

# NEW POOL

## CUSTOMER ORIENTATION PACKET

1.877.SAY.SWIM | ANTHONYSYLVAN.COM

70 YEARS  
FOUNDED 1946  
**ANTHONY  
& SYLVAN**  
POOLS  
BUILT FOR LIFE



IMPORTANT CONTACTS:

---

---

---

---

---

---

---



# WELCOME

Congratulations on your decision to install a new pool, and thank you for choosing Anthony & Sylvan to make your backyard dream come to life.

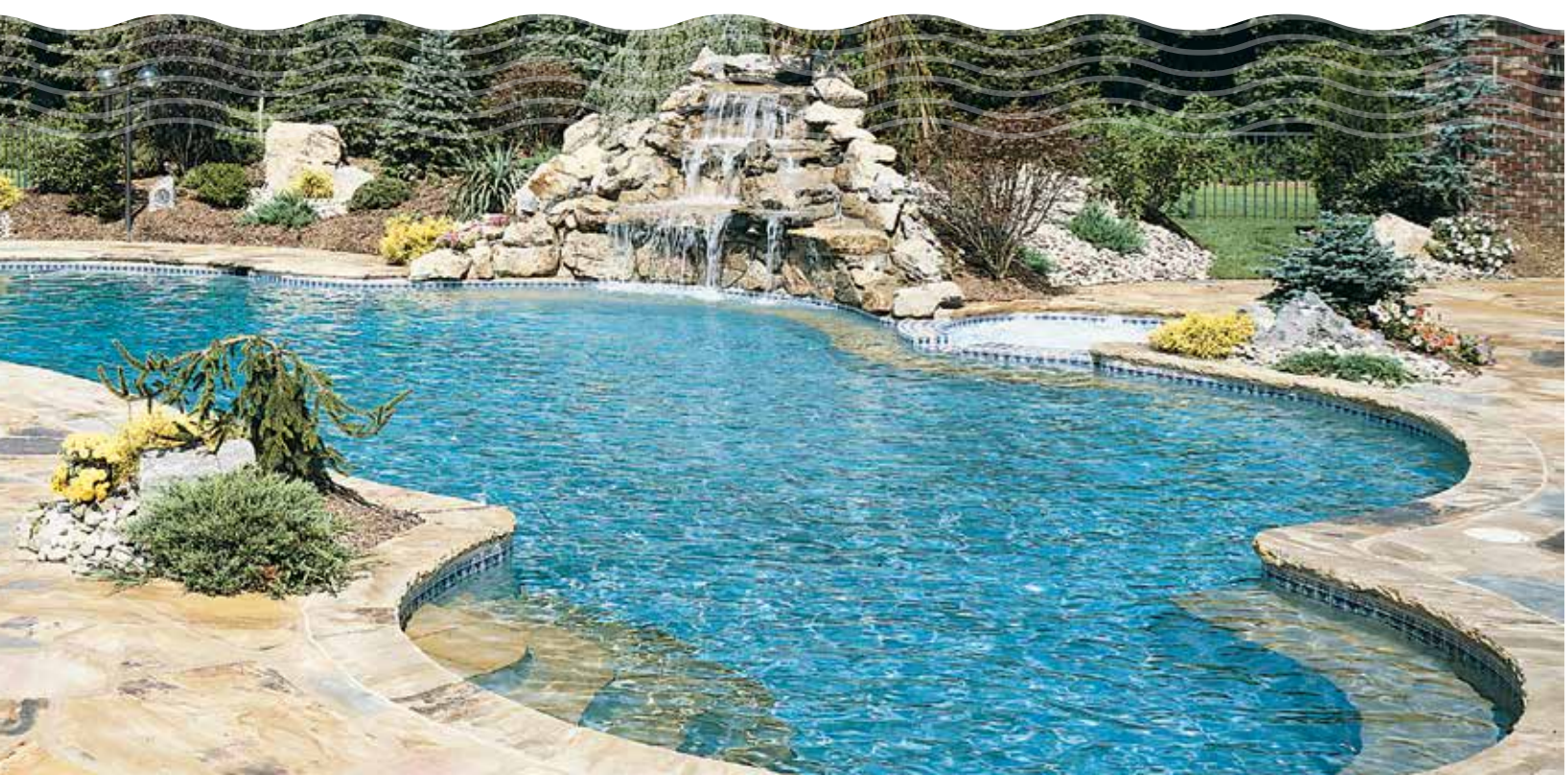
To help guide you through every stage of the project, we created this **New Pool Customer Orientation Packet**. While we handle many of the details, there are some times when we'll need your help.



**Look for this symbol throughout and pay special attention to these items. And by all means, please don't hesitate to contact us with any questions or concerns.**

If you are doing any work to your pool or backyard that is not specified in your Anthony & Sylvan Construction Agreement (referred to in this packet as “off-contract” work), you'll need to coordinate this work with your contractors according to our construction schedule. Doing so will help to avoid unnecessary construction delays. Take some time to review the sections in this packet that may involve off-contract work, such as Decking, Fencing, Gas Plumbing, and Final Grading. Please understand that Anthony & Sylvan will not be responsible for any damage caused by contractors you hire to perform work related to your swimming pool project.









# STAGE 1: PRE-CONSTRUCTION

## MEET & GREET

During the Pre-Construction Meet & Greet, your Design Consultant (“DC”) will introduce you to your Project Manager (“PM”). Together, you will finalize some important details so that we can get started with construction of your swimming pool or spa. Let’s take a look.

### VISUALIZING YOUR COMPLETED POOL OR SPA

To help you visualize the completed project, you’ll need to approve:

- a. The size, shape and depth of your pool and/or spa.
- b. The location and elevation of your pool and/or spa.
- c. The location and elevation of your pool equipment.

### ACCESS TO YOUR PROPERTY

You’ll need to identify and approve the access way to your property for crews and equipment. If access is through a neighbor’s property, we require signed approval by the neighbor (if not already obtained). Due to the nature of the project and as outlined in your Construction Agreement, Anthony & Sylvan shall not be held responsible for any damages that may occur in the granted access way.

### PETS

Please keep all pets out of the construction area for everyone’s protection. When Anthony & Sylvan crews and staff are on-site, please ensure that pets are leashed and attended to.

### SITE PREPARATION

We will let you know if there are any site preparation issues you may be responsible for before we can begin excavation.

### GROUND CONDITIONS

As noted in your Construction Agreement, ground conditions could extend the scope of work needed to excavate your pool, and may result in daily fees for additional work required. Examples of ground conditions include excessive rock, underground water, inadequate load bearing capacity, etc.



## CONTRACT ADDENDUM

If you make any changes to your project during the Meet & Greet, you and your DC, PM or other authorized Anthony & Sylvan representative will need to sign a Contract Addendum to your Construction Agreement. These changes may require an additional charge or change fee, and may result in construction delays.

## CERTIFICATE OF OCCUPANCY

Your DC and PM will explain how to obtain a Certificate of Occupancy, or C.O., which is required in most areas, so that you and your family can safely use your new pool and/or spa. Once your project is completed, you'll be responsible for scheduling a time for your local municipality to perform a final inspection to ensure that it meets national and local safety code requirements. When your pool or spa passes this inspection, you will receive your C.O. and the municipality will close out the construction permit. Most municipalities require that you have the C.O. before you can use your swimming pool or spa.

## CONSTRUCTION SCHEDULING

To make sure your pool or spa gets built on schedule and according to the design you agree on, your PM will develop an overall project plan for each stage of construction. In addition, your PM will work with our construction scheduling department to coordinate the crews working on your project.



While your PM will not be onsite for all phases, he or she will inspect the work of the crews. These inspections are designed to verify critical elements common to each phase, ensure quality and evaluate and document each crew's performance. Your PM will be onsite to perform the following inspections, which are explained in more detail later in this packet: Pre-Shoot Inspection, Pre-Deck Inspection and Pre-Plaster Walk-Through.

If you are not home when your PM visits the site, he or she will send an email with a Job Site Visit Report and/or will call you with updates. In addition, if you have questions or concerns during the construction process or would like your PM to meet you onsite, do not hesitate to call or email him or her.

You will also be assigned a Scheduler who will be responsible for coordinating the crews who will perform the work for each phase. While you can think of your PM as the general overseer of your project, at certain times during construction, you may need to contact your Scheduler directly. These times are noted throughout this document.

Your Scheduler will communicate with you via email to confirm the dates and times crews will be onsite and other details related to each phase. You should feel free to contact your Scheduler via telephone or email any time you have questions regarding the scheduling process.

# STAGE 2: LAYING THE GROUNDWORK

For projects that include stone work, a retaining wall, installation of an automatic cover, infloor cleaning systems or issues related to indoor pools and/or indoor plumbing, additional stages may be necessary. If this applies to your project, your DC or PM will provide you with the details.

## EXCAVATION

Our excavators will use a track-hoe or front-end loader to dig your pool according to the final blueprint. To help you visualize the elevation and shape of your pool, the crew will also set a form board around the perimeter. In addition, a temporary fence will be installed to deter access to the excavated area. Please ask family members and neighbors to keep away from the construction area for safety reasons.



In most cases, excavation should be completed in one day. However, as noted in your Construction Agreement, if abnormal ground conditions require additional work to excavate the pool, you may incur additional expenses.



**We will provide you with a copy of your building permit. Please make sure this is visible in a front window of your home during construction and/or maintained in the job site Permit Package.**



**Note that your first payment is due before we can begin excavation. When your Scheduler confirms the date the crews will be onsite, he or she will also email a reminder for you to process your payment via iSwim. Please process this payment as soon as possible so that we can verify your payment before the excavation date. If you make this payment after business hours the day before excavation, just print a copy of your iSwim receipt from the website and give it to the excavation crew when they arrive.**

## STEEL

Our crew will install reinforcing bars to form a steel cage in the shape of your pool. They will form the top perimeter, walls, floors, skimmers, lights, spa and benches according to your blueprint. Don't be alarmed that there is no steel for the entrance steps, which will be solid concrete shaped with trowels.

## PLUMBING

A plumber will set the skimmers, drains, and returns into the steel work, and trench underground to the location of the pool equipment. He will plumb the pumps, filter, and heater and attach all the required valves. In addition, the plumber may place flags in the ground to show the location of underground pipes; please do not remove these flags.





To ensure that there are not leaks in the system, the crew will force water pressure into your plumbing lines. For safety reasons, once the plumbing lines are under pressure, please do not adjust any valves or handle the equipment until your pool is completed and the service technician has started the equipment.

You don't need to be present during the Plumbing step unless you would like to change the location of pool equipment. Any changes may delay construction and must be documented in a Contract Addendum, so be sure to discuss them with your DC or PM. If you decide to make changes, associated labor and material costs are due when you sign the Addendum.



## PRE-SHELL INSTRUCTION

To confirm that excavation, steel and plumbing have all been done correctly, your PM will conduct a quality inspection before work on the shell begins.

## SHELL

During this step, your pool or spa will really begin to take shape. Our crew will apply concrete through a large hose and shape the concrete to form the walls and floor. Once the concrete shell dries, it will have a rough texture to help the interior finish adhere to it.





# STAGE 3: FORMING THE SHAPE



**Please be sure to move all vehicles away from our access point. Our material trucks will be onsite all day. In addition, our crew will need access to outdoor water and an outdoor electrical outlet.**



**Remember, your second payment is due before we can apply the concrete shell. When your Scheduler confirms the date the crews will be onsite, he or she will also email a reminder for you to process your payment via iSwim. Please process this payment as soon as possible so that we can verify your payment before the scheduled work date. If you make this payment after business hours the day before, please print a copy of your iSwim receipt from the website and give it to the crew when they arrive.**

## CURING



**Once the concrete shell has been installed and shaped, you'll need to wet down the Pool Shell to help the shell "cure." Please follow the steps below twice a day for 10 days, starting the day after our crew completes the shell.**

- Using a light stream of water from your garden hose, thoroughly spray down your pool.
- Wet the walls, floor, and top of the pool until water puddles at the bottom of the pool.
- Alternatively, you may also set a sprinkler in the middle of the pool and turn it on and off throughout the day.

While you may wish for sunny days, rain is your friend during this stage of construction. A rain during this curing process means less spraying for you!

## TILE AND COPING



**Once the concrete has cured, we're ready to install the tile and coping around the perimeter of your pool or spa. We should be able to complete both in a single visit. Our crew will need access to outside water and electricity.**

Our crew will apply a level, 6-inch band of tile around the perimeter of the pool and any other required areas. Your coping selection will fit on top of the concrete beam.

## ELECTRIC

At this step, we're ready to supply your pool or spa with electricity. Our electrician may contact you directly to schedule a date for this work and to ensure that we have access to the electrical panel in your home. This work may take more than one day to complete. For example, two to three days work may be required depending on the type of control system you've chosen or if there's a long distance between the house and the location of the equipment.



**Your PM will provide you with information on electrical requirements for your pool or spa's equipment. If your electrical panel or existing wiring need to be upgraded, you will be responsible for any charges not covered under your Construction agreement. Your electrical panel should have at least two open circuit breakers and be able to accommodate the required amperage to run your pool or spa equipment; additional equipment may require more amperage or breakers. If you have any concerns about your current electrical system, be sure to discuss them with a licensed electrician.**



**Before our work can begin, your PM will advise you if you need to contact your local utility company to identify the location of underground lines. In addition, you will need to be onsite to provide the electrician with access to your home or garage and the main electrical panel.**

The electrician will run an underground conduit from the lights back to the equipment and from the equipment to where the electric enters your home. Once equipment has been wired, please DO NOT attempt to turn anything on.



**Some municipalities require trenches to be left open for inspection. If this is the case for your project, the trenches will be filled in by the deck mason. If your deck work is off-contract, you will be responsible for back-filling your trenches with your deck contractor or completing the work yourself. Before having the trenches back-filled, please let your PM know that the required electrical or deck inspections have passed.**

## GAS PLUMBING / PROPANE TANK (OPTIONAL)

If your pool has a gas heater and the line runs under the area of your deck, additional work may be needed before your deck can be built.



**If this work is included in your Construction Agreement, we will schedule installation of the gas line. However, if the gas line is off-contract, you must coordinate installation of the gas line with your utility company. If your pool has a propane heater, you will be responsible for installing the propane tank and connecting it to the heater. Before having the trenches back-filled, please let your PM know that any required electrical or deck inspections have passed.**



## DECK BONDING & INSPECTION

Whether we are building your deck or not, Anthony & Sylvan will bond your deck. If your deck work is off-contract, your PM will coordinate the bonding with your contractor after the deck has been prepared for installation. The deck and any metal objects (e.g., handrails, diving board supports, metal sockets and jigs) must be bonded, inspected and approved before your deck is installed.



# STAGE 4: AROUND THE PERIMETER

## DECKING

Now that all the underground work has been completed and your deck has been bonded, your decking can be installed. Usually, this takes one to three days, depending on the size of your deck. This step should be completed before your fence is installed to ensure the contractor has access to the deck area.



**The deck contractor will do a “walk around” with you to lay out and confirm the shape and size of the proposed deck area. If you decide to extend the size of your deck area, the deck contractor will calculate the additional square footage and complete a Contract Addendum to record the change. Any additional charges must be paid at the time the decking is installed. Please note: There are certain restrictions that may not allow you to add a deck such as impervious area or setbacks.**

After the deck area has been finalized, the deck contractor will set the forms and determine elevation to set the proper pitch, then they will install and tamp a stone base before pouring the concrete. Finally, the deck contractor will back-fill any open trenches and ramp areas, pressure test the plumbing lines, and set any handrails or diving jigs according to your blueprint.



**If your deck work is off-contract, you will be responsible for coordinating with your contractor to 1) back-fill any trenches, ramps or rough grading, 2) set and place any handrails or diving jigs in proper location, and 3) pressure test the plumbing lines, which must remain under pressure for the duration of the deck work. Your PM can verify that the area is ready for decking to begin and discuss any details with your contractor.**

## FINAL GRADING

Once the deck is installed, you will be responsible for the final grading of your Pool Area, including coordinating and paying for any additional top soil or fill dirt. (As covered under your Construction Agreement, our excavation crews will complete a preliminary grading around the footprint of the pool.) Most customers coordinate the final grading with their landscaper or perform it themselves.

Final grading must be completed before we can plaster your pool, and is an important step in preparing for installation of your fence.





## FENCING

Fencing is an important safeguard and *must be completed before we can plaster your pool or spa.*



**If your fence is included in your Construction Agreement, Anthony & Sylvan will ensure that it meets national and local code requirements. While local requirements differ, the following generally must be met:**

- Minimum height of 4 feet.
- Clearance between bottom of fence and ground of 2 inches or less.
- Gates must open away from the pool and must be self-closing and self-latching. Latching must be at least 54 inches off the ground or 3 inches below the top of the gate on the pool side, as long as the latch can only be opened by reaching over the gate. All openings within 18 inches of the latch must be 1/2 inch or smaller.
- If the fence adjoins your house, alarms are required on all doors leading to the Pool Area. (Door alarms will be provided to you by your PM.)



**If your fence is off-contract, your fencing contractor is responsible for meeting national and local code requirements. Be sure to work with him or her to order and install materials in adequate time to meet our tentative interior finish application schedule. Depending on your fencing contractor's work load, it could take up to 6 weeks from your initial consultation to begin installation.**



**If your property has an existing fence, please contact your local municipality to verify national and local code requirements. If your fence does not comply, you may be required to replace or adjust the fence before we can plaster your pool.**

If you are having additional landscaping work done to your backyard, discuss timing with your contractor to determine if that work should be done before or after the fence is installed.

## PRE-PLASTER WALK-THROUGH AND INSPECTION



**Your PM will coordinate a date and time to review the status of the project and address any outstanding issues. In addition, your PM will confirm that all municipal code and pool safety requirements have been satisfied, which is necessary before you can obtain your C.O. (See Final Inspection). These steps must be completed before your interior finish application date can be scheduled.**

At the end of this meeting, your PM will give you a copy of the *Pool Partner – Guide to Easy Pool Ownership* book, which offers instructions on how to fill your pool, maintain water chemistry, and understand your pool equipment manuals.



# STAGE 5: THE FINISHING TOUCHES

## INTERIOR FINISH APPLICATIONS



Before we can apply the interior finish to your pool, you must make your final payment. When your Scheduler confirms the date the crews will be onsite, he or she will also email a reminder for you to process your payment via iSwim. Please process this payment as quickly as possible so that we can verify your payment before the scheduled work date. If you make this payment after business hours the day before, please print a copy of your iSwim receipt from the website and give it to the crew when they arrive.



If you selected mosaics, you must be onsite during interior finish application so that you can confirm their placement in your pool. Otherwise, there's no need for you to be present.

## FILLING YOUR POOL



Please read through these general steps for filling your pool, so that you're ready to get started right after the interior finish has been applied.

To prepare for the interior finish, the crew will wash the inside of your pool or spa and clean all dirt and debris from the shell. Once the interior finish has been applied, immediately begin filling your pool in the deepest part of the pool.

### GENERAL GUIDELINES:

- Unless your Construction Agreement specifies that Anthony & Sylvan will provide water, you are responsible for filling your pool and all related expenses.
- Please do not fill your pool with water from a fire hydrant, creek, stream, or water truck that is not stainless steel.
- If your pool has an attached spa, please do not fill the spa first or allow the water to overflow from the spa into the pool.





### If you plan on filling your pool by garden hose or from a well:

- Because excessive mineral content may stain fresh plaster, be sure to have your water source tested before plastering is scheduled to begin. Your local Anthony & Sylvan pool supply store provides water testing services.
- The interior finish application crew will turn on the hose and leave it in the pool to begin filling. Continue filling until the water reaches the center of the tile line. It is important to let the pool fill continuously. If the water flow stops, you may develop a noticeable cure ring in the interior finish.



### If you plan on having water hauled into your backyard:

- The approximate capacity of your pool (in gallons) is noted in on blueprint.
- Excessive mineral content may stain fresh interior finish, be sure to have your water source tested before plastering is scheduled to begin.
- Your PM or scheduler can provide referrals for companies that can provide water in your area, as well as help to coordinate delivery.
- Before filling your pool with hauled water, add 18 inches of water from your garden hose as a buffer.
- Be sure to fill the pool continuously until the water level reaches the center of the tile line, and run your garden hose between loads of hauled water to maintain the water flow. If the water flow stops, shade variations in the plaster finish or a curing may could occur.



### Adding a Sequestering Agent:

It is important to add the sequestering agent that is provided by the PM or Start-Up Technician, such as Pool Start or Jack's Magic, as you fill your pool or spa. Depending on the type of plaster used, the process varies slightly.

- **Standard Marble Plaster:** As the pool or spa is filling, add the bottle in 4 increments. When 1/4 of the pool is filled, add 1/4 of the bottle, making sure the liquid does not contact the plaster directly. Continue adding 1/4 of the bottle as the pool fills to the 1/2 mark, 3/4 mark and is finally full.
- **Aggregate/Quartz:** Add the entire contents of the bottle after the pool or spa is filled. As you pour the liquid, walk around the perimeter of the pool or spa to disperse it evenly.

For detailed instructions about filling your pool and maintaining water chemistry specific to your interior finish, please see the *Pool Partner - Guide to Easy Pool Ownership* book.

## INDOCTRINATION AND START-UP



**This is the last step in getting your pool ready for the final inspection. Once you confirm your interior finish application date with your Scheduler, he or she will contact you to arrange an Indoctrination and Start-Up visit with an Anthony & Sylvan Service Technician or one of our pool service partners. Usually, this visit takes place a few days after your pool is filled. This is also a good time to schedule a final inspection with your municipality.**

During the Indoctrination visit, the service technician will:

- Start your equipment and teach you how to use your filter, heater, valves, and cleaner. **Do not** start your filtration equipment before this visit, or your warranty will be voided.
- Install any remaining equipment, such as diving board, handrail, and ladders.
- Instruct you on proper water chemistry and pool maintenance, including brushing, which are essential to the final appearance and life of your interior finish.



**The PM or Start-Up Technician will also provide you a brush and pole. The first 30 days are critical for the interior finish during the curing process. You will need to brush the interior finish twice daily for the first 10 days and once weekly for the next 30 days. (Depending on the type of interior finish applied, your interior finish crew may give you slightly different instructions.)**

For detailed instructions on brushing and vacuuming your pool, as well as maintaining water chemistry, please see the *Pool Partner – Guide to Easy Pool Ownership* book.



## FINAL INSPECTION



**After your pool is filled and all equipment is running, contact your local municipality to schedule the final inspection. Contact information is included in this information packet and can be confirmed with your Scheduler.**

As noted earlier, the final inspection is required to obtain your C.O., which is required in most areas before you can use your pool or spa. Once you obtain the C.O., the municipality will close out the construction permit. During the final inspection visit, you (or a family member aged 18 or older) must be present. While requirements vary from place to place, the final inspection will cover many of the items in the table below.

### COMMON COMPONENTS OF POOL/SPA FINAL INSPECTIONS

Fences, Gates and Alarms	Ensure your fence meets national and local code requirements regarding height, width, gates and alarms.
Electric	Ensure all electrical components meet code requirements and have been properly bonded.
Heater	Ensure gas line or propane tank has been installed according to code requirements, and is connected to the heater and working properly.
Final Grading	Ensure final grading is complete, Pool Area is raked and seeded and erosion control (straw or netting) is in place.
Engineered or As-Built Drawing	<p>Some municipalities require an Engineered or As-Built Drawing to confirm that all specifications identified in your blueprint have been met.</p> <p>If this drawing is required by your municipality and included in your Construction Agreement, your PM will order the drawing after the Pre-Plaster Walk-Through and forward it to your municipality in time for your final inspection.</p> <p>If this drawing is required by your municipality and not included in your Construction Agreement, your PM will explain the steps and costs involved to obtain it.</p>

## CUSTOMER SATISFACTION SURVEY

**Approximately 30 days after your pool has been plastered, you will receive an email asking you to complete our online Customer Satisfaction Survey. The survey should take you only 5-10 minutes to complete and will provide us with valuable feedback on your experience with Anthony & Sylvan.**

We strive for complete customer satisfaction, use only the best materials and uphold to rigorous quality standards. A+ ratings with the Better Business Bureau (BBB), 5 stars on Google, an outstanding rating on Consumer Affairs, as well as other review sites is proof of our commitment to excellence.



# NOW ALL YOU HAVE TO DO IS RELAX AND ENJOY YOUR NEW BACKYARD

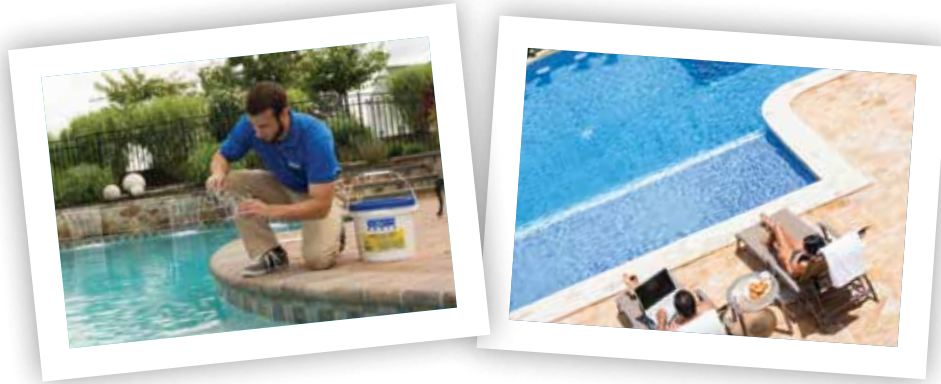


## IMPORTANT IRS NOTICE TO OUR CUSTOMERS

IRS regulations require that we file Form 8300 for any cash payments (currency or money orders) received from our customers totaling over \$10,000. The \$10,000 amount is cumulative over the period of the contract. For example, two payments of \$6,000 in cash each at different times, totaling \$12,000, would require our filing Form 8300. Payments made through our iSwim electronic processing service, checks or cash totaling less than \$10,000 do not require us to file Form 8300. We will provide you with a copy of the Form 8300 sent to the IRS.

If you do pay Anthony & Sylvan cash in excess of \$10,000, please write your Social Security number on the envelope containing the cash or money order. Note: whenever you make a payment in cash or money order of any amount during the construction of your pool, please make sure you receive a receipt from the person accepting the payment with the date and time of receipt and his or her signature.

# FREQUENTLY ASKED QUESTIONS



## 1. Do I need to be present during all phases of construction when the crews are at my home?

No, not unless you want to be there for all phases. However, you must be onsite during the steps outlined in the table below.

### CONSTRUCTION PHASES DURING WHICH HOMEOWNERS MUST BE PRESENT

Pre-Construction Meet & Greet with DC and PM	To approve the pool equipment and location; to review the construction process and your responsibilities.
Electric	To provide the electrician with access to your home and electrical panel.
Deck	To approve the shape and placement of your deck area.
Pre-Plaster Walk-Through & Inspection	To review the status of your pool and any outstanding issues.
Plaster/Interior Finish Application	Some municipalities require an Engineered or an As-Built Drawing to confirm that all specifications identified in your blueprint have been met. Approve location for any mosaics.
Indoctrination and Start-Up	To review water chemistry and pool maintenance.
Final Inspection	To meet with the inspector from your municipality, obtain your C.O. and close your construction permit.

## 2. Will my PM be present at all times when the crews are onsite?

No, the role of your PM is to inspect the work to confirm that it meets A&S quality and safety standards. Each of our crews will have a crew foreman. Even though your PM may not be onsite for each phase, he or she will inspect the phase and submit inspection checklists to our construction department. Your PM will communicate with you regularly via telephone, e-mail and a job site report after every visit.



### **3. Once you excavate my pool, will crews be working at my home on a daily basis?**

No, your Scheduler will confirm when each crew will be onsite to perform a phase. Note that many factors must be considered when scheduling crews, such as weather conditions, timing of inspections, required curing times for concrete, and completion of off-contract work outside the scope of your Construction Agreement.

### **4. When are my payments due?**

You will receive a payment plan that confirms the timing of payments, but in general:

- Payment 1 is due before excavation begins
- Payment 2 is due before the concrete shell is installed
- Payment 3 is due before plaster is applied.

Using our iSwim electronic payment system will ensure safe and prompt processing of your payments. Your Scheduler will remind you when each of these payments is due.

### **5. How wide an access way is needed for crews to bring in equipment?**

The Pool Area is defined as the footprint of the pool plus 15 additional feet in all directions from the pool's perimeter. Our crews will need an access area of 15 feet wide from the street all the way back to the Pool Area. Small equipment may be used, for an additional cost, when access is less than 15 feet.





**6. Is Anthony & Sylvan responsible for repairs to the Pool Area or access way, such as our driveway, sidewalks, landscaping, sprinkler or sewage systems, or those of our neighbors?**

As stated in your Construction Agreement, Anthony & Sylvan shall not be held responsible for any damage that occurs to the approved Access Way or Pool Area (as defined in question #5). This includes any neighbor's property that has been approved as an Access Way for our construction equipment. Unfortunately, sometimes damage does occur to such areas due to the extent of the construction project and size of equipment required.

**7. Why did the steel crew not shape steel for the steps?**

The steel in the wall and floor will provide proper structural support for the steps and benches in the shallow end of your pool.

**8. Why is the concrete shell so rough?**

The concrete shell is purposely applied with a rough texture so that the interior finish adheres to it.

**9. What if I have a crack in the concrete shell?**

Cracks in your concrete shell should be surface cracks only. If you find a crack, simply contact your PM and he or she will inspect it.

**10. How often should I water down the concrete shell once it has been installed?**

You will need to water down the concrete shell twice daily for 10 days.

**11. When does the gas line for my heater need to be hooked up?**

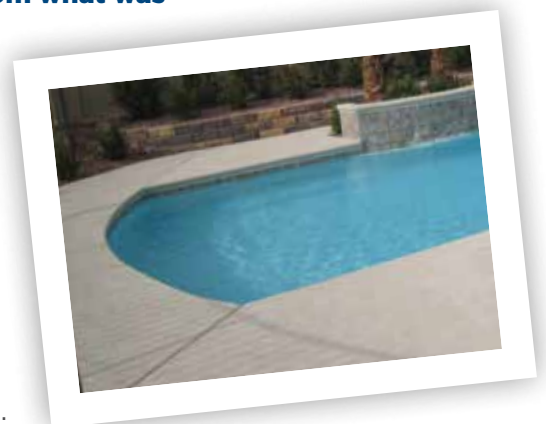
If your gas line will run under your deck, you should schedule with your utility company to install it before the deck mason is scheduled to begin. The gas line must be installed before Indoctrination so that the service technician can start up the heater.

**12. Where is the air blower for my spa?**

Your air blower will not be onsite until the electrician comes out to wire it. It will remain wired but uninstalled until the Start-up Indoctrination.

**13. What if I decide to change the size or shape of my deck from what was originally discussed with my DC?**

If you have contracted with Anthony & Sylvan for your deck, you have paid for a certain amount of square footage covered under your Construction Agreement. Before installing the deck, the deck contractor will meet with you to review the size and shape. Any changes will require that the deck contractor recalculate the required square footage and document it on a Contract Addendum. If you decrease the size of the deck, we will refund the difference. If you increase the size of your deck, you are responsible for paying for the additional charge at the time the Contract Addendum is signed. Your property may not allow for additional decking. You must confirm this with your PM.



**14. Does my concrete deck come with a warranty to protect it from cracks?**

Cracks in concrete decking may occur due to normal shrinkage as the concrete dries and hardens. These cracks are not covered under warranty.

**15. Who is responsible for the final grading?**

You are responsible for the final grading of your backyard and landscaping. Our excavators will perform a preliminary rough grading around the footprint of the pool. The final grading should be completed before we plaster your pool to ensure all final inspection requirements are met for your C.O.

**16. Who is responsible for cleaning out the bottom of the pool before plaster is applied?**

The interior finish application crew will clean out the pool during their prep work before applying the interior finish.

**17. I requested mosaics for the bottom of my pool. When will they be installed?**

The interior finish application crew will install any mosaics. You must be onsite the day of interior finish installation to confirm the location of your mosaics.

**18. Where can I get a list of companies that will haul water to my property to fill my pool?**

Your Scheduler can provide you with a list of water companies in your area to contact to coordinate water delivery.

**19. What do I need to do with the filled pool after plastering but before my Indoctrination?**

If your PM provided you with a brush and pole, you can begin the brushing that will need to be done twice daily for 10 days and once weekly for the next 30 days. If no brush was provided, one will be given to you at your Indoctrination and Start-Up.

**20. Will I need a special brush to care for my new plaster?**

Yes, we will provide you with a nylon brush and pole during your Indoctrination and Start-Up meeting.

**21. How will I know how to use my pool equipment and maintain proper water chemistry?**

During the Indoctrination and Start-Up meeting, the service technician will teach you how to use your equipment and how to maintain your pool. You should also refer to your equipment manuals and our *Pool Partner - Guide to Easy Pool Ownership* brochure.

**22. Will I need alarms on doors leading to my backyard?**

If your permanent fence adjoins the house, you must have alarms on all doors leading to the Pool Area. You should also contact your municipality to review local code requirements.

**23. Who schedules the final inspection so my permit can be closed?**

You will be responsible for scheduling your final inspection, but we will provide you with the contact information. This is necessary because municipalities require that you (or a family member age 18 or older) be present during the final inspection. A good rule of thumb is to contact them the day of plastering so that the meeting can be scheduled after your Indoctrination and Start-Up meeting. After your pool passes final inspection, the municipality will issue your C.O. and close out the construction permit.





#### **24. When will my cover be installed?**

If you have purchased a safety cover through Anthony & Sylvan, our service technician will measure and order your cover after your pool has been completed. Your cover will be installed before or at the time you close your pool. If installed prior to closing your pool, the cover will be folded for onsite storage during the swim season to be re-installed when your pool is closed for the winter.

If you have purchased an automatic cover through Anthony & Sylvan, the mechanism and tracking will be installed during the construction process. Within 10 days after the pool is completed and filled, the cover will be installed. Because the water is part of the support mechanism, it must be circulating and chemically balanced in order to install the cover.

#### **25. I didn't purchase a cover with my pool. Can I add one after the pool is completed?**

Absolutely. To protect the pool finish and to keep the Pool Area safe, it is very important to cover the pool when not in operation, especially during the winter months. Anthony & Sylvan offers several types of safety covers to protect your pool.

Please remember to order your cover early. It will be custom made to your pool dimensions and may take 4-6 weeks to manufacture and install. Waiting until the fall months to order a cover may delay closing your pool as that is the busiest time of year for cover installation.







70 YEARS  
FOUNDED 1946  
**ANTHONY  
& SYLVAN**  
POOLS  
BUILT FOR LIFE™