



POOL SITE INFORMATION (INCLUDING OVERDIG)

| | | |
|---|-----|----|
| Are there any overhead power lines at the pool site? | Yes | No |
| Are there any underground utilities at the pool site? | Yes | No |
| Are there trees or stumps within 10' of the pool site? | Yes | No |
| Do you have a septic/aerobic system within 10ft of the pool site? | Yes | No |
| Will installer have <i>less than 7'</i> access to the pool site? | Yes | No |
| Does the yard slope more than 4'? | Yes | No |

If you answered **YES** to any of the above questions, Galaxy cannot install your pool until you move it to a different location or rectify the issue. You will incur a \$300 re-installation charge if these issues are discovered on the day of installation.

INCLUDED WITH INSTALLATION

1. The dirt excavated will be piled within 25 feet of the pool site.
2. Erecting the pool according to manufacturer's specifications and within 2" of level.
3. The installer also provides paver blocks for adequate foundation of your equipment and the pool uprights. A synthetic equipment pad is available for purchase.
4. Rough Back-fill to initial grade of yard.
5. Installing the pump and filter system, including plumbing within 20 feet of the skimmer.
6. Concrete footers where required.
7. Installation inside of 30 miles from the nearest showroom. Outside of 30 miles is \$3 per mile, one way.

Customer Acknowledgement of Included with Installation: _____

OPTIONAL FEATURES

Heat Pump, Heater, LED Lights, Covers, & Sanitization Systems. Please check with your sales representative for details.

Customer Acknowledgement of Optional Features: _____

NOT INCLUDED WITH INSTALLATION

Electrical Material or Hookup, Wiring of Lights, Provide or Install Conduit for Lights, Rock or Clay Removal, Excess Dirt & Sand Removal, Permits, Survey Fee, Gas Line Plumbing, Landscaping, Water, Trash Haul Off, Assembly of Portable Ladder and Accessories, Remove/Reinstall of fence panels, posts, or provide temporary fence barriers.

Customer Acknowledgement of Not Included Items: _____

CUSTOMER RESPONSIBILITIES

Pre-Installation

1. **Must call 811** (state utility checking services) and verify there are no phone, cable, gas, utility line present.
 - a. Clear any unmarked lines that may cause obstructions such as sprinklers, private lines, cable, septic, etc.
 - b. The location of the pool must be at least 2' away from the nearest marked utility line.
 - c. **Galaxy is not responsible for any damage to any unmarked lines such as sprinklers, private lines, utilities, cable, septic, gas, electric, etc.**
2. Check with local, county, and state codes and obtain any permits required to issue complete compliance with all code ordinances.
3. Locate and mark the pool site and filter location. Provide pictures indicating the confirmed location of the pool and filter. If not, pool and filter equipment will be at builders' discretion. Use flags or paint the yard.
4. The pool site needs three sides with at least 8' access away from existing structures and one side with 5' access from any existing structures. There will be an additional \$500 charge for each side that is less than 8' and more than 5'. You must have at least one side with 8' access for installation to proceed. If these specifications cannot be met, then the pool site must be relocated, or a smaller pool must be chosen.
5. Provide 7' access path to pool site. Galaxy is not responsible for any damage to the yard, driveway, concrete or any other type of pathway. It is the customer's responsibility to remove/replace fence panels, posts, decking, or other obstructions. Any coordination with neighbor(s) to provide access will require a separate waiver to be signed.
6. Economy Inground pools require 3' over-dig on the ends and 3' on the sides.

7. Fine/washed masonry sand is required and must be placed within 20 feet from pool, or additional fee may apply. See Pool Quick Reference Guide for sand needed.
8. Furnish water and fill pool half-way up skimmer opening before starting filter system. ***Water trucks NOT allowed***
9. Assess yard for nutgrass/tunnel/burrow issues. Galaxy offers "Pool Perfect" for purchase to help deter nutgrass growth.
10. Ensure your yard is dry and does not have any moisture from previous rains.
11. Re-scheduling your installation for aforementioned items will incur a \$300 charge and will delay installation several weeks.

Customer Acknowledgement of Customer Responsibilities Items: _____

Post-Installation

1. The pool area will be a "**construction zone**" and will need significant yardwork (i.e., levelling dirt, buying sod, landscaping etc.) which is not provided by or paid for by Galaxy.
2. Galaxy does not change the grade of a customer's yard.
 - a. Depending on the slope of the yard, the low side of the pool could be exposed.
 - b. Upon completion, the pool may be approximately 4" to 6" above ground level at the high point in the yard.
 - i. This is to accommodate your finished concrete decking and allow water runoff away from the pool.
 - c. The concrete deck will need to be 3.5" to 4" thick with gravel or sand base to build up to the height of the pool.
 - d. Galaxy also recommends landscaping immediately around the concrete decking (i.e. sod/top soil). This will prevent erosion at the edge of the concrete deck.
 - e. Galaxy is not responsible for any issues that may arise from post-installation work (i.e. damaged pool components, skimmer, or plumbing). Please make sure the area is prepared safely for additional construction work.
3. On the day the installation is completed, the pool must be filled to halfway up the skimmer.
4. Wait 3 days after pool installation to place ladder or swim, this will allow the liner to settle.
5. Provide a dedicated 20amp 110v power source that is protected by a ground fault circuit interrupter, and bond pool as/if necessary, per your local codes' requirements by licensed electrician. Depending on any equipment upgrades, a 6-pack outlet may be needed. Some upgraded equipment may need to be hardwired. Please arrange electrical work after installation.
6. **DO NOT** use an extension cord on your equipment, it will void warranty. (Cord is 3ft long)
7. Assembly of all other accessories. Please visit our website for more information under the Resources category.
8. Mount controllers for salt system and lights if applicable.
9. **Haul off trash** which will include boxes, extra materials, or pallet.
10. For underwater lighting, please trench a 1 ¼" conduit for the electrical cord to reach the power source or it will void warranty.
11. Economy Inground pools come standard as steel frame only, with concrete and rail coping added to dress the pool. Customers will need to pour concrete as decking for the pool and/or add hardscape, or landscape for the pool.
 - a. Those options are separate and **NOT** provided by Galaxy.
 - b. Galaxy is not responsible for any issues or damage that occurs during this process. This would include, but is not limited to, damaged steel panels, skimmer, equipment, waterfalls, or plumbing. Please make sure the area is prepared safely for additional construction work.
12. Retighten hose clamps, unions and other fittings after the pool has been filled and operational, as normal maintenance practice.
13. Address groundwater issues (irrigation specialist) if present or occur during the life of the pool. Groundwater issues can cause floating liners, divots, wrinkles in liner over time with unknown cause. Galaxy is not responsible for groundwater issues.
14. Reinstall and/or repair fence panels, posts, decking, underground lines, sprinklers, septic, cable, driveways, concrete, paths, etc.
15. Teach pool safety to family and guests, specifically **NO DIVING**.
16. Bring a water sample to one of our showrooms for chemical and pool ownership orientation after the pool is filled and circulated for 24 hours.
17. Maintain the proper water chemistry and water level at all times.

Customer Acknowledgement of Customer Responsibilities Items: _____

Electrical

| PUMPS | SANITIZER | VACUUM | HEATER | LIGHTS |
|--|--|---------------------------------------|---|-----------------------------------|
| Inground: 1 HP, 1 SP 115v HARDWIRE done by electrician | Nature's Pure: 110v/20 amp, cord length 12" | Robotic vacuums have a 70" power cord | 220v/60 amp HARDWIRE done by electrician | 110v/20 amp plug, cord length 72" |
| | Salt System: 110v/20 amp, cord length 24" HARDWIRE done by electrician | | | |



Different electrical requirements are needed depending on what kind of pump, vacuum, light, sanitizer and water fall the customer selects.

- **ELECTRIC** needs to run to placement of the pump.
- **QUAD OUTLET** recommended to ensure all options connect.
- **HARDWARE** Inground equipment, heater, and waterfall light need to be wired by an electrician.

ADDITIONAL CHARGES

(If the following conditions are discovered on-site, the customer will incur extra charges, delays, and rescheduling.)

1. **Lack of Accessibility:** Must have 8' wide path around at least 3 sides of the pool. Failure to do so will incur an extra charge. There will be an additional \$500 charge for each side that is less than 8' and more than 5'
2. **Backfill of poor ground:** Galaxy rough grades with existing excavated materials. In some cases, this is not possible due to the condition of the material. It may be necessary for the customer to purchase clean fill material for backfilling. This may result in rescheduling, additional labor costs, and the customer to purchase and schedule the delivery of the back fill material.
3. **Disassembling an existing above ground pool:** Cost \$750 if pool is not buried. There are additional charges for pools that are partially buried. Galaxy does NOT haul off the existing pool. Pool must be drained in advance. Additional charges may apply.
4. **Equipment location more than 10 ft from pool:** Upgraded equipment is available for distances beyond 20 ft. and up to 20 ft. from the skimmer.
 - a. The customer will need to pay for the upgraded equipment as well as the additional trenching labor.
5. **Ground Issues:** In the case where excavation has begun and an obstruction is encountered which renders the site unsuitable including rocks, ground water, tree roots, boulders, clay, unmarked lines, etc. the following options may be available:
 - a. The pool site may be moved at a charge of \$750. There will be no additional charge to rough grade the original site.
 - b. The site may need screenings. Buyer must buy gravel and arrange delivery.
 - c. If complications are discovered during the dig (ex. **rocks, boulders, tree stumps, clay, water, etc.**) the removal, which may require extended dig time, additional equipment, or a 3rd party service, will incur additional charges that can vary dramatically in costs.
 - d. In the event no location in the yard is suitable for pool installation, Galaxy will refund the pool less 20% service fee and will rough grade the site.

Customer Acknowledgement of Additional Charges Items: _____

DISCLAIMERS

1. **GALAXY IS NOT RESPONSIBLE FOR WATER OR CHEMICAL REPLACEMENT FOR ANY REASON.**
2. Galaxy is not responsible for damage to well pumps used to fill the pool.
3. Walk-in steps sit 3.5" above the height of the pool wall and installed with fall away from pool for proper water drainage.
4. Pools cannot be built against existing decks. A portion of the deck, posts, and/or other impediments may need to be removed and replaced by the customer to allow access for heavy equipment. You will need to extend your deck to reach the pool.
5. Galaxy will not change the work order within 10 days of installation date.
6. Even though the installation may only take 5-7 days, equipment rentals, weather, ground moisture (surface and below) and scheduling delays **may prolong the installation by months.** The ground must also be dry on the surface and below. Other factors also include equipment allocation and / or personnel.
7. Customers cannot perform their own dirt excavation or dirt work prior to installation.

Customer Acknowledgement of Disclaimers Items: _____

WARRANTY

1. Galaxy's Worry-Free Guarantee coverage lasts for the swim season in which the pool is installed. It is the customer's responsibility to report any manufacturer defects or installation issues.
2. The following items are excluded from warranty:
 - a. Sand washout due to improper backfill
 - b. Liner damage, dips, or wrinkles due to roots, nut grass or other external material, tunneling animals such as moles, gophers, or crawdads, etc.
 - c. Misuses or damage to the pool, pump, or liner caused by the customer including failure to maintain water levels and/or water chemistry.

- d. Lumps, waves, or wrinkles in the liner due to the nature of the ground
 - e. Plumbing leaks due to loose unions or hose clamps.
 - f. Water replacement for ANY reason
3. Galaxy's acceptable level of tolerance is approx. up to 2".
 4. Manufacturer's warranty for the liner covers seam defects only.
 - a. Galaxy will pay the labor for seam defects during the first 30 days after installation. Liner manufacturer will require the section containing the defect be sent to them prior to any replacement. For non-seam liner issues, patch kits are available for purchase.
 5. Leaks or water loss must be reported within the first 30 days of installation.
 - a. After 30 days, any leaks that are reported will result in additional charges. For non-seam liner issues, patch kits are available for purchase.
 6. In the case of a manufacturer defect. Galaxy will pay for the labor during the Worry-Free Guarantee period from installation if installed by Galaxy.
 7. Galaxy will assess a service fee and mileage if applicable for any warranty work after the Worry-Free Guarantee period.
 8. Galaxy charges mileage for any work done outside of a 30 mile radius from the closest showroom. This charge is per mile one way.
 9. The pump and the filter equipment warranties vary by brand and do not cover labor. If your pump/filter was installed by Galaxy and has a warranty issue during the Worry-Free Guarantee period Galaxy will cover the labor to exchange it. Most issues with pumps or filter leaks can be resolved by a call to our service department. Do not use an extension cord to hook up the equipment, it will void the warranty.
 10. Warranties are residential use only. Commercial use of the product will void the manufacturer's warranty.

Customer Acknowledgement of Warranty Items: _____

PAYMENT & FINANCING

1. All sales are final. Any cancellation is subject to a 20% service fee.
2. Scheduling will occur after order is paid in full or after funding from the bank has cleared. Funding must be received within 10 days of the sale.
3. Contingent deposits will reserve pricing for 10 days. A non-refundable deposit of 20% of the order total will reserve in-stock inventory and pricing for up to 6 months.
4. Special Orders will require non-refundable 50% deposit to order the product. The remaining balance must be paid 10 days prior to installation.
5. In the event of unforeseen production delays and other issues, it may be necessary for you to begin making payments to the bank prior to installation.
6. Installation must be taken during the same season as purchase or order will automatically assess a 20% service fee.

Customer Acknowledgement of Payment & Financing Items: _____

The undersigned buyer(s) has read this contract and agrees that this contract constitutes the entire agreement between seller and buyer(s) and that it supersedes any prior written or oral agreements.

The buyer(s) also acknowledge that they received and have read Galaxy's Pool Owners' Guide.

Date: _____

Customer Signature: _____

Sales Person Signature: _____



Leftover Trash left at site



Leftover dirt and left at site



Leftover sand and left at site



High side fully buried



Low side exposed due to yard slope

Galaxy Home Recreation provides a list of 3rd party sub-contracts for the convenience of our customers. Galaxy is not responsible for any of the subcontractors you may choose for your hot tub or pool. This list is provided as a convenience and based upon feedback from Galaxy customers. All contractors are in high demand at this time, please allow extra time for them to get back to you.

| | | |
|---------------------|-------------------|-------------------|
| <u>TULSA</u> | <u>OKC</u> | <u>NWA</u> |
|---------------------|-------------------|-------------------|

Hardscape/Masonry/Pool and Hot Tub Concrete

Starting Point Masonry
Luis
918-939-8861

Pool and Hot Tub Concrete

AP Concrete
Andy Pulley
918-906-1346

Pool and Hot Tub Electric

Airco Service
Amy Grogan
918-252-5667

Rapid Electric
Wes Rapp
918-770-5451

Irrigation

Roger Sloat
918-845-3684

Tree Removal

Miguel Ovando
918-402-9562

Sod Repair

Marcos Lawn Care
918-949-8923

Sand

Gem Dirt
918-298-0299

Dolese Brothers

918-446-1109

HT, Semi, & ABG Electric

Source Electric
918-734-7641

Hardscape/Masonry/Pool and Hot Tub Concrete

Starting Point Masonry
Luis
918-939-8861

Faith Masonry
Max & Jazmin Alvarado
(580) 799-7818

Pool and Hot Tub Electric

Select Service Electric
Dustin Tatom
405-618-2406

Pride Electric
Ricky Williams
405-740-3011

Sand

Butler Brothers Sand and Gravel
405-378-7403

Dolese Brothers
405-232-1228

Hardscape/Masonry/Pool and Hot Tub Concrete

Starting Point Masonry
Luis
918-939-8861

Pool and Hot Tub Electric

Nash Electric
Andy Nash
479-966-5117

Sand

Arkansas Sand and Gravel
479-667-5500