



WELCOME NEW & SEASONED CUSTOMERS,

As the newness of 2011 “springs” up around us, Little Richard’s Pools & Spas Inc. is taking on a fresh and natural approach to water chemistry, and combining it with our old and trusted techniques of performing great customer service.

For our 33rd year in business, we will still be answering our phones in English, and you will not need to press zero for an operator. We will send our trained chemical and service technicians to your pool on schedule, and offer you the best new products our industry has to offer. ProChem will continue to use THE ONLY sanitizer that fights off dangerous bacteria and waterborne diseases, apply necessary chemicals to eliminate algae growth, as well as make your water sparkle NATURALLY!

For those of you who’ve helped us grow for over three decades, we thank you and we are glad you’re back with us for another fun-filled chemically balanced swimming season! For those of you who are just now giving us a try, we’ll be delighted to serve you for decades to come.

Now, down to business! To be a part of our exclusive ProChem Program, which serves both sodium chlorine and salt fed pools, I’ve put together a quick checklist to make sure you are prepared for worry-free swim season! (Our techs love lists! Just ask them....from a distance)

- Call or email us to get on opening &/or closing schedule. (Scheduling is on a first call, first come basis!) I get the most fussing each year about not being able to get in the schedule where you desire---so just call early to get your way! People & situations change from year to year, so please do not assume I know your schedule. I do good to keep track of mine!
- Read and sign contract
- Pick your ProChem plan--- it can be a package we have designed for your convenience or you can customize your own plan! If you want me to do the math on your custom plan, just call me.
- Indicate how you are paying. In FULL or by the MONTH. With a check, or credit card. Send along your payment, your plan, along with your signed contract to get started.
- Check to see if you are in need of repairs. (I.e. motor was loud last season, heater wasn’t firing, plumbing was leaking, or perhaps your pump or skimmer baskets were broken. This is a good time to let us know, so our opening technicians can bring along the necessary items you may need, and you can get on our spring repair schedule.
- Go to our webpage www.littlerichardspools.com. Check out our spring specials, and sign up for our exclusive emails. Each month I send out 2 emails. One includes free professional advice about your pool & the industry’s latest. The second offers savings on great pool & spa products.
- Lastly, fill up your pool & pump off that cover! It has been months, and water evaporates over the winter, and needs topping off. (A few “not so lucky” customers open to an empty pool, thanks to a leaking liner. Or you might have pumped your cover along with your pool if you have holes in your cover. Don’t assume all is well, as it takes a while to order, make and install a liner, or find a leak!

Other things to note: We will still be sending cover cleaners TO YOU after opening your pool. Our cleaners will do their best to be out the same **week** as your scheduled pool opening. Please be patient as we try to keep up. We are still **not** storing strap down or manual covers this season.

Most importantly, we are **NOT** raising our prices! We feel though we have earned a respectable rate for our professional services, we will remain competitive in a down market to show we do want and care about your business.

I have enclosed some basic pricing & definitions to reference, as well as a calendar to pick your plan. Any questions regarding our contract, plans, or to schedule for a new liner, cover, motor, or plumbing repair, just give me a call, or email. I’ll do my best to get right back to you within the same business day.

Happy swimming!

Jen & the Little Richard’s/ProChem crew **P-(316)541-2497/F-(316)536-2846/jen@littlerichardspools.com**