

Leak Letter



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POOLS & HOMZ
bluehaven.com.au



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LEAK DETECTION IS A PROCESS OF ELIMINATION.

The first step is to rule out normal evaporation. Factors such as high winds, elevated temperatures, the use of pool heaters, or splash-out from pool activities can often mimic the signs of a leak. In these cases, the water loss is completely normal.

To help you determine whether your pool has a genuine leak, we recommend starting with the DIY bucket test. This simple test is an effective way to check if the water loss is due to evaporation or an actual leak. Detailed instructions are provided below to guide you through the process.

The fee for leak isolation is \$550. However, we guarantee this fee is fully refundable if the leak is determined to be caused by a faulty product or workmanship provided by Blue Haven Pools. Our pipework comes with a 12-month warranty, and any isolation or repair required within this period will be covered by us.

If the leak is caused by an external contractor—for example, a fencer puncturing a pipe or a landscaper cracking it—the cost of isolation and repair will be your responsibility and payable.

Please note: Hydrostatic valve leaks are not covered under warranty. For further details, refer to the special notes below.

Water Level Changes

It is important to ensure the water loss is not due to evaporation, wind or normal splash out while playing. Heated water without a pool cover will evaporate faster and so will windy backyard pools. Evaporation rates depend on the wind, air, water temperature and other factors.

Wet Spots in Yard or near pipework

Soft, mushy spots or uneven grass growth around the pool area may indicate a plumbing leak. Erosion due to water movement underground can cause landscaping to shift and sink.



Water pooling for visible around equipment

Standing water or corrosion at the pump or around pipes may be evidence of leaks

Leak Detection for Your Pool

If you think that your pool may be leaking, you can run a bucket test in order to detect the leak. This simple process involves filling a bucket with water and placing it in your pool with lines drawn to monitor your water level. Did you know that evaporation can lower pool levels by about 3mm to 7mm every day (depending on sun and wind)? Splashing is also a common cause of water loss in a pool, so be sure to keep these in mind as well when performing a bucket test.

The bucket test can help you determine if the water loss in your pool is because of a leak or evaporation.

How to Conduct the Bucket Test

- A. First, make sure your pool is filled to its normal level.
- B. Fill a bucket with pool water, leaving about 3 cm from the top
- C. Leave the bucket on the first step of your pool
- D. Mark the water level on the inside of the bucket
- E. Shut off your pool pump
- F. Mark the water level both inside and outside of the bucket.
- G. Turn your pump back on so it can continue operating normally
- H. Compare both levels after 24 hours have passed

If the pool water level that's indicated by the mark on the outside of the bucket is lower than the water level indicated by the mark on the inside of the bucket, you most likely have a leak on your hands. Feel free to perform the test again if you feel that it's necessary. Keep in mind that the test is no longer valid if it rains or the water levels are checked after a 24-hour period.

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

If you're sure it's a leak and not evaporation or splash out, we can arrange a leak detection contractor to attend site to test, isolate and where possible fix the leak on the spot.

Here are some of the things the technician will do on site to target a solution



Gas Pipe Testing:

The pool technician will gas test the accessible pool pipes. If the pipe does not hold pressure that will generally indicate that there could be leak in that pipe. The technician will then sonically locate the leak and will mark the leak location using either silver tape or spray paint. We are unable to carry out sonic locations when it is raining – even the gentlest of rain can have an impact. If it is raining on the day of our inspection, we will unfortunately have to reschedule your booking. The technician will not carry out any repair on pipe work during an initial detection visit. A separate repair quote will be provided and may involve removal of concrete / decking surrounds.

Dye Structural Testing:

The pool technician will carry out test on the structure of the pool by scuba diving, using dye and mould testing. The technician will check all the pool fixtures and fittings and the structure of the pool, if they find any points of concern, the issue the technician may be to remedy the issue using an underwater epoxy. Keep your pool full and clean to allow this work to be completed without the need of draining pool water. If the pool is not full, clean and clear on the day of testing a call out fee will be charged and your booking will be rescheduled.

Pool windows:

Epoxy work may be required & can be determined upon testing as dye and mould testing does not always give a positive result when testing the pool windows.

Spa & Pool Jet Testing:

The technician is unable to pressure test sprinklers, blowers and spa jets that have drill holes for venturi as they are unable to plug the lines. The technician will carry out dye and mould testing which help identify if a line has an issue

Equipment Leaks:

The technician will check the pool pump or equipment for visible leaks including damp, wet areas. Valves, pipework and cracked filtration casing may be visible.



Special note about hydrostatic valves

Leaking hydrostatic valves are the most common leak found in swimming pools. They can open after heavy rain and get stuck open. They can get lifted slightly by suction pool cleaners and vacuum heads and they can also just perish from old age or pool chemical use. If it raises slightly, it will create a leak and unlike pool pipework leaks, this is the one leak that is capable of completely draining the pool water.

What is a hydro-static valve?

It is pressure relief one-way valve or plug installed usually at the deepest point of a pool. It is around the size of a dinner plate.

What does it do?

A hydrostatic valve is designed to prevent ground-water pressure from raising the pool or causing movement. It prevents this by allowing ground-water from your surrounding yard to flow into the pool and relieve the pressure on the pool structure. If it leaks it is not a warranty item as it is specifically designed as a relief valve to protect the structure.

How can you fix it?

A leaking hydro valve is best fixed underwater so keep the pool water topped up. A diver will be deployed to seal around the valve stopping the water from escaping. It is important to understand that once a valve is sealed it is absolutely vital to NEVER empty your pool without breaking the seal or you will jeopardize the structure raising due to ground water pressures that cannot find relief through the hydro safety valve.



LEAK DETECTION AGREEMENT

The fee for leak isolation is \$550. This amount is fully refundable if the root cause of the leak is determined to be a result of faulty workmanship or a defective product supplied by Blue Haven Pools. Pipework is covered by a 12-month warranty. Any isolation and repair required within this period will be covered at Blue Haven Pools' expense. Hydrostatic valve repairs are not covered under warranty and are non-refundable.

However, if the leak is caused by external contractors—such as a fencer puncturing a pipe or a landscaper cracking it—the cost of isolation and repair will be the Customer's responsibility. This amount must be paid directly to the technician.

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Terms of Agreement:

1. Parties Involved:

This agreement is between Blue Haven Pools and Spas South PTY LTD and the person(s) listed above. It is non-transferable to any third party, and payment remains the sole responsibility of the person(s) who made the booking and received all communication.

2. Multiple Visits:

Leak detection may require multiple site visits or tests to determine the root cause. Each visit is chargeable separately, with quotes provided prior to re-booking or re-testing.

3 Payment Terms:

- The isolation fee of \$550 is payable by the Customer prior to booking the leak detection service.
- The fee is non-refundable unless the leak is proven to be caused by faulty workmanship or a defective product supplied by Blue Haven Pools.
- Payment should be made to:
Blue Haven Pools
BSB: 062195
Account Number: 10218030
Customer Reference – JOB NUMBER: _____

4. Repairs and Additional Costs:

Repair costs may exceed the initial isolation fee. A technician's invoice will be issued, and payment is required within 7 days of receiving the tax invoice.

5. Refund Policy:

- If a refund is applicable under warranty conditions, provide your bank details below:

Account Name: _____

BSB: _____

Account Number: _____

Agreement Date: _____

Customer Signature: _____

Name _____

Site Address: _____

By signing this agreement, you confirm that you accept these terms of service and understand all conditions stated above.

Return form to: frontdesk@bluehaven.com.au