

# MEYER AQUASCAPES, INC.

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## **SCHEDULE YOUR CLEANOUT TODAY! CLEANOUTS WILL BE PERFORMED STARTING MARCH 1!**

FEBRUARY, 2017

### **PLEASE KEEP THIS IMPORTANT INFORMATION - DO NOT RETURN WITH CLEANOUT FORM**

Dear Aquascapes Customer:

It's time to schedule a spring cleanout of your water feature. Performing a complete spring cleanout is essential to maintaining a balanced ecosystem throughout the year and leaves your pond refreshed and looking its best!

Due to high demand and limited time frame, please return your Spring Cleanout Form and deposit as soon as possible to secure your placement on the schedule!

#### **Pond Cleanouts include:**

- Drain pond and place fish in an aerated container with original pond water
- Power wash pond interior and stream/waterfall to remove debris
- Clean all filter mats, bioballs, biofall unit, skimmer and pump as needed
- Divide and thin pond plants, if noted, and fertilize pond plants
- Replace the IonGen Probe, if necessary
- Reseal waterfall and make necessary minor adjustments to rocks as needed
- Maintain lighting system
- Fill pond and add water conditioner and beneficial bacteria
- Start system and perform a visual check of equipment operation
- Check outside perimeter of pond for low spots, leaks and problems
- Re-introduce fish back to pond

#### **Pondless Waterfall Cleanouts include:**

- Power wash waterfall and stream bed
- Replace the IonGen Probe, if necessary
- Reseal waterfall and make necessary minor adjustments to rocks needed
- Maintain lighting system
- Start system and perform a visual check of equipment operation
- Check outside perimeter for low spots, leaks and problems

**REMINDER: Please leave a hose out and make sure an outside water source is available!**

Our service professionals will remove excess sludge/debris but will preserve some of the established organic matter in your water feature. The cleanout process will not result in "sparkling clean" rocks but it will leave you with a healthy pond that will be ready for an enjoyable low-maintenance year.

## **SPRING CLEANOUT CHARGES:**

### **POND – Service Call and Materials Charge: \$99.00**

The Service Call charge includes Service Call and Materials charge. Materials are the initial water treatments you receive to get your pond ecosystem jump started for the new season. A concentrated powerful blend of bacteria enzymes are added to remove ammonia, nitrate and organic debris designed to keep your water clean and clear. An additional treatment is added to remove chlorine, chloramine and heavy metals with a special slime coat protector to help fish heal wounds and protect them in times of stress (water change and cleanouts).

### **PONDLESS WATERFALL – Service Call: \$79.00**

Charge includes Service Call and set-up for the cleanout process.

### **LABOR CHARGE: \$99.00/Man Hour**

Labor charges are calculated on a per hour basis for each technician present. For example, if two technicians are there for 2 hours, you will be charged for 4 hours of labor. We typically have 2 service professionals perform each cleanout.

### **ESTIMATED LABOR EFFORT**

**Labor rates are estimated based on past customer cleanouts and are meant to give you an idea of the labor costs you will incur.** Every cleanout is different and presents unique challenges. Water features that have not had routine maintenance may require more time due to excessive amounts of debris/sludge. Therefore, it is likely that the labor charge for your water feature will not be exactly reflected in the categories below:

- Average Pond : 3-6 Hours
- Average Pondless Water Feature: 2-3 Hours

### **POND WATER/SLUDGE/DEBRIS REMOVAL FEE**

All pond water and/or sludge will be disposed on the owner's property. Pond water will be dispersed into the lawn and landscape beds. If there is an excessive amount of debris in the pond, Meyer Aquascapes reserves the right to charge a \$75.00 flat fee for debris removal and disposal.

## **ADDITIONAL INFORMATION:**

### **Liability**

Meyer Aquascapes cannot take responsibility for any issues beyond our control that cannot be directly related to negligence on the part of our service professionals. This includes, but is not limited to, leaks, pump failures, electrical issues, etc.

### **Fish/Ecosystem**

Your fish will be removed from your pond and carefully placed into an aerated tank during the cleanout process. Your fish will be acclimated back into the freshly de-chlorinated pond water. In some extreme circumstances this process can be stressful to the fish and may have the potential to cause health issues or death to your fish. Meyer Aquascapes will take every possible precaution to ensure no issues occur with your fish. However, Meyer Aquascapes shall not be responsible for any fish health issues or death resulting from our cleanout services.

### **Pond Surroundings**

Our service professionals will take extreme care to minimize the damage to any pond plants, pond accents or surrounding landscape. However, high pressure water is used in the cleaning process and reasonable access to the pond itself is required and therefore, the possibility of some damage to existing pond plants and surrounding areas exist. **Please inform us of any areas that need to be protected upon our arrival.** Meyer Aquascapes assumes no responsibility for any damages that may occur to your pond plants, accents or surrounding landscape during the cleanout process.

### **Plants**

Aquatic plants will be thinned and divided as needed. **If you do not wish to have this performed by our service professionals, please put a note in the "Special Instructions" section on the Spring Cleanout Form.**

### **Lighting**

After years of use, water can take a toll on your lighting. The housing can become corroded and the entire light will need to be replaced. **If you would like an estimate on new LED lighting, please put a note in the "Special Instructions" section on the Spring Cleanout Form.** It is more cost effective to upgrade your lighting during cleanout.

### **Payment Terms**

**Deposit:** A **\$200.00 deposit is required before your cleanout can be scheduled.** Please complete the enclosed Spring Cleanout Form and return it with your deposit to Meyer Aquascapes, Inc., 11011 Sand Run Road, Harrison, Ohio 45030.

**Balance Due:** An invoice for the balance will be sent to you and is payable within 30 days of invoice date. Please include your email address for electronic billing.

### **Scheduling**

We will begin scheduling Spring cleanouts the first of March, weather permitting. Please understand that we schedule according to location and cannot guarantee times. If you need your cleanout by a specific date, please call the office at 513-941-8500 to make arrangements. Meyer Aquascapes cannot guarantee any scheduling request will be met due to weather or other unforeseen conditions. **We make every effort to perform the cleanouts by May 15 to accommodate our construction schedule.**

### **Final Instructions**

- Please leave a hose out and make sure an outside water source is available.
- **After cleaning we will fill your pond to a safe level and return your fish to the pond.** We will then turn the water off and leave instructions for you to finish filling the pond. After the water level in the pond is adequate, plug in the pump.
- **Take an inventory of your pond supplies!** Visit our online store at [www.aquascapes.com](http://www.aquascapes.com) for a complete line of pond care products. To order, simply call us at 513-941-8500 and we will be happy to place your order.

**Thank you for your business!** Our business depends on customer satisfaction and referrals. If you know someone who would be interested in our services, please have them call us at 513-941-8500.



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