

POOL BUILDER SUPPORT PARTNERSHIP

BUILD THE POOL. WE HELP YOU DELIVER THE EXPERIENCE.

Startup, equipment, customer education, warranty support and project communication - handled by a dependable local service partner.

● **FEWER CALLBACKS**

Technical and customer handoff support.

● **CLEANER CLOSEOUT**

Documented startup and turnover.

● **CONFIDENT OWNERS**

Clear teaching without mixed messages.

● **PROTECTED REPUTATION**

A consistent finish that reflects well on you.

CPO CERTIFIED | LICENSED & INSURED | DOCUMENTED SERVICE | EQUIPMENT DIAGNOSTICS & REPAIR

BUILDER SUPPORT THROUGHOUT Horry COUNTY

(843) 360-7714 | AquaMedicSC@gmail.com | aquamedicpoolmanagement.com

THE BUILDER BENEFIT

A CLEANER HANDOFF. FEWER LOOSE ENDS.

Aqua Medic supports the final stretch of the build so your team can keep building while the homeowner receives a polished, well-documented experience.

WHAT THIS PARTNERSHIP GIVES YOUR COMPANY

1 FEWER AVOIDABLE CALLBACKS

We handle assigned startup, programming, education and service questions before they become repeated calls to your construction team.

2 MORE PRODUCTIVE CREWS

Your supervisors and installers stay focused on active projects instead of returning for app setup, chemistry questions or basic owner training.

3 A STRONGER CUSTOMER FINISH

Homeowners receive one clear explanation, a documented handoff and a dependable local contact for ongoing pool and equipment support.

4 PROTECTION FOR YOUR BRAND

Consistent communication and closeout support reduce confusion, strengthen reviews and help the customer remember the build for the right reasons.

SERVICES BUILDERS CAN HAND OFF

● **STARTUP & BALANCING**

● **EQUIPMENT COMMISSIONING**

● **NEW POOL SCHOOL**

● **HAYWARD WARRANTY**

● **EQUIPMENT INSTALLATION**

● **PLUMBING & PROGRAMMING**

● **CUSTOMER COMMUNICATION**

● **MAINTENANCE TRANSITION**

ONE SERVICE PARTNER. CLEAR RESPONSIBILITIES. BETTER CLOSEOUT.

Aqua Medic can support one project at a time or become the repeatable handoff partner built into your construction process.

STARTUP + WATER CARE

START THE POOL RIGHT - AND DOCUMENT IT.

A professional startup protects the finish, identifies problems early and gives the builder a clear record of water condition and equipment performance.

POOL START-UPS AND BALANCING

- ✓ **Startup readiness review**
Confirm fill status, water level, equipment-pad readiness, access and builder-approved startup requirements.
- ✓ **Initial equipment startup**
Prime and start the system, confirm pump operation, inspect visible connections and verify expected water flow.
- ✓ **Water testing and balancing**
Test, adjust and document startup chemistry using the builder-approved surface and manufacturer guidance.
- ✓ **Startup care visits**
Complete assigned brushing, filter attention, chemistry adjustments and follow-up testing during the early startup period.
- ✓ **Salt system activation**
Activate and program salt equipment at the appropriate point in the approved startup plan.
- ✓ **Issue escalation**
Photograph and report visible leaks, equipment faults, abnormal readings or conditions requiring builder direction.

BUILDER RECEIVES

- 1 Startup record**
Service dates, readings and adjustments.
- 2 Equipment notes**
Observed operation and programming status.
- 3 Photo documentation**
Visible conditions and items needing attention.
- 4 Clear next steps**
What is complete, open or awaiting direction.

A REPEATABLE STARTUP PROCESS

- 1**
Builder sends fill date and startup requirements.
- 2**
Aqua Medic confirms readiness and service timing.
- 3**
Startup work is completed and documented.
- 4**
Builder receives closeout notes and open items.

EQUIPMENT SERVICES

FROM THE EQUIPMENT PAD TO THE HOMEOWNER'S APP.

Aqua Medic can commission, program, install and troubleshoot pool equipment so the system is ready to demonstrate, use and support at turnover.

EQUIPMENT COMMISSIONING AND TECHNICAL SUPPORT

- ✓ **New equipment start-ups**
Commission pumps, filters, heaters, salt systems, automation, cleaners, sanitizers and water features.
- ✓ **Pool equipment programming**
Set pump speeds, schedules, relays, valves, heater settings, freeze protection and automation functions.
- ✓ **Mobile app setup**
Connect supported systems, organize controls and prepare the interface for customer teaching.
- ✓ **New equipment installation**
Install or replace approved pumps, filters, salt systems, automation components and related pool equipment.
- ✓ **Pool plumbing**
Complete equipment-pad plumbing, valve and manifold work, rerouting, leak correction and equipment connections.
- ✓ **Diagnostics and correction**
Identify startup faults, communication errors, leaks, programming conflicts and performance concerns.
- ✓ **Equipment documentation**
Record models, serial numbers, settings and startup condition for the builder's closeout file.

FROM PAD TO APP

- 1 Inspect**
Visible readiness, plumbing and connections.
- 2 Start**
Prime, test and confirm operation.
- 3 Program**
Schedules, features and automation.
- 4 Document**
Settings, serials and open items.

READY TO DEMONSTRATE

Not just powered on - set up to use.

THE BUILDER BENEFIT

Your construction team does not have to spend closeout time chasing a programming issue, teaching an app or making a separate trip for a minor pad correction.

OPTIONAL PRE-TURNOVER EQUIPMENT READINESS CHECK

A final technical review can identify visible leaks, missing labels, incomplete programming or unresolved equipment messages before the homeowner walkthrough.

CUSTOMER HANDOFF

NEW POOL SCHOOL THAT BUILDS CONFIDENCE.

A structured walkthrough turns a complicated equipment pad into a clear owner experience - while keeping the builder's brand at the center of the handoff.

CUSTOMER WALK-THROUGH AND EQUIPMENT EDUCATION

Aqua Medic meets with the homeowner after turnover readiness is confirmed and teaches the system in plain language, at the actual equipment pad and controls they will use.

WHAT WE TEACH

- ✓ **Daily operation**
How the pool normally runs and what the owner should expect.
- ✓ **Pump and filter**
Schedules, speeds, cleaning or backwashing and basic warning signs.
- ✓ **Automation and app**
Features, labels, schedules, heater controls and mobile access.
- ✓ **Salt and sanitizing**
How the system works, what it does and what it does not replace.
- ✓ **Cleaner and water features**
Normal use, settings and care for installed accessories.

WHAT THE CUSTOMER LEAVES WITH

- ✓ **A clear starting point**
The system is explained in the same order they will use it.
- ✓ **Equipment confidence**
Owners learn what is normal and when to call for help.
- ✓ **Service contacts**
Questions are routed to the right party without guesswork.
- ✓ **Handoff notes**
Key settings, service recommendations and open items are recorded.
- ✓ **Optional follow-up**
A scheduled check can answer early questions after the owner has used the pool.

THE HANDOFF EXPERIENCE

BEFORE

Builder confirms readiness and customer contact permission.

DURING

Aqua Medic teaches, demonstrates and answers operational questions.

AFTER

Builder receives completion notes and any issue requiring direction.

YOUR CUSTOMER HEARS ONE CLEAR EXPLANATION - NOT DIFFERENT ANSWERS FROM DIFFERENT CREWS.

WARRANTY + AFTERCARE

A DEPENDABLE NEXT STEP AFTER TURNOVER.

When equipment questions appear, Aqua Medic can help diagnose the problem, document the condition and move the customer toward the right resolution.

HAYWARD WARRANTY SUPPORT

Aqua Medic supports Hayward equipment concerns through organized diagnostics, documentation, customer communication and warranty coordination when the product and repair are eligible.



POST-TURNOVER SUPPORT THAT REDUCES CALLBACKS

- ✓ **Warranty and non-warranty triage**
Separate an equipment failure, setup issue, owner-use question or maintenance need.
- ✓ **Repair and replacement support**
Provide an approved next step when an issue is outside warranty coverage.
- ✓ **Early ownership follow-up**
Optional 7-day or 30-day check-ins after Pool School.
- ✓ **Ongoing maintenance handoff**
Move qualified homeowners into documented recurring pool management.
- ✓ **Equipment monitoring**
Watch for changing performance or developing problems during service.
- ✓ **Builder communication**
Keep the builder informed when a concern touches the original project.

IMPORTANT WARRANTY NOTE

Hayward determines warranty eligibility and coverage. Terms vary by product, purchase date, installation and manufacturer requirements. Aqua Medic does not change or guarantee manufacturer coverage.

PROJECT COMMUNICATION

LESS CONFUSION FOR THE CUSTOMER. LESS INTERRUPTION FOR THE BUILDER.

Aqua Medic can manage assigned pool-project communication so homeowners understand what is happening, what comes next and who owns each decision.

POOL PROJECT COMMUNICATION MANAGEMENT

This service is designed to support the builder's customer relationship - not replace the builder's authority. Aqua Medic becomes a clear communication bridge for assigned updates and pool-system questions.

AQUA MEDIC CAN HANDLE

- ✓ **Scheduled customer updates**
Explain the assigned stage, service timing and next expected step.
- ✓ **Question collection**
Gather homeowner questions and route construction decisions to the builder.
- ✓ **Technical explanations**
Translate pool and equipment information into clear, practical language.
- ✓ **Visit coordination**
Schedule startup, equipment, warranty and Pool School services.
- ✓ **Communication records**
Document updates, customer concerns and items awaiting direction.

THE BUILDER RETAINS

- ✓ **Construction authority**
Final control of design, methods, schedule and project decisions.
- ✓ **Pricing and change orders**
All approvals affecting the construction agreement or price.
- ✓ **Structural and trade decisions**
Direction for construction quality, inspections and regulated trades.
- ✓ **Builder warranty decisions**
Responsibility for construction warranty commitments and remedies.
- ✓ **Final customer commitments**
Any promise that changes completion, cost or construction obligations.

A SIMPLE COMMUNICATION RHYTHM

- 1**
Builder identifies the updates Aqua Medic will manage.
- 2**
Aqua Medic communicates in plain language and logs the exchange.
- 3**
Construction questions are routed back without guessing.
- 4**
Builder receives a concise status and any action needed.

PARTNERSHIP OPTIONS

USE AQUA MEDIC WHERE YOUR TEAM NEEDS RELIEF.

Choose individual services for one project or build a repeatable handoff process across your new-pool volume.

FLEXIBLE BUILDER SUPPORT

1

A LA CARTE PROJECT SUPPORT

Choose specific services such as startup, equipment programming, plumbing, installation, warranty support or Pool School for a single project.

2

COMPLETE TURNOVER SUPPORT

Combine startup and balancing, equipment commissioning, customer education, documentation and a defined early-ownership follow-up.

3

PREFERRED BUILDER PARTNERSHIP

Create a consistent request process, coordinated scheduling, consolidated reporting and repeatable customer handoff standards across projects.

PARTNERSHIP STANDARDS

- ✓ Project readiness, access and service timing are confirmed before scheduling.
- ✓ Customer contact is made only with the builder's or homeowner's permission.
- ✓ Services, authorization and payment responsibility are documented before work begins.
- ✓ Construction defects and builder warranty responsibilities remain with the responsible party unless a specific correction is separately approved.
- ✓ Electrical, gas and other regulated trade work is completed by appropriately licensed parties when required.

READY TO BUILD A BETTER HANDOFF?

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POOL BUILDER SERVICE REQUEST

Use this form to start project qualification. Submission does not guarantee acceptance or a service date.

1 BUILDER INFORMATION

BUILDER / COMPANY

PRIMARY CONTACT

PHONE

EMAIL

DATE

2 PROJECT + READINESS

PROJECT / CUSTOMER

SERVICE ADDRESS

POOL TYPE / SURFACE

FILL / STARTUP DATE

TURNOVER DATE

☐ Water at operating level

☐ Equipment pad ready

☐ Power available

☐ Customer contact approved

3 REQUESTED SERVICES

☐ Pool startup & balancing

☐ New equipment startup

☐ New Pool School

☐ Hayward warranty support

☐ Equipment installation

☐ Pool plumbing

☐ Equipment programming

☐ Customer communication support

☐ Equipment readiness check

☐ Ongoing maintenance handoff

☐ Other

4 EQUIPMENT + SERVICE NOTES

EQUIPMENT BRAND / MODELS

CURRENT CONCERN, REQUEST OR OPEN ITEM

ACCESS, SCHEDULING OR CUSTOMER COMMUNICATION NOTES

SEND SECURELY OR CALL: **(843) 360-7714**

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