

Invictus Pool Service









Service Overview





Our Commitment to You: Services Provided

As your trusted pool service partner, Invictus Pool Service completes the following checklist during each scheduled visit:

Standard Service Checklist:

1.  **Inspect Equipment for Deficiencies**
Ensure all pool equipment is functioning properly and note any issues for repair recommendations.
2.  **Test Water Chemistry**
Check and balance the pool water for optimal safety and clarity.
3.  **Empty Skimmer & Pump Baskets**
Remove debris to maintain water flow and equipment efficiency.
4.  **Skim Pool Surface**
Remove leaves and floating debris to keep the surface clean.
5.  **Brush Pool Walls, Steps, and Waterline Tiles**
Prevent algae and calcium buildup.
6.  **Backwash Filter (if applicable) Performed Monthly**
Maintain filtration efficiency by performing necessary backwash service.
7.  **Vacuum Pool (if applicable)**
Vacuum as needed to remove settled debris from the pool floor.
8.  **Lubricate Pump Lid O-ring (if applicable)**
Maintain the pump lid O-ring to prevent air leaks.

Customer Communication:

-  **Text Notification When Technician is On the Way**
-  **Photo & Completion Checklist Sent After Each Service Visit**

All service history is available through your customer portal for your records and peace of mind.

Invictus Pool Service – Customer Expectations

To ensure smooth and safe service delivery, we kindly ask our customers to meet the following expectations:

1. **Pool Deck Must Remain Free of Debris**

This allows our technician to work safely and efficiently.

2. **Equipment Area Free of Obstructions, Debris, and Animal Waste**

Ensure pet waste, toys, and other items are cleared from the service area before the scheduled visit.

3. **Secure Pets:** For the safety of your pets and our staff, please ensure animals are secured away from the pool and work area during service times.

4. **Notify Us of Changes:** Inform Invictus Pool Service of any changes to gate codes, property access, or pool use that may impact service.

5. **Service Fees Paid On-Time (Due on the 1st of Each Month)**

Monthly service fees are due on the 1st of each month, unless other arrangements have been made in writing. Failure to make timely payments may result in service interruption and a late fee.

6. **Prompt Payment of Repair or Additional Service Invoices**

All repair or non-standard service invoices must be paid upon receipt or by the due date noted on the invoice to avoid service interruption.

Thank You for Choosing Invictus Pool Service!

We appreciate your partnership in keeping your pool safe, clean, and enjoyable year-round.

Questions? Contact Patrick Fisher at 📞 **602-292-1838** or visit www.invictuspoolservice.com.