
Arranging for a closing and off season maintenance and responsibility's

You will need to arrange for your pool to be closed for the off season. We recommend a professional closing. The equipment must be drained and the plumbing lines blown clean and plugged. If the winterization of your equipment and plumbing lines is done incorrectly, your pool and equipment could suffer serious and costly damage.

We offer two different types closing services. See the brief description below.

Package A- Winterize the system, blow out the lines, add anti-freeze as needed, and install plugs and "Gizzmos". We remove any rail goods /diving board and then we install the cover.

Package B- Same as above except the customer removes the rail goods and installs the cover. The package B is a good way to save a few dollars, yet insure a proper winterization.

- Prior to closing, you will need to make sure the pool is cleaned, water balanced and proper closing chemicals have been circulated. Once that is complete you will need to lower the water level before the pool can be closed. We will discuss this in depth shortly.
- If you would like to use North Eastern to close your pool, you will need to schedule with our service department. The schedule fills up fast so it's a good idea to book your closing early. Contact our service department for detailed information and pricing.

O.K. – my pool is closed, is there anything else that needs to be done during the closed season?

Even though your pool may have been professionally closed, there are still responsibilities over the winter that are not practical for the pool company to handle. We will be talking primarily about monitoring your water level over the winter and storage of your equipment.

Why is this important???

- Did you know that the average precipitation in our area from October through May is 13.22 inches?
- In 2011 there was 17.68" of precipitation from January to the end of May.
- In 1973 there was 30.02" IN THE MONTH OF APRIL-and yes that was the record

So why is this important? YOUR POOL CAN OVERFILL!!!!!!

- **If you own a pool, it is best to own a good submersible pump.** Although a little bit more than some of the other cover pumps, we have found the "little giant "submersible to be an excellent choice. We sell them here or you can find various models at home improvement stores as well. When using an electrical submersible pump, be sure to plug it in to a " *G.F.I. outlet*".



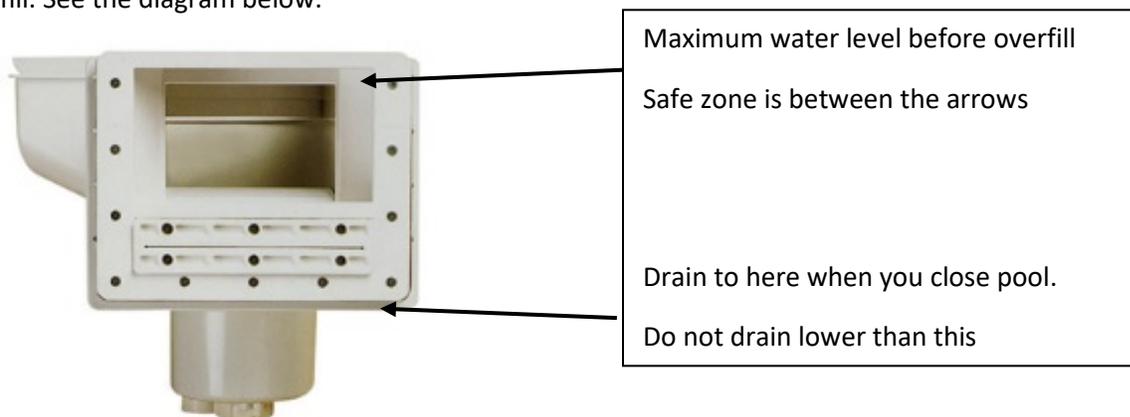
What happens if my pool overfills?

If your pool overfills, usually what happens is it leaks through what's called the extension collar on your aqua genie or actually makes it all the way up to where the liner clips in and leaks there. In both cases, water will end up on the other side of the liner and more than likely will cause the liner to "float". Water can also end up under the concrete decks, which can erode the soil under your decks. Both scenarios are undesirable. If you open your pool to find newly formed wrinkles in the liner, and your water level is high due to lack of monitoring, then your pool has most likely overfilled.

Re-setting liners is costly and usually cannot be done until after opening season, which means we may be draining your pool during the swimming season. This is not covered under the warranty.

All this sounds pretty scary, but the good news is that it is not difficult or time consuming to monitor your water level, so let's get started.

We recommend that you drain your pool to the bottom of the face plate, just below the aqua genie return just prior to closing. This height allows for just under 10" of precipitation before a potential over fill. See the diagram below.



One might ask-why don't we just drain the pool lower so we don't have to worry about it? Here are the two main reasons.

1. If you drain your water to low, you may cause your liner to "float" – especially in high water table areas or conditions that effect water tables such as heavy rains or saturated soil in the spring.
2. Whether you have a regular cover or a safety cover- each must be supported by the pool water or they may fall in-especially with heavy snow loads

We are going to break this up now into two different sections based on what kind of cover you have.

There are basically two methods of covering your pool. The conventional way is using a solid cover with water tubes. Some of you may have upgraded to a “Safety Cover” which is attached with springs, similar to a trampoline.

If you have a conventional solid pool cover, there are several things you should be aware of



- It is best to be pro-active and keep the cover as clean as possible by scooping out leaves and debris as we progress through the fall. This will be well worth the effort when it comes time to open the pool in the spring.
- You should always have a few inches of water on the cover to keep the wind from raising it up off the pool.
- Drain your cover when too much water accumulates on the top. Keep in mind that if an abundance of water freezes up on top of the cover it can actually overflow your pool by the ice

mass or snow load pushing down and forcing water underneath to be displaced up. This would be similar to placing a barge in your pool. **This is why it is a good idea to drain most of the water off the cover when the weather allows.** Generally speaking, draining once before the first major freeze and after the first major thaw is sufficient.

- **When draining your cover do not leave the pump unattended.** Why do we say this? Here is a scenario. Customer starts pump running on cover and goes to work at 8 am. Customer comes home and water has leaked through cover and inadvertently customer has drained the pool 2' and now part of cover has fallen into pool including the debris, and liner is floated. Yes that can happen. If a cover develops even a few small holes, it can be enough to feed a small pump or syphon. Even with a brand new cover-you may expect some water to migrate through the seams. It's not a bad idea depending on where your pool water is to fill the pool by putting a garden hose under the cover as your pumping off your pool cover in the spring when preparing for opening. **Do not drain your pool down by accident.**
- **Never use concrete blocks, pavers or similar items for weights to hold down your cover.** What can happen is if your pool loses water for any reason, the weight of the water /ice or snow will pull the cover in, along with the blocks and destroy your liner. We have seen this on many occasions. This is why you need to use water bags, as they will not damage the liner.
- Replace damaged water bags as needed. They are a consumable item. It is not uncommon to have to replace a few every year. Do not fill them completely up as there needs to be some room for expansion when they freeze. We recommend filling them no more than 75%.
- If your cover seems as though it is being pulled into the pool, the first thing you should do is check the water level in the pool, you may have a leak. When we say monitor the water level, that includes the possibility of losing water.
- It's a good idea to store your cover and bags in a tote or in a safe place away from rodents during the swim season.

If you have a safety cover, there are several things to be aware of





- When we install your safety cover, you will receive your owner's manual, storage bag and an installation bar. The bar is used for putting on and taking off the springs that attach to the anchors. You will need the bar and to learn how to use it so that you can pull the cover back enough to check water levels or pump water out if needed over the winter. You will need the storage bag once the cover comes off in the spring. **Do not store the cover where rodents or insects can get to it.** Some people hang it up by the bag to keep it off the ground. We have rodent repellent bags available at the store. It is recommended to read through your owner's manual.
- Converse to a conventional solid cover, a mesh cover allows rain and snow melt to go through the cover, thus filling the pool. So instead of pumping off the top of a solid cover, it is likely you will need to pump water out of the pool. What we recommend, and what is usually sufficient, is to check the water level prior to the first major freeze and to check again after the first major thaw and lower the level as needed. It is not very hard to pull back a corner of the cover to have access to the pool. This is when you need the installation bar. **Pull your cover back to check water levels and lower if need be.** You may be able to check the water level by pulling your aqua genie cover off and looking down through there. Some smaller pumps will fit in there.
- We have talked primarily about the risk of your pool overflowing. The opposite of that could happen too. Whether your pool is one year old or fifteen years old, it is possible to develop a leak that you were not aware of during the season. Being that the cover is securely fastened, you may not know that you lost water without taking a closer look. As discussed earlier, we do not drain the water too low, as the cover needs to be supported by the pool water. If your cover becomes unsupported by the water and we get a heavy snow, generally what happens is the brass anchors will shear off, letting your cover fall into the pool. It also ovals out the springs and can tear the cover. **Your cover manufacture will void your warranties if the water level is not maintained between 6" and 16" from the top of the cover.** If you maintain the water as per our diagram of the aqua genie, you will meet those parameters.

- When you open your pool, you should expect a bit of silt on the bottom. This is normal but easily handled by a good vacuum. Here are some tips to make sure you do not open up to a green pool.
 1. Close your pool with clean, balanced water. It is also recommended to do a phosphate treatment. See our retail department for more info on that.
 2. Many times leaves will simply dry up and blow away on your cover. If they don't then use your pool brush to push them off. Sometimes the wet leaves are an indication that the water level is too high. When this happens, the leaves tend to sit in the water and break down and large amounts of organics filter through. You want to avoid this.
 3. Keep animals and their business off the cover.
 4. A couple other factors can make a big difference on how your pool opens. One is the duration that your pool is closed for, and the other is the weather. **If you want to ensure you will open up to clear water with no algae regardless of the above, then do the following, it is not a huge amount of effort and makes a big difference!** Once the weather has broken and it's starting to warm up and we are finally through winter, take your cover bar and pull the cover back a little in the deep end and in the shallow end. Put your submersible pump in the deep end and put the discharge end of the hose in the shallow end and plug it in. now ,for an average size pool , say 22,500 gallons, dump two gallons of liquid chlorine in the deep end and two in the shallow end. Let your pump circulate it for 6 or 8 hours. Remove the pump and put your cover back on- that's it. **Never dump chlorine through the cover because it will bleach it.** The reason we like to see it circulated with the submersible pump is because liquid chlorine is heavier than water and will sink to the bottom. If you over chlorinate and do not circulate it, you may bleach the bottom of the liner. Many people will use their pool brush to agitate the water. This will work too as long as you are not over chlorinating.

What about the pool equipment in the winter??

Your pool equipment at the pad, meaning your pump filter and heater, are designed to be outside. You can cover your equipment if you like to keep the elements off, however, it is not recommended to cover your heater or heat pump completely. This tends to attract rodents as it makes a nice house with a whole lot of stuff to chew on. Cover the top but leave the sides open.

If you have a chlorinator- you must make sure all the tablets have been removed prior to closing. This is very important to prevent the chlorine gases from creating a problem.

If you have a chlorine generator, the cell should be removed and stored inside. Follow manufactures instructions on cleaning

There are no other special requirements for storing your other items such as rail goods, diving board, tools, etc. Sensible storage out of the elements is best.

This concludes this section. Enjoy the winter – we look forward to seeing you in the spring!