



**ALOHA POOLS**

NEW HORIZONS IN WATER

# CUSTOMER CARE MANUAL

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**Customer Name:** Mr John Smith

**Job No:** 08JSmith

**Job Address:** 15 Brett Drive,  
Carrum Downs 3201

**Aloha Contact:** Travis Fell

Dear Mr Smith,

Thank-you for choosing Aloha Pools to build your new swimming pool.

Pool construction can be challenging at times. We aim to make this experience a pleasurable one for you. However, it is important that we communicate some of the challenges you may encounter.

We have included a quick reference list of what we need you to do so avoidable delays in the construction of your pool can be eliminated. Making sure that these simple tasks are completed will help us to ensure a smooth construction process. As with any other construction project, building a pool is a time consuming process that must go through many stages from start to finish.

Your personalised Customer Care Manual has been designed to help guide you through all of these stages and help alleviate any concerns you may have during the construction process. A handy telephone directory and your pool's individual equipment list are also included should any questions arise during or after the construction or completion of your new pool.

Your Customer Care Manual will also cover important pool care guidelines.

Please keep this Customer Care Manual after the construction of your pool has been completed as it contains all of your pool's pertinent information, such as warranty and manufacturing brochures pertaining to the specific features you have chosen.

Please feel free to contact us anytime if we can be of assistance to you before, during or after the construction of you new pool.

Sincerely,

**Gregory Fell**  
**Director**

## Possible Delays

Delays in construction can occur, and whilst some things are out of our control, others can be avoided. We have outlined possible delays below, along with a list of the things we need from you to avoid unnecessary delays and ensure a smooth construction program.

### **1. PERMITS/COUNCIL APPROVAL**

- Construction cannot begin until all relevant permits and approvals have been issued.

### **2. SITE / YARD ACCESS**

- Site must be clear of all building debris, materials, trees and rubbish.
- Power and water must be available on site.
- Suitable access to site must be available for heavy machinery and trucks.
- Written permission must be obtained if access is required through adjoining properties.

### **3. WEATHER**

- Inclement weather can delay outdoor work and hamper access to site (i.e. heavy machinery needs solid ground conditions).

### **4. SOIL CONDITIONS**

- Rock or unstable soil conditions may require additional works.

### **5. UNDERGROUND SERVICES**

- Diversion of underground services may cause delay.

### **6. POOL FINISHES**

- Delays will occur if the tiles, waterline, coping and paving materials have not been chosen.
- Imported products require a longer lead time.

### **7. BUILDING WORKS**

- Electrical and plumbing contractors need to be arranged.

### **8. PROGRESS PAYMENTS**

- Progress payments must be received as per schedule.

### **9. POOL FENCING**

- Approved safety fencing must be installed, inspected and approved prior to the pool being filled with water.

### **10. WATER**

- Due to stage 3a water restrictions, pools can no longer be filled using mains water. A letter explaining these water restrictions is located in the "Pool Contract" section of your Customer Care Manual, along with additional information on how you can fill your pool from alternate water sources.

## What We Need From You

### **\*\*PLEASE TAKE SPECIAL NOTE OF THIS PAGE\*\***

To obtain necessary permits to begin construction of your pool, you will need to supply Aloha Pools with:

- A copy of the site plans showing all buildings
- The completed owners consent form
- Written consent from your neighbours (if applicable)
- A signed preliminary works agreement or a signed copy of the contract
- Copy of Town Planning permit (if applicable)

## Choice of Pool Finishes

Choosing tiles, coping and paving as early as possible is essential to keeping your job on track. To assist you in making your choices please feel free to visit our product selection room where a comprehensive range of suitable products are on display.

***PLEASE NOTE: waterline material must be chosen & laid before placement of coping.***

## Electrical & Plumbing

Electrical and plumbing connections are not generally included in your contract, so you have two options:

- a) Arrange and co-ordinate licensed contractors to carry out works (in this case relevant specifications will be supplied by Aloha Pools). Please ensure contact details are given to Aloha Pools to ensure that queries can be efficiently addressed, or
- b) Aloha Pools can arrange licensed contractors on your behalf.

***PLEASE NOTE: A 10% surcharge will apply for co-ordinating and administration.***

## Pool Fencing

Supply and installation of approved fencing is your responsibility.

Your pool cannot be filled until safety fencing has been installed, inspected and approved by the building surveyor.

Making a decision on your pool fencing as soon as possible will prevent delays.

***PLEASE NOTE: Once fencing has been installed please contact the office so an inspection can be booked with the relevant building inspector.***

## Filling Your Pool

Aloha Pools can obtain water from a safe, naturally renewable source and arrange for delivery on your behalf. This water meets all industry standards for use in swimming pools and can be transported via water tanker/s. At this stage we estimate the cost to be approximately \$1,100 per 25,000 litres. Transport is the major cost factor, with water itself being relatively low-cost.

# CONTACT DETAILS

CUSTOMER CARE

## ALOHA POOLS CONTACTS

OFFICE: - 3 / 35 Lakewood Boulevard, Carrum Downs, Victoria, 3201  
Phone: (03) 9775 0033  
Website: [www.alohapools.com.au](http://www.alohapools.com.au)  
Email: [enquiries@alohapools.com.au](mailto:enquiries@alohapools.com.au)

COMPANY DIRECTOR:  
Greg Fell  
Email: [greg@alohapools.com.au](mailto:greg@alohapools.com.au)

RECEPTION:  
Rebecca Wilkinson  
Email: [reception@alohapools.com.au](mailto:reception@alohapools.com.au)

ADMINISTRATION / ACCOUNTS:  
Rachel Hendrix  
Email: [rachel@alohapools.com.au](mailto:rachel@alohapools.com.au)

CONSTRUCTION:  
Travis Fell \*\*\*Travis will be your  
Email: [travis@alohapools.com.au](mailto:travis@alohapools.com.au) your Aloha contact\*\*\*

Jonathan Edrupt  
Email: [jon@alohapools.com.au](mailto:jon@alohapools.com.au)

Building Surveyor:  
Details for relevant building surveyor in your area

To assist us in processing your queries, please take advantage of the appropriate email facilities.

# YOUR POOL

CUSTOMER CARE

This section contains:

- Your pool quote – copy of original quote and revised quotation/s (if applicable)
- Pool plans
- Engineering plans
- In-floor cleaning plans (if applicable)
- Plumbing specifications
- Electrical specifications

# POOL CONTRACT

CUSTOMER CARE

This section contains:

- Preliminary Works Agreement (if applicable)
- Copy of building permit
- Copy of planning permit (if applicable)
- Copy of contract
- Copy of any variations for amendments / additional work
- Copy of invoices
- Information regarding water restrictions and the filling of your pool

# CONSTRUCTION

CUSTOMER CARE

## Construction Stages

1. Set out
2. Excavation
3. Plumbing
4. Formwork & Steel – 1<sup>st</sup> Independent Inspection (steel)
5. Concrete Pour
6. Strip Formwork
7. Running Pipe
8. Equipment Installation
9. Placement of Waterline & Interior Tiles
10. Placement of Coping
11. Pool Fence & Access Close-up – 2<sup>nd</sup> Independent inspection (fence)
12. Interior Finish
13. Fill
14. Commission & Pool Start-up

### **IMPORTANT NOTE:**

\* Stage 10 and the installation of your pool safety barrier are usually not included in Aloha Pools' contracted works, and are therefore completed by other sub-contractors pre-arranged by you.

## STAGE 1: Set Out

***The construction process of your pool is about to begin.***

After you have approved the final design of your pool, making sure all the components of your pool are included, a detailed set of engineered plans will be created from which your pool will be constructed. At this point there will be an extra charge to have the pool moved. There will also be a delay in starting the construction of the pool if changes are made after the pool has been designed and permits issued.

You will want to get ready for the excavation process, remembering that, like any other major construction process, you have heavy equipment making numerous trips onto your property.

In this stage, your pool shape and location will be marked out ready for excavation.

Please keep children and pets away from construction area

## STAGE 2: Excavation

The next step in the construction of your new pool is the excavation; a messy, dirty process that is exciting and unavoidable. Please be reminded that it is your responsibility to clear any planters, decorative rocks, sprinkler heads/lines etc. that may get in the way of construction access. ***Aloha Pools cannot be held responsible for damage of any property that has been left in the pathway of construction access.***

In this stage, an excavation crew carefully digs, forms and hand-trims your pool in precise accordance with every detail of your swimming pool's design specifications.

The excavation process usually only takes one day; however it may take longer depending on the soil conditions, unexpected weather delays, restricted access or complexity of pool design. We will be able to give you an estimate as to how long it will take and if there may be any additional charges should we encounter unusual soil conditions i.e. rock or underground water.

You will note the wooden forms around your swimming pool. **They are there to guide us in the rest of our construction, please do not tamper with these wooden forms.**

The majority of dirt from the excavation process will be removed on the day of the excavation. If you would like a portion of the soil left for landscaping purposes or some other use, you must let us know where and how much you require. Please be aware that if you ask us to leave the dirt and then decide you do not want to keep it, there will be an extra charge to bring the truck back to remove it.

For your safety temporary fencing will be installed at this stage also.

Please keep children and pets away from construction area

## STAGE 3: Plumbing

Your pool is now ready to be plumbed with PVC pipe designed to prevent leaks or deterioration. All pipe connections are solidly bonded.

As with every other stage of your pool, the plumbing meets Aloha Pools' rigid standards of quality and design.

In an earlier section you were given your pool plans and plumbing schematics. If during the construction process you decide to make any changes, you will be given new plans and plumbing schematics to use as a reference point during your hand-over session.

Please keep children and pets away from construction area

## STAGE 4: Formwork & Steel

Formwork is carefully set out to provide a stable backboard for the future concrete pour.

Next a steel crew forms a rigid contoured grid of reinforcing steel to create the backbone of your swimming pool as specified in the engineering plans.

You will see bars crossing each other for the utmost in reinforcement. Notice the tie wires at every other intersection - they tie the steel together.

Be advised that even though we bend the ends of the steel bars the steel may be sharp. Please be careful when inspecting the progress of your pool's construction. No access into the pool is allowed. Please look, but stay well back from the edge so as to prevent any accidents from occurring.

It is of the utmost importance that everyone is kept well back from the construction site as the sharpness of the steel is a major safety concern.

An independent licensed inspector will make sure that the founding and steel work is in accordance with engineer's specifications. Once this has been approved we can go on with the next stage of construction.

Please keep children and pets away from construction area

## STAGE 5: Concrete Pour

The next process of your pool construction is the spraying of the structural concrete shell of the pool.

A supervised spray crew will complete this process which can take from 2 – 12 hours depending on complexity of your pool and site access.

### **IMPORTANT REMINDERS FOR THIS STAGE:**

\*The pool fencing or barriers should now be arranged and ordered.

\*If you have not yet made your pool tile choice you need to do this as soon as possible so as not to delay the construction of your pool.

Please keep children and pets away from construction area

## STAGE 6: Strip Formwork

## STAGE 7: Running Pipes

## STAGE 8: Equipment Installation

Once the pool shell has been concreted, the pool sits as it is, with form-boards in place, until the concrete has set to a sufficient strength. Once the desired strength has been attained, the formwork used to define the shape of your pool will be removed. You can now see the finished pool shape.

More PVC pipes are run underground from the pool to the designated equipment location. Again, the pipes used meet Aloha's high standards of quality and design. At the pool equipment location, the pipes are brought up out of the ground ("stood up") ready for the installation of the pool equipment.

The pool equipment installation may be carried out at a later stage depending on whether the construction site is well secured.

### **IMPORTANT NOTE FOR THIS STAGE:**

\* It is now time to inform the licensed plumber and electrician that the connections are ready to be done.

Please keep children and pets away from construction area

## STAGE 9: Placement of Waterline & Interior Tiles

If you have chosen a quartz interior for your new pool then the next step in the construction process is the installation of your waterline tile.

Your pool will get a waterline tile that will be hand laid and carefully grouted around the top of your pool by a skilled tradesman.

The tiling of your waterline should take one to two days to finish. Please make sure that you let the tile cure for at least 24 hours before examining or wetting the tile and grout. Once the tile has set securely you will have a durable, non porous surface that will last for years.

If you have chosen to fully tile your pool this may be done in conjunction with your waterline tiles. However, often the tiling of your pool interior is left as late as possible to avoid possible damage or staining of the pool tiles.

### **IMPORTANT NOTE FOR THIS STAGE:**

\* If your tile selection has not been finalised prior to this then the construction of your pool may be delayed.

Please keep children and pets away from construction area

## STAGE 10: Pool Fence

At this time the permanent safety barrier should be installed in compliance with the Australian Standards. Gates need to be self-closing and self-latching. Please refer to the copy of AS1926.1 that we have included in this manual.

Once the fence is complete we can arrange for the inspection of your pool safety barrier. This inspection will be carried out by an independent building inspector and must be approved before construction can continue.

Once the building inspector has given his approval we will apply the interior finish to your pool.

### **IMPORTANT REMINDERS FOR THIS STAGE:**

\*All safety barriers must be completely finished or final inspection and completion of your pool may be delayed.

Please keep children and pets away from construction area

## STAGE 11: - Interior Finish

## STAGE 12: - Fill

If you opted not to have a fully tiled interior, it is at this stage that your pool interior is applied.

Whether you have chosen a premium exposed aggregate finish, Quartzon, or another similar finish, a qualified application team will carry out the works. Access to the pool area will be required for the application team's pump and tools.

In most cases, the interior application is completed within the day, and the pool should then be immediately filled with water.

Please keep children and pets away from construction area

## STAGE 13: Commissioning & Pool Start Up

The construction phase of your project is now complete. An Aloha Pools staff member will finalise installation of cleaning heads, jets etc and begin the operation of your pool. This is a fine tuning phase that gets your pool operating and performing properly.

You are not required to be present during commissioning because, at this stage, we are just making sure that everything is operating correctly in preparation for hand over.

Please keep children and pets away from construction area

# HAND OVER

CUSTOMER CARE

This section contains:

- Hand-over Session
- S.P.A.S.A.'s Guide For Pool Owners Booklet
- Instructions On How To Vacuum Your Pool
- Instructions On How To Clean Your Filter

## Hand-over Session

You will be contacted by your construction manager to make an appointment to go over the operations of your pool. They will familiarise you with your pool's equipment procedures and correct chemical balances, making sure that any questions you have are answered thoroughly and to your satisfaction. It is advisable to have all persons who will be operating your new pool present during hand over and to make notes. Your pool is a big investment, so please take your time and feel free to ask any questions you may have to ensure you are confident of your pools operation. Please allow two hours for your hand-over session.

Your construction manager will also bring any variations made to your pool since first signing your contract.

Please note that hand-over appointments from Monday to Friday begin at 7.30am, with the latest appointment commencing at 3.30pm. Saturday morning appointments are also available, starting at 7:30am.

It is now your responsibility to maintain a proper chemical balance at all times. You will find easy chemical care procedures in the 'Guide For Pool Owners' booklet, and safe storage tips in the 'Use & Safety' section of this manual.

# POOL SAFETY

CUSTOMER CARE

This section contains:

- Safety Around Your Pool
- Safe Storage And Use Of Pool Chemicals
- Pool Fencing Requirements

## Safety Around Your Pool

Water and children can be a fun, enjoyable and healthy combination, however it is important to take note of a few simple safety rules to prevent drowning and near-drowning. Adult supervision, effective barriers and knowledge of cardiopulmonary resuscitation (CPR) will help provide a safe and fun atmosphere for you and your family.

Aloha Pools is strongly committed to reducing the number of drowning and near-drowning accidents so we have reprinted these helpful safety tips.

### **SUPERVISION**

- Never take your eyes off a child when he or she is in or near a body of water, not even for a second.
- Do not rely solely on barriers, such as fences or walls. This is no substitute for constant supervision.
- Keep toys, bikes and other children's play things out of the water and away from the pool or spa.
- Do not consider children to be "drown-proof" just because you have enrolled them in swimming classes.
- Do not rely on inflatable devices to keep your child afloat. These are not substitutes for adult supervision.

### **BARRIERS**

- Make sure your pool or spa area meets all necessary barriers requirements such as a fence, wall or safety cover that guards against unsupervised access, particularly by young children.
- Make sure that doors leading to the pool or spa area have self-closing and self-latching mechanisms. Latches should be out of reach of young children and kept in proper working order.
- Make sure the safety cover is always closed when the pool or spa is not in use.
- Always drain standing (surface) water from the pool cover. Remember that even a few inches of water can be hazardous, especially to young children.

### **EMERGENCY PROCEDURES**

- Learn how to administer lifesaving techniques to children, including cardiopulmonary resuscitation (CPR).
- Install a phone, or keep a cordless phone in the pool or spa area.
- Post the medical services phone number (i.e. 000) in an easy to see place near the pool or spa, and make sure that everyone learns the phone number(s) and their address.

## Storage & Use of Pool Chemicals

### Safety Rules

**Never Mix Chemicals** – this can lead to an extremely violent reaction (**explosion!**) and/or the production of toxic fumes. Even different chlorines can react violently when mixed together. Do not use the same bucket for diluting different chemicals.

**Transporting** - When transporting chemicals in your car, do so in a manner that prevents them mixing in the event of spillage or an accident.

**Storage** - Store chemicals in the same way – to ensure that accidental breakage cannot cause a mixing of pool chemicals.

### The importance of these rules cannot be overstated.

Some pool chemicals are poisonous and can cause nasty burns. You should always store them in a place where children cannot access them, and use protective gloves, clothing and eye glasses when handling chemicals of this type.

Always add the chemicals to a bucket containing water – not the other way around. To add water to a chemical is potentially dangerous. Dilute all pool chemicals by at least 1:8 prior to adding them to the pool.

Make sure you have the filter running when you are adding chemicals to the pool water to ensure proper mixing and distribution.

Always read the instructions on the labels of pool chemicals and other products and follow them carefully.

# DISCLAIMER

## CUSTOMER CARE

\*Care has been taken to ensure accurate information is contained within this manual. However, as each pool is custom built, variations in the order of stage completions may occur in order to achieve the best result.

\*This manual is designed to inform you of the intended construction procedures and to make all of your pool information easily accessible. However, it in no way forms a legal, binding agreement, and does not supersede the signed contract and/or contract variations

\* The information provided in the 'Safety Around Your Pool' section is provided as a guide only. We strongly suggest that all pool owners learn CPR and display a CPR chart close to the pool area.

We hope this manual is of use to you and  
we openly invite your feedback