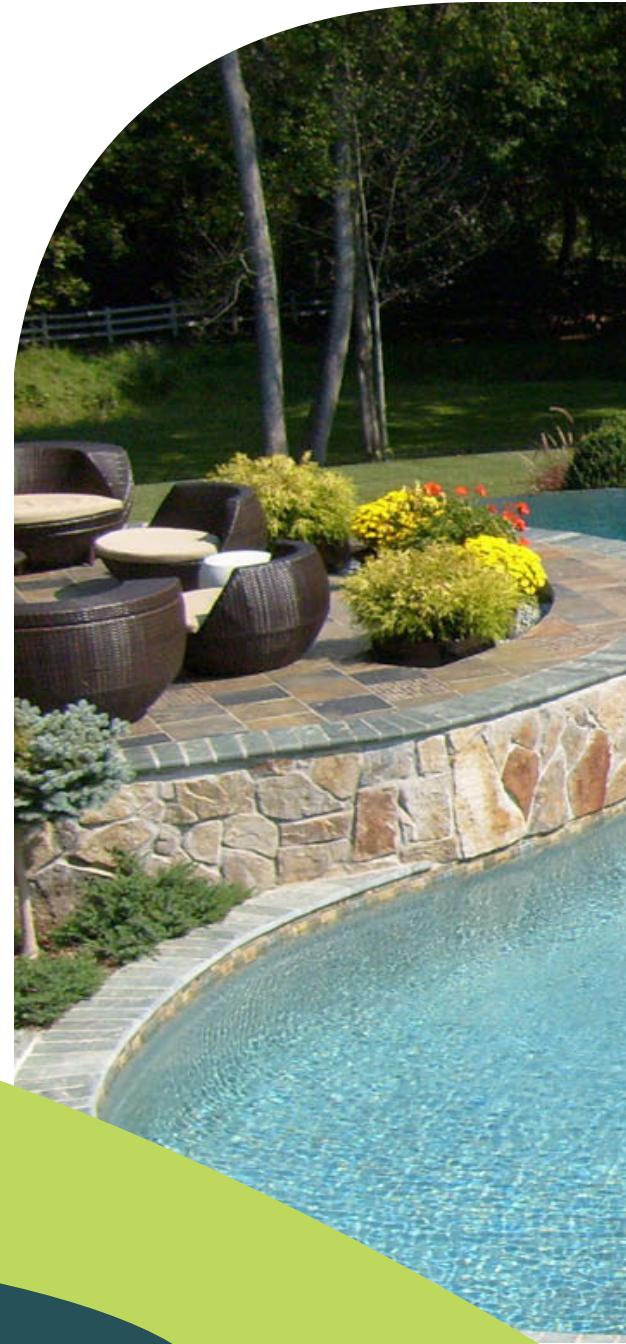


We would like to invite you to our FREE Pool School held every Saturday morning at 9:00 a.m. during the pool season. We discuss chemicals, filter systems, vacuuming, and how to maintain your pool. Call Aloha Pools of Jackson to confirm availability, class times, and reserve your seat!

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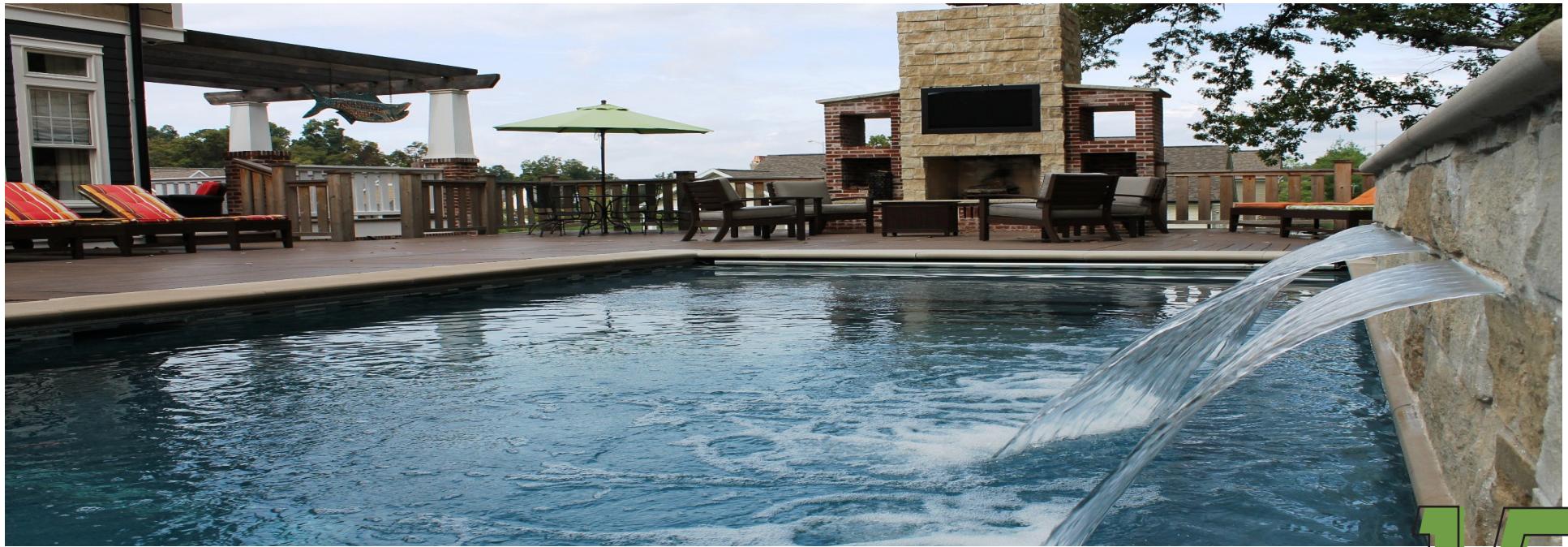


ALL THINGS
INGROUND POOLS





Welcome to the Aloha family! Thank you for purchasing one of the finest swimming pools around. We know you're excited to get started on your dream oasis. So what's next? The following is a guide to help you understand the process and events involved in building your new pool. The average completion time for construction on your pool is approximately 6-12 weeks from date of excavation; depending on circumstances and complexity of the project. We want you to understand that each installation is unique and requires a lot of your input to create your dream pool. We ask for your patience and understanding and want to set realistic expectations for you. Like any major outdoor construction project, unforeseen circumstances may occur (*weather, permits, ground conditions, etc.*). Our goal is to ensure that you are a fully satisfied Aloha Pools & Spas customer!





On behalf of everyone at Aloha Pools and Spas of Jackson, we would like to take a moment to thank you for choosing us to be your swimming pool contractor, building the highest quality swimming pool in your backyard. We understand that the building of an inground swimming pool can be stressful and a time consuming process. We want to assure you that we are here to help you in any way possible as a partner in your project. Please feel free to contact us at any point, before, during or after!

Communication is essential to the success of our project. There are many steps to building an inground pool and open communication will help the project run smoothly. If you have any questions at any point in the process, please reach out to your Sales Consultant or Project Manager!

Sales Consultant Contact

Your Sales Consultant is: _____

Phone Number: _____

Your Project Manager: _____

Phone Number: _____

We are strongly committed to ensuring your experience runs as smooth as possible. We feel so strongly about our level of customer satisfaction that we want to make ourselves available to address any questions or concerns that may arise through the construction process.

BEFORE THE BUILD.

1. **Contract Acceptance:** A fully executed contract signed by the buyer and an Aloha Pool Consultant detailing your complete pool purchase is required. Selection of liner patterns (when applicable) and coping color/styles at this stage can drastically improve the overall timeline of the process.
2. **Payments:** On the Installation Contract, there is a payment schedule, or Draw Schedule, that outlines when portions of the outstanding balance are due in order to advance to the next phase of the building process. **The payments for each phase of the project will be due prior to beginning the next step of the process.** Maintaining a current payment schedule during the process helps keep the project on track. **NOTE: Payment can be made through check or credit card. For credit card payments, contact your Sales Consultant.**
3. **Plot Plans:** A plot plan or property survey showing the potential placement of the pool and any setbacks must be supplied. This should include any septic systems or environmental concerns for the property. We may be able to assist you with obtaining this upon request.
4. **Call Before You Dig:** Aloha will call 811 to mark all local utilities in pool area and access paths as utility locations may affect pool placement. **NOTE:** Private utilities such as electrical lines to outbuildings, gas grills, and light lines will not be marked by 811 and are the customer's responsibility to accurately mark their location. Aloha P&S is not responsible for damage to unmarked utilities during the excavation or build process.
5. **Permits:** **Different municipalities may have different permit requirements. Every city, township, and county has their own specific requirements. A permit must be provided from your local permit authority prior to starting the project.**
6. **HOA Approval:** If your neighborhood has a Homeowner's Association, you will need to acquire written approval before excavation begins.



Detail Items: These items will be addressed at the conclusion of the major construction stages. Our detail crew will install the handrail, ladder, diving board, slide or any other equipment your pool may be equipped with. The pool will also be cleaned of any construction debris that has entered the pool. However, we strongly recommend bringing a water sample into the store for a detailed analysis. At this time, you may need to purchase additional chemicals depending on the results.

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

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

WHAT TO EXPECT.

Liner Installation: The Installation of the liner may take place before or after the concrete decking, depending on timing and your project requirements. Once the liner is dropped in the pool, we will need a water source and garden hose to fill the pool as part of the process. The pool will be filled in stages. You may be asked to start and stop the filling of the pool as water reaches certain levels based on the design of your pool. While your liner is installed, you will hear a vacuum(s) running. This vacuum is removing air from behind the liner as it fills with water. Although noisy, it is imperative that this device(s) runs continuously through the initial stages of filling. A crew member wil instruct you to stop filling the pool when the water reaches a certain level and to turn the vacuum(s) off as well. If the vacuum(s) shuts off prematurely for any reason, stop filling the pool immediately and contact your Project Manager. You may also notice the liner coming out of the track during the initital filling of the pool. This is not unusual and is easily remedied once the pool is full. Wrinkles/puckers in the liner during the filling process are also common and, in most cases, are easily removed. **However, it is important to note that the liner is not a paint or plaster. Therefore, there are instances when small wrinkles/puckers are part of the finished product and are unavoidable.**

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

Pool Covers: Every pool DOES NOT come with a winter cover, but you can purchase a tarp style cover for approximately \$300-\$600. This style is customer installed and uses water balloons and weights to secure in place. **This is not a safety cover.** You can add a safety cover to your project before, during, or at the end of construction at a discounted (free installation) rate. Due to this custom nature of a safety cover, in many instances, this will not be manufactured until final measurements can be taken of your project. Once your cover has arrived, installation will be scheduled.

7. **Irrigation and Landscaping:** Have your irrigation company disable any irrigation systems prior to excavation. Rerouting or protecting any irrigation lines or heads in the pool construction area and/or the access path onto job site is your responsibility. We highly recommend selecting and meeting with a landscaper in the early stages of your purchase.
8. **Drainage and Elevation:** The flow of drainage water on your property will be drastically impacted during and after construction. Your project manager or excavator can review this on site but you may need to speak with a professional landscaper or drainage consultant. In some instances, where significant elevation variation exists, retaining walls may be needed at an additional cost.
9. **Electrical:** Selecting and engaging with an experienced swimming pool electrician for your project prior to commencement is recommended. The electrical services and electrical permits required for your pool project are not included in the inground pool contract and are a separate expense. Aloha P&S can recommend qualified electricians that have experience with pool construction. Please ask your Project Manager for a current list to review.
If Customer Is Doing Electrical: We strongly recommend selecting an electrician that is familiar with your local swimming pool electrical code requirements to avoid delays. The electrical work includes conduit for pool lights, grounding, wiring equipment, permitting, and inspections. In some instances, upgrades to the existing electrical service could be required. **Customer will be responsible for all required permits and inspections.**
If Aloha P& S Is Doing Electrical: The electrical work will take place at various stages through out your project. Aloha will be responsible for getting all required electrical permits and inspections.
10. **Other Construction:** In the case that you are installing your own decks or other construction projects, such as but not limited to retaining walls, pool house and home remodeling that are not items purchased at Aloha P&S, you will assume responsibility for coordinating these items in conjunction with the construction of your pool. Aloha P&S cannot be involved in the scheduling and on going coordination of these aspects of your project. Estimated timelines for Aloha P&S work in these cases may vary considerably due to other contractors requirements and timelines.

CONSTRUCTION PROCESS.

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

Access and Site Preparation: We will need to gain access to your yard to begin the process. Many times, this requires us to remove or take down a fence, or portion of fence already in place. This fence might not be owned by you and requires you to gain permission to do so.

NOTE: Removal of a simple fence panel to gain access is included, **but it is the homeowner's responsibility to reinstall fence panels after project is complete.** Approval by neighbors, HOA, or other authorities might be required. This may include access through a neighborhood drainage easement or other routes. **Repairs to any access route beyond smoothing of ruts such as seeding and strawing is not included and may incur additional fees.**



Rough Grading: This is only provided with the purchase of a complete pool including a pool deck and/or fence. This work takes place after the pool deck is completed and the structural forms are removed. A rough grade is performed using a skid steer and bucket back blading the existing dirt. ****This is NOT a Finished Grade, nor does it include topsoil, seed, straw, or other landscaping material. It is only a preparation for your landscaper.**** Any remaining disposal can happen at this time for an additional fee by coordinating with your Project Manager. We strongly recommend hiring a landscaper to assist with your final landscaping and finishing work.



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



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

Trees are often susceptible to damage if they are within close proximity of access path or construction site. Any trees that you are concerned about should be heavily shielded or transplanted. This should be part of your conversation with the landscape company you selected for your project prior to the beginning of construction. Even if they have been cut down prior to the start of construction, the root ball will still need to be removed and is an additional cost that is often foreseen. **NOTE:** There is potential that we will hit rock during the dig process, which will require a rock hammer to remove. The cost to remove will be discussed if arises, and can range from \$2,000-\$4,000 per day.

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



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

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

Backfilling: Backfilling of the pool may take place soon after the walls are poured or later in the project after electrical. Backfilling is highly weather sensitive and inclement weather can cause significant delays.





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