 years but may need earlier replacement depending on use. A mineral purifier/Vision cartridge is an integral part of your hot tub sanitation system and will be replaced every 6 months. Ozone generators have a limited life and may require replacement subject to customer approval. Dead Sea Salts or Himalayan Pink Salt is provided at additional cost for salt water systems. Pure Pool/Spa Salt is included in routine salt water maintenance.

### **Cover Clean and Condition: \$35**

Cover life is maximized with a professional cover cleaning and the application of cover conditioner twice annually to protect against damaging UV rays and restore that “new” look. CB Hot Tub will clean and condition hot tub covers in the spring and fall as instructed.

### **Snow Shoveling: \$15 minimum charge**

Customers are responsible for hot tub snow removal and access. If maintenance access to a hot tub is made difficult by snowfall, CB Hot Tub will provide snow shoveling as needed. Hot tub covers and the area around the hot tub should be kept free of snow to maximize cover life, allow equipment access and prevent cover lifter damage.

### **Additional Maintenance Visit: \$25**

At times hot tubs may experience bather loads beyond their recommended capacity and water quality may be negatively impacted. Additional service may be scheduled in advance to maintain water quality through anticipated high use periods. If cloudy, off-color, or smelly water is encountered (which may indicate unsafe water conditions), please call immediately for additional service.

### **Additional Drain/Clean/Fill/Balance: \$100**

Heavy bather loads may require an additional drain/clean/fill/balance service to restore water quality. This service is also available to those who prefer fresh water in their hot tub when visiting their rental home.

### **Complete System Flush/Clean/Fill/Balance: \$175**

Ideal for a “clean start” with a new pre-owned hot tub and recommended for freshening up older or neglected hot tubs. We add a flushing agent to the water which deep cleans hot tub pipes, jets and plumbing equipment, and removes any organic deposits. Required prior to starting SilkBalance water care.

### **SilkBalance Water Care System: \$45/month**

For sensitive skin and luxurious silky soft hot tub water, SilkBalance water care reduces chemical use and conditions the water. Requires a Complete System Flush prior to use.

### **Location Access Fee: \$15/\$25 month**

Hot tubs located in remote locations where access can be seasonally challenging or drive time is extended, may be charged a monthly location access fee to off-set transportation costs.

## General Conditions

This agreement assumes that the hot tub is found in satisfactory working condition. CB Hot Tub will not provide service to hot tubs with faulty or unsafe wiring. Any hot tub found in need of repairs upon initial inspection will be reported to the customer immediately with a written estimate stating the cost of repairs.

CB Hot Tub will perform preventative maintenance during our regular business hours which are 9am-5pm, Monday through Friday excluding holidays. Schedules may vary due to workloads and weather considerations.

CB Hot Tub preventative maintenance shall be performed by qualified personnel, directly employed or supervised by CB Hot Tub. Maintenance shall be performed in accordance with a prepared standardized maintenance routine applicable to your hot tub.

CB Hot Tub shall be provided reasonable means of access to the hot tub being serviced. This includes access to a water spigot and the electrical disconnect. No credit will be authorized if access to the hot tub is unavailable.

All parts and labor for repairs are extra, unless the hot tub is under warranty in which case repair will be arranged through the hot tub manufacturer. CB Hot Tub will contact the customer before any repairs are undertaken when a problem is detected, except in the case of emergency where the customer is unavailable and such repairs are necessary to protect property or persons from damage.

CB Hot Tub shall not be liable for any loss, delay, injury or damage that may be caused by circumstances beyond its control including but not restricted to acts of God, war, terrorism, civil commotion, acts of government, fire, theft, corrosion, floods, freeze, strikes, lockouts, differences with workmen, riots, explosions, quarantine restrictions, delays in transportation, shortage of vehicles, fuel, labor or material, or malicious mischief. In no event shall CB Hot Tub be liable for business interruptions, losses, consequential or speculative damages or damage to property or injury to persons.

## Terms and Payment

This agreement shall remain in effect unless terminated with written notice by either party, with the exception of prepaid agreements which may only be cancelled at the end of the contracted term. Customers who make advance payment for 12 months of Preventative Maintenance will receive a 10% prepay discount off the regular annual cost. Customers will be emailed invoices at month-end for services and supplies provided that month in terms of this agreement. Initial start-up costs will be invoiced separately at the time of service and the first month-end invoice will be prorated thereafter. Please send payment within 21 days of receipt. There will be a 1.5% interest charge per month on late invoices. Customers who have a credit card on file with us acknowledge that payment will be made when invoiced for services and supplies provided in terms of this agreement. Notice will be given 30 days prior to any increase in fees.



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Customer/Authorized Representative

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