



# Spring Maintenance Services & Prices



The spring maintenance process involves a drain and refill, removal of any heavy debris and leaves that may have accumulated during fall and winter, thinning of overgrown aquatic plants, and replacement of light bulbs & filter mats as needed all while ensuring that your fish and other pond inhabitants stay safe and sound throughout the process.

**A. Base Materials Charge - \$59.<sup>99</sup>**

Covers the basic water treatments and cleaning products that are required to complete the cleaning process.

**B. Labor/Charges \$150.<sup>00</sup>/Hour - (One Hour Minimum)**

Labor charges are calculated for 2 service professionals and are broken down into 30 Minute intervals. (Example: an 8x11 Pond that takes 2 service professionals 2 hours will result in a 2x\$150=\$300.<sup>00</sup> labor charge).

**Estimated Labor Effort**

(NOTE: These rates are estimates based on past customer cleanouts and are meant to give you an idea of the labor costs your maintenance service will incur. Every cleanout is different and presents unique challenges. Therefore, it is likely that the labor charge for your pond will not be exactly reflected in the categories below.

- **Average Pondless Waterfalls & Fountains - ~1 - 2 Hours**
- **8x11 and smaller Organic Ponds – ~1 - 2 Hours**
- **8x11 to 11x16 Organic Ponds – ~2 - 4 Hours**
- **Other Water Features – ~2 - 4 Hours**

**C. Sludge/Debris Removal Fee**

If your pond has not been regularly cleaned and/or maintained with yearly spring cleanouts it could require the removal of excessive sludge/debris. H<sub>2</sub>O Designs reserves the right to charge **\$30.<sup>00</sup>** per 50lb bag of sludge/debris removed from your pond to cover removal and disposal costs.

**D. Replaced Materials –**

Part of our cleanout process is to inspect your pond for any potential issues (Burned out lights, Overgrown Plants, filter mats, etc.). Unless otherwise requested our service professionals will take corrective actions to resolve the issues listed below.

*Please Check the Appropriate box to have any of the products listed below replaced.*

- **Underwater Lights (\$10.<sup>00</sup> per bulb replaced)**

**Please Replace If Needed \_\_\_\_\_ Decline \_\_\_\_\_**

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- **Filter Mats (\$19.<sup>98</sup> - \$79.<sup>98</sup> per Filter per Mat Replaced) (Ponds Only)**

The average life expectancy of filter Mats in your Biofalls and Skimmer (If applicable) is approximately 2 years. After this the filter pads can deteriorate and fail to function properly. We will inform you in advance of your cleanout about the potential cost of having your filter mats replaced for your Pond.

**Please Replace If Needed \_\_\_\_\_ Decline \_\_\_\_\_**

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- **Other Issues (Under \$100)**

Occasionally other minor issues are discovered and can be easily fixed during the Spring cleanout process.

**Please Replace If Needed \_\_\_\_\_ Decline \_\_\_\_\_**

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**E. Travel Charges**

H<sub>2</sub>O Designs reserves the right to charge an additional travel fee for any service calls made outside of our immediate service area (Boyle, Fayette, Garrard, Jessamine, Lincoln, & Madison counties). You will be notified in advance of any expected travel fees.



## F. Liability

Spring cleanouts can be stressful on your pond ecosystem, fish, and pond surroundings. We go to great lengths to take every precautionary measure possible. However, some issues are beyond our control and therefore H<sub>2</sub>O Designs cannot take responsibility for these issues.

### i. Fish/Ecosystem

A full cleanout will require that your fish be removed from your pond and carefully placed into an aerated tank during the cleanout process. After which your fish will be slowly acclimated back into the freshly de-chlorinated pond water. In some extreme circumstances (*VERY poor water quality of existing pond for example*) this process can be stressful and has the potential to cause health issues and/or death with your fish. The H<sub>2</sub>O Designs service personnel will take every possible precaution to ensure no issues occur. However, H<sub>2</sub>O Designs shall not be responsible for any Fish/pond health issues or death resulting from our cleanout services.

### ii. Pond Surroundings

Our cleanout personnel take great care to minimize the damage to any pond plants, pond accents, or surrounding landscape. However, reasonable access to the pond itself is required. Therefore, the possibility of some damage to existing pond plants, pond accents, and general landscaping exists. Please inform H<sub>2</sub>O Designs of any areas that need to be protected upon or prior to arrival so that these areas can be avoided. H<sub>2</sub>O Designs assumes no responsibility for any damages that may occur to your pond plants, accents or surrounding landscape during the cleanout process.

### iii. Cleanout Process

Due to the organic nature of Ecosystem Ponds H<sub>2</sub>O Designs will preserve some of the established organic matter that exists within your pond. What this means is that our cleanout professionals will remove excessive sludge/debris from the bottom of your pond, clean all filtration devices (Biofalls®, Skimmers, etc.) and remove excessive algae from the rock in your stream and in your pond. However, the cleanout process performed by H<sub>2</sub>O Designs will NOT result in a “Sparkling Clean” pond. It will however, leave you with a healthy pond that will be ready for an enjoyable low maintenance year.

### iv. General Liability

H<sub>2</sub>O Designs Inc. assumes absolutely no responsibility for any issues/problems that cannot be directly related to negligence on the part of our service employees. This includes but is not limited to leaks, pump failure, electrical issues, etc.

## G. Payment Terms

- ✓ **Deposit** – A **\$150.00** deposit is required before your cleanout will be scheduled.
- ✓ **Balance** – Final payment in full is due within 30 days of final invoiced date. A 20% APR finance charge will be applied monthly on any outstanding balances.
- ✓ **Payment options**
  - ✓ **Check** – Simply mail us a Deposit Check along with the attached product request sheet.
  - ✓ **Phone** – Call our offices @ (888) 297-6637 to supply payment and product request information.
  - ✓ **Online** – Visit [www.h2odesignsinc.com](http://www.h2odesignsinc.com). Go to “Services->Pond Cleanup Services” Page. You will see a link to submit your deposit payment securely online. You can enter your product requests during the checkout process or email/fax them to us.

## H. Scheduling

Once your service date is scheduled we will contact you informing you of the tentative date (usually 2 weeks in advance). As your scheduled date approaches you will receive confirmation of the exact date and scheduled time for your services. If you have an exact date/time you would like your cleanout performed on you must submit this with your deposit payment. We will make every effort to accommodate your wishes. However, we cannot guarantee any scheduling requests will be accommodated.

## I. Acceptance:

**Your deposit payment signifies acceptance** of the attached terms and agreements. Please read the terms of this spring maintenance agreement and ensure that you fully understand our pricing and policies.