



Greencare.NET
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1st step for warranty is to go to Greencare.NET and fill out the request warranty tab.

**REQUEST MORE INFORMATION
ABOUT WARRANTY**

It looks just like tab on the right, once you click tab follow instructions.

Decking Warranties

Effective Date

Decking warranties go into effect as of the date of plaster of the pool.

Natural & Colored & Stamp Concrete

Two year warranty on repairable cracks. No warranty on hairline cracks. The repaired area will not match color. Please note, repairable cracks are defined as 1/16th inch wide or the approximate width of a dime.

Spray Deck Topping

Two year warranty on adhesion over concrete that we pour. One year warranty on adhesion over acceptable concrete poured by others.

Notes

Drainage of water around a concrete pool deck is the utmost importance. This must be considered in the landscape of the yard area. The area around the pool deck must drain away from the concrete at a minimum of ½ inch per foot for a minimum of four feet. All water sources must also be kept a minimum of four feet away from edge of the pool deck and be directed to spray and drain away from the pool deck. All pool deck and yard drains must be kept open, allowing water to flow away from the deck. Failure to comply with these requirements may void warranties.

All warranties are not transferable.

All warranties meet or exceed guidelines provided by the Nevada Board of Contractors. These warranties specifically exclude accidents, negligence, unknown acts of nature, chipping or staining caused by others, abuse, misuse, incorrect yard drainage and normal wear.

Brushing

During the first week of operation the pool should be brushed two to four times a day and the filtration system should be running 24 hours a day. Do not operate the automatic pool cleaner for the first two weeks after start up. During weeks two through five it is strongly recommended to brush one to two times a day or until all loose material, from the curing plaster, is removed from the surface of the plaster. Excessive amounts of loose material may also require hand vacuuming to be removed faster. This will normally result in pressure build up in the filter making it necessary to clean the filter elements. See the following sections on vacuum and filter cleaning for instructions.

Without proper brushing, plaster is likely to become rough and discolored from standing loose material, dirt and debris.

Your filter elements will need to be cleaned frequently for the first few weeks of operation. It is important to clean in between the pleats of your filter elements to remove any plaster dust that could harden. After the initial two week curing period is completed the filtration system may be installed.

Water Maintenance

Your pool has been treated by our service technician, with an initial chemical treatment consistent with the chemical requirements of the city water supply with which your pool was filled. Since the curing process of the plaster, environmental conditions, bather load, etc. Have an impact on the pool water. It requires that you monitor your water chemistry daily throughout the first few weeks; then 2 to 3 times per week thereafter as needed.

You have been provided with a simple-to-use test kit which will allow you to test for the PH and chlorine levels in your pool water. It is recommended that you store your test kit out of the sunlight and that you replace the test kit chemicals every 12 months. You may not have used up all the chemicals in the kit, but they should be replaced for the kit to remain accurate. If you wish you may take a small bottle of water to one of the many pool supply outlets where, normally they will test your water at no cost and inform you of its quality. Also, please read this guides section on water chemistry.

Time Clock

The main circulation pump is wired directly through a mechanical time clock which can be set to turn on and off the pump at specific times every day. The clock should be first set to the proper time of day then the on and off times can be set.

Suggested Time Clock Settings:

Summer: 8 – 10 hours suggested 8am – 4pm

Winter 6 – 8 hours suggested Midnight - 6am

Pump Operation

The pump circulates water from the pool through the filter and heater and back to pool. The basket in the pump pot needs to be cleaned periodically. If you do not keep it clean, the debris can inhibit the suction ability of the pump and you will not get effective circulation and cleaning. The following instructions walk you through this maintenance.

To Service The Pump:

Turn off the pump and pump breaker.

Remove the see-through pump lid.

Remove the inner basket, reinstall the pump lid and tighten snugly.

Turn on the pump breaker and pump to circulate the water.

Open air relief valve on top of the filter tank until you get a continuous stream of water. Then close the valve for normal operation.

If water does not circulate, repeat steps 1 – 6 making sure pump lid is seated snugly, “O” ring is clean and properly lubricated, water in the pool 1 at the proper level and all valves are set to the proper positions.

Filter Operation

As water flows through the filter the filter cartridges remove small particulate matter from the water. Over time, the filter cartridges become caked with this debris and will need to be cleaned. The cleaning frequency will depend on how dirty the water is from the pool use, winds and rain. As the filter cartridge get filled with debris the pressure inside the filter builds and the effectiveness of the system diminishes. You should note the pressure of your system when the cartridges are clean. Once the pressure has increased by 8 – 10 pounds, it is time to clean the cartridges.

To Service The Filter:

Turn off the pump and pump breaker.

Loosen air relief valve on top of filter.

Remove bolts from filter belly band using 9/16” wrench.

Remove belly band from middle of filter tank.

Remove filter cartridges.

Using a spray nozzle, thoroughly clean the cartridges. It is important to clean in between the pleats of the filter element to remove debris.

Re-install the cartridges.

Clean and lubricate the “O” ring.

Re-install filter lid and belly band.

Tighten belly bands bolts evenly until the gaps in the spring touch.

Turn on the pump breaker and pump.

Open air relief valve on top of filter tank until you get a continuous stream of water. Then close the valve for normal operation.

Skimmer

The basket of the skimmer must be checked regularly for debris. The effectiveness of the filtration system will be inhibited if the basket is blocked by debris. The pipe from the floor drain goes into the bottom of the skimmer. Your system includes a dome shaped valve with a sliding tab in the bottom of your skimmer that regulates the amount of suction to the skimmer and floor drain. If you have a Pool Vac style cleaner you want this tab to be wide open. Close the tab only when you want to maximize the suction of the floor drain.

If you hear a gurgling sound at the skimmer it is usually due to the water level of the pool being too low, keep the water level at mid-tile for normal operation.

Auto – Fill

The auto-fill is designed to help keep your pool water level at the proper height. There may be times when the float sticks and the water level becomes too high or too low. If this happens, open the cover to the auto-fill and push the float up and down several times to dislodge whatever debris is causing it to stick. If the float moves freely but water level still too high, or too low, see the instructions under auto-fill in the trouble shooting section.

Lights and GFI

Your pool/spa lights are connected to a Ground Fault Interrupter (GFI) which will trip if any electrical problems exist with the lights. It may also trip if other appliances are plugged into the GFI, or if lightning strikes near your neighborhood. If your light ceases to work, first check the GFI by pushing the “Test” then “Reset” buttons on the face of the GFI. Normally this will reset the operations of the lights.

Pool Vac

The Pool Vac is controlled by a valve at your equipment. This valve allows you to adjust the suction for the optimum performance of the Pool Vac. Remember the more suction you provide to the Pool Vac, the less suction will be available to your skimmer and floor drain. Large debris collected by the Pool Vac will be deposited in the pump basket at the equipment. Be sure to clean the pump basket regularly in order to maintain proper system flow.

Whenever you remove the Pool Vac from the pool, be sure to remove the hose from the head and keep all sections of the hose straight. If the hose develops a permanent bed, Pool Vac will not operate properly.

The Pool Vac is warranted by the Pool Vac manufacturer. Be sure to complete the warrantee information card that comes with the Pool Vac and it to the manufacturer.

Vacuuming The Pool

A Vacuum head and hose are recommended options for your pool. The system is simple to set up and use. The vacuum suction is extremely powerful. Be sure to follow the instructions below to achieve the best results.

Turn off the pump.

Assemble the vacuum system on your pool deck, attach the telescoping pole to the vacuum head, uncoil and attach the vacuum hose to the vacuum head.

Open your pools skimmer lid and take out the debris basket and diverter valve.

Place the vacuum head, pole and hose in to the pool water.

Turn on pump.

Submerge the vacuum hose vertically this helps fill the hose with water. When the entire hose is filled and water comes out the top end, quickly place hose end into the skimmers plumbing. If air gets into system, open the air relief valve on the filter to expel the air

Begin to vacuum by moving the vacuum head slowly across the walls and floor of the pool. Do not allow the vacuum head to come to the surface and suck air.

When finished turn off the pump, remove vacuum hose from skimmer, replace skimmer basket, diverter valve and lid.

Turn on the pump, check the filter systems operating pressure and clean filter if necessary.

Spa Operation

Valves

There are two main valves at the equipment of your pool/spa. They are the suction line control valve and the return line control valve. These valves determine where the pump takes water from and where it returns water to. In the normal pool mode the pump takes water from the pool and returns it to the pool. In the spa operation mode, you change the valves so that the pump takes from the spa and returns to the spa.

Switching To Spa Operation

If the pump is on, turn it off.

Rotate the suction and return valves to the spa side.

Turn on the pump.

Switch the heater on to the spa setting.

Turn on the blower, if applicable, only after the spa has reached the desired temperature.

Switching Back To Pool Operation

Turn off the blower, if applicable.

Switch the heater to off.

Turn off the pump.

Rotate the suction and return valves to the pool side.

Turn the time clock to the automatic setting.

Winter Tips

General Winterizing

Test your water chemistry 1 to 2 times a week and adjust as necessary.

Store your test kit away from freezing conditions.

Check and maintain your water level weekly.

Lubricate all “O” rings as recommended in the manufacture’s literature.

Clean internal components of your filter.

Drain solar system.

Adjust any auto chlorinator or purification system to its lowest setting.

Remove debris from pool to avoid staining plaster.

Freezing Weather Procedures

Run pump and filter continuously.

Carefully break any ice formations to prevent ice damage.

Clear skimmer of any ice.

Maintain water levels.

DO NOT run your heater during freezing conditions. It may cause damage to your heater.

Turn directional returns in pool towards surface.

Loss Of Electricity During Freezing Conditions

Shut off pool equipment breakers.

Open air relief valve on filter and remove drain plugs from filter, pump and heater.

Remove pump cover and basket.

PLASTER WARRANTY

Your Pool Interior

Although your plaster interior appears to be white, it is really an off-white sprinkled with a salt-and-pepper condition. The initial application appears pure white, particularly on a sunny day, but as it is trowled, smoothed, becomes dry and is filled with water, it will become “off-white” in color with certain area shades of cloudy white and gray. These conditions are due to the minute impurities in the aggregate and the way the plaster reacts

to the introduction of water. This is simply a characteristic of the material and cannot be avoided.

Checks in the Interior Finish

Small cracks, called “checks” sometimes occur on the interior surface of the pool, initially or at some future date, and do not necessarily indicate any structural deficiency. They are caused by high temperatures, changes in temperature, humidity changes, wind, expansion and contraction of the material and other factors. As much as possible is done to preclude these checks from developing, but is almost impossible to eliminate some checks from forming and certainly not feasible to guarantee against their appearing.

Concrete Decks Cracks

Here in the Southwest, summer temperatures can cause the surface of your pool-deck to range from 140 degrees in the daytime to 60 degrees at night. During the winter, temperatures range from 80 degrees to 10 degrees. It is recognized and accepted that, because of these excessive temperature changes in the deck that the concrete undergoes intense expanding and contracting. This causes cracks to form. Expansive joints have been installed to absorb some of the movement however, they cannot prevent it. It is impossible to guarantee against this. Therefore, these are not covered by your guarantee. You are strongly encouraged to maintain a consistent moisture content in your yard to help minimize ground movement.

Flooding Around Your Decking

You are cautioned not to flood areas particularly around planters. It is quite common that flooding areas around decks may cause soil expansion, resulting in damage to decks. Such damage is not covered by your guarantee. All landscaping should be such that it directs water away from the deck areas.

TROUBLE SHOOTING

Pump Doesn't Work

Check to see if time clock is on.
Check breakers at pool time clock panel.
Check breakers at house main panel.

Pump Will Not Prime

Make sure pump lid and O-ring are on properly.
Clean pump basket and skimmer basket.
Make sure the water level of the pool is correct.
Make sure the skimmer opening is free of debris and that the flap is not stuck shut.
Make sure the filter is clean.

Filter Pressure Fluctuates UP and Down

Follow the same directions as above for “ pump will not prime”.

How to Re-Prime Pumps

Shut off pump.
Remove pump lid.
Fill pump pot with water.
Replace lid, making sure that the O-ring is clean and properly in place.
Turn on pump.
Bleed air from filter tank using air relief valve.

Heater Doesn't Work

Check thermostat for proper range.

Check to see if toggle switch is on.

Make sure that the filter pump basket and skimmer basket are clean.

Check to make sure that all valves are in the proper positions.

Make sure the pump is turned on.

Pool Cleaner Not Working Properly

Make sure the pump is on.

Make sure that the filter, pump basket and skimmer basket is clean.

Suction Cleaners – Pool Vac. Kreepy Krawley & Barracuda

Make sure that the cleaner valve is set properly.

Make sure that the main drain is turned off.

Make sure that the throat of the cleaner is free of debris.

Make sure that the cleaners hose segments are properly fastened.

Pressure Cleaners

Make sure that the cleaner valve is set properly.

Make sure that the hose connections are tight.

Make sure the inline filter screen (usually located in the wall connector) is clean.

Spa Drains By It Self

If the spa drains when the pump is on, make sure that all returns valves are set 100% to the spa side.

If the spa drains when the pump is off, examine the check valve at the equipment to determine if it is closing properly.

Auto-Fill Not Working

If water level is too high, adjust the float downward.

If water level is too low, adjust the float upward.

If problem persists, change the float.

Lights Not Working

Check the breakers in the pool panel box and the main house panel.

Check the GFI located in the plug housing on the side of the electrical panel box.

Check that the small switch under the main light switch is aligned with the main switch.

WATER CHEMISTRY

Why Are Chemicals Needed

Your swimming pools water may appear to be clean however: Bacteria which can be the cause of infect cannot be detected by the naked eye. Dissolved minerals in your water will insure that bacteria, algae and other contaminants are destroyed. It will also protect your investment and keep it looking beautiful.

Pool Sizing Guide

By knowing the number of gallons in your pool, you can quickly determine the correct amount of chemicals that are needed to insure proper sanitation. The calculation for total gallons is quite simple.

Rectangular Pools: Gallons = Length x Width x Average Depth x 7.5

Oval Pools: Gallons = Length x Width x Average Depth x 5.9

Balanced Water

It is important to start with balanced water. We recommend that you take a sample of your pools water to your local pool service store. Use a clean plastic container. Take a water sample from deep end of the pool, about 18" down, away from any return line fittings. The staff at the store will normally test the water for free and make recommendations as to what is needed to balance the water. Once the water is balanced you can rest assured that you are getting the most out of your chemical treatments.

Total Alkalinity

Total alkalinity is the measure of certain minerals in the water. These minerals act as buffering agents and allow you to readily control your PH when in the correct range. In plaster pools, under normal conditions, a measurement of 70-120 ppm is ideal. Total alkalinity should be adjusted before adjusting PH. There are specific products on the market designed to adjust your alkalinity. Consult your local pool service store.

Water Hardness

Another aspect of balanced water has to do with hardness. Certain "metals" need to be present in pool water to satisfy water's aggressive need for metals. This is measured in terms of calcium and magnesium. If low hardness levels occur, your pool will seek out its needs attaching and corroding your equipment and pool walls. To correct low hardness levels a Calcium Hardness Increaser is used. The desired range for plaster pools is 200-250 ppm. If high levels of hardness are encountered, other problems may occur; cloudy water and scaling of your pool walls, tile and equipment. To help keep high levels of hardness in check, a Stain, Scale or Metal Control is used.

Chlorine

The most commonly used disinfectant in swimming pools is chlorine. Chlorine in its natural state is a gas. This gas is hard to handle and very dangerous Chlorine gas is combined with other elements to produce a safe, effective means of combating bacteria, algae, and other organic wastes. When chlorine is first added to your pool's water, it must first satisfy the initial demand. This simply means that you destroy all bacteria, algae and organic wastes before maintaining a sufficient level of chlorine protection. This level is called your chlorine residual or free chlorine. A good level to maintain would be between 1.0 – 2.0 ppm. Lower levels will not free chlorine. Lower levels will not protect the bather load, debris carried into your pool by wind and rain are all factors on how much chlorine will be used.

Super Chlorination

Swimmer wastes such as suntan oil, perspiration and urine add unwanted debris to your pool water. Rain and severe storms also contribute to this condition. This can cause cloudy water and irritating conditions to both the skin and eyes. These conditions greatly retard the ability of your chlorine residual to work effectively. A periodic boost to your chlorine residual is needed. This is termed "super chlorination" or "shock treatment". Super chlorination introduces approximately five times the normal chlorine level. This will rid your pool of unwanted wastes and help restore the sparkle to your pool water. Super chlorination is best done in the evening. The next day, allow your residual chlorine level to drop to the desired range of 1.0 – 2.0 ppm before using.

Algae Control

Algae come in several forms; free floating or water clinging and it can be shades of green, yellow, brown or black. It can be introduced by rain, wind or even a bather's swimsuit. Unfortunately, sunlight and warm weather create a climate for algae to reproduce and grow. As with any problem, the best cure is prevention. It is recommended to use a good algaecide after super chlorination to control algae. Follow the directions the label. The algaecide will work in conjunction with the chlorine to destroy the algae and help to prevent its reoccurrence. If you have a specific problem, contact your local pool supply store.

Handling & Storage of Pool Chemicals

All chlorine bearing compounds are oxidizing agents and can cause fire or explosion if they come in contact with organic compounds such as household cleaners and paint.

Chlorine is irritating to the skin and eyes, therefore, contact should be avoided.

Chlorine compounds should be stored in cool and dry places, out of sunlight and certainly out of the reach of children.

Chemicals used to control PH such as dry acids are also considered dangerous, and contact should be avoided.

All labels relating to pool chemicals should be read carefully and strictly adhered to.

Keep chemicals containers closed when not in use.

Do not mix pool chemicals together. Add chemicals to the pool separately.

Automatic chlorinators should not be installed in unvented rooms.

All spills should be washed thoroughly with water. Avoid pouring spillage into refuse containers as this could result in fires.

Read all chemical labels carefully and follow instructions.

Never mix chemicals together; add them separately.

Please understand: We put together a specific procedure so we could get all the needed information to get your warranty issue fixed as quickly as possible. We are very sorry there is an issue on your project. We have found things happen we can't foresee no matter how hard we try to do it right upon installation. Items on a pool build project tend to need addressing after completion from time to time. This is why we put this warranty procedure together. By following the instructions below we can get the issue resolved as quickly as possible for you.

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Thank you and we look forward to getting this taken care of from the Greencare family☺