

I refer to your recent conversation with our office in which you indicated that you have a leak in the pool.

In order that we may clarify this matter and sort it out for you as early as possible, I would appreciate it if you would answer the following questions.

1. Could you please identify why you believe the pool is leaking.
2. We would ask that you conduct a test on the pool. This should be done in the following order.

Put a bucket of water on the top step of pool and keep a record of the evaporation, (Bucket should be filled higher than water on top step). Mark the level of water in bucket and skimmer box, this ensures both samples are the same temperature.

NOTE: If you have a spa, isolate it from the pool by turning the valve so the arrow on the valve is pointing at the spa return line. This will mean no water going to the spa when filter is running.

Run your equipment normally for a period of three (3) days, then; turn all your equipment off for a period of three (3) days including solar heating if applicable.

Each day recording the drop in the water level, please note the drop on the chart below to assist us in isolating the problem.

Please be aware that should the cause of any leakage be attributable to Blue Haven will be carried out under warranty. However, should the work not be a warranty item, then a cost will be involved and will be payable directly to the tradesman.

**Please keep the following chart record of the tests that you have run.**

Skimmer level drop \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bucket level drop \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Day 1. Equipment running for 8 hours ………….mm …………mm

Day 2. Equipment running for 8 hours ………….mm ...………mm

Day 3. Equipment running for 8 hours ………….mm .………...mm

Day 4. Equipment turned off for 24 hours ………….mm …………mm

Day 5. Equipment turned off for 24 hours ………….mm …………mm

Day 6. Equipment turned off for 24 hours ………….mm …………mm

Please sign where indicated below to indicate your acceptance of the above.

When we receive your signed letter we will authorise the divers to carry out the work.

In the meantime should you have any further enquires please do not hesitate to contact me.

Yours faithfully ……………………………………

Blue Haven Pools South

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Please notify us if there are any changes to your contact phone numbers, thank you.