



SOUTHERN
POOLS AND SPAS

INGROUND POOL QUICK REFERENCE GUIDE





Welcome to the Southern Pools and Spas family! Thank you for purchasing one of the finest swimming pools available. The following is a guide to help you understand the processes and events involved in building your new pool. The average completion time for construction on your pool is approximately **6 -12 weeks** from date of excavation; depending on circumstances and complexity of the project. We want you to understand that each installation is unique and requires a lot of your input to create your dream pool. We ask for your patience and understanding and want to set realistic expectations for you. Like any major outdoor construction project, unforeseen circumstances may occur (weather, permits, ground conditions, etc.). Our goal is to ensure that you are a fully satisfied Southern Pools and Spas customer. Communication is essential to the success of our project (**yes, we are in this together!**). There are many steps to building an inground pool and open communication will help the project go smoothly. If you have any questions, at any point in the process, please reach out to your Sales Representative, Project Manager or the corresponding departments listed below:

Primary Contact

Your Construction Manager will oversee your project and will be your primary point of contact. Please note their name and phone number in the spaces below for your reference:

Construction Manager: _____
Phone Number: _____

For any construction-related inquiries, please call **(276) 623-0377** and press **Option 5** to reach our Installation and Construction Office. Our office hours are **Monday through Saturday, 8:30 AM to 4:30 PM.**

Thank you for choosing Southern Pools and Spas!

We are committed to doing everything we can to ensure your experience is as smooth as possible. We feel so strongly about our level of customer satisfaction that we want to make ourselves available to address any questions or concerns that come up through the construction

BEFORE THE BUILD

- 1. Contract Acceptance:** A fully executed contract signed by the Purchaser detailing your complete pool purchase is required. Selection of liner patterns (when applicable) and coping color/styles at this stage can drastically improve the overall timeline for your project.
- 2. Payments:** On the Installation Contract there is a payment schedule, or Draw Schedule, that outlines when portions of the outstanding balance are due in order to advance to the next phase of the build process. The payments for each phase of the project will be due prior to beginning the next step of the build process. Maintaining a current payment schedule during the build process helps keep the project on track. NOTE: Payments can be made throughout the construction project by handing a check to a Southern Pools and Spas representative in the store, your Sales Consultant, Project Manager, or installer. For your protection, credit card payments can only be accepted in person within our stores and will be subject to a credit card processing fee (3%).
- 3. Plot Plans:** A plot plan or property survey showing the potential placement of the pool and any setbacks must be supplied. This should include any septic systems or environmental concerns for the property. We may be able to assist you with obtaining this upon request.
- 4. Call Before You Dig:** Southern Pools and Spas will contact 811 to mark all public utilities in the pool area and access paths. It's important to note that utility locations may influence the placement or design of your pool. Private utilities, such as electrical lines to outbuildings, gas grills, and landscape lighting, are not marked by 811. These are the customer's responsibility to locate and accurately mark before the project begins. Southern Pools and Spas is not liable for any damage to unmarked private utilities during the excavation or build process. Your Sales Consultant or Project Manager is available to guide you through this process.
- 5. Permits:** Different municipalities may have different permit requirements. Every city, township, and county has their own specific requirements. A permit must be provided from your local permit authority prior to starting the project. If SPS is pulling a building permit on your behalf, the full cost of the permit will be billed directly to the homeowner. Please note that permit fees vary by location, so we recommend checking with your local building department for an estimate of the costs.
- 6. HOA Approval:** If your neighborhood has a Homeowners Association, you will need to acquire written approval before excavation can commence. Some HOAs require fees to review pool application, any fees associated with HOA are homeowners responsibility.
- 7. Irrigation and Landscaping:** Have your irrigation company disable any irrigation systems prior to excavation. Rerouting or protecting any irrigation lines or heads in the pool construction area and/or the access path onto job site is your responsibility. We highly recommend selecting and meeting with a landscaper in the early stages of your pool purchase. This can assist with your final backyard design and finished project timeline.
- 8. Drainage and Elevation:** The flow of drainage water on your property will be drastically impacted during and after construction. Your Project Manager or excavator can review this on site but you may need to speak with a professional landscaper or drainage consultant. In some instances, where significant elevation variation exists, retaining walls may be needed at an additional cost.
- 9. Electrical:** We highly recommend selecting and engaging with a qualified swimming pool electrician before your project begins. Electrical services and permits are not included in your inground pool contract and will be an additional expense. Southern Pools and Spas recommends **Slipstream Electric**, a trusted and experienced electrician specializing in pool construction. For more information or to schedule services, please contact them at **(276) 791-5722**.
- 10. Other Construction:** You are assuming a General Contractor role in the following situations: 1. You're installing your own decks & fences, 2. Other construction projects are occurring during the pool construction process, (such as, but not limited to: retaining walls, pool houses, home remodeling) that are not items purchased from SPS. This means it will be your responsibility to coordinate these items in conjunction with construction of your pool. We will provide advice and assistance where possible but cannot be involved in scheduling and the ongoing coordination of those aspects of your project. Estimated timelines for SPS work in these cases may vary considerably beyond initial expectations, due to other contractor's requirements and timeline.

CONSTRUCTION PROCESS

The unique requirements of your project can affect the sequence of events in the pool construction. For example, the liner may be installed before or after the decks. The following information details the various stages that may be applicable to your project.

Construction Pre-Site: The onsite evaluation of your pool project happens at your house when necessary and is when some of the finer details are established. Some examples of the details determined at this time are site access, location of your pool, elevation, grading, material staging and filter pad location. We ask that a decision maker is present at this appointment as many of the above details are permanent. Take time now to consider them during this stage. We also ask that you have a copy of your plot plan (survey) and building permit on hand for this meeting which will be set up as soon as the due diligence steps listed in “Before the Build” are completed and we are ready to begin the construction of your pool.

Access and Site Preparation: We will need to gain access to your yard to begin the build process. Many times this requires us to remove or take down a fence, or portion of fence, that may already be in place. This may be fence that is not owned by you and requires you to gain permission for us to do so. NOTE: Removal of a simple fence panel to gain access is included, but a separate charge may be applied to reinstall after the access is no longer needed. Approval by neighboring landowner(s), HOA or other authorities might be required if it's not your property. This may include access through a neighborhood drainage easement or other such route. Repairs to any access route beyond smoothing of ruts such as seeding and strawing is not included and may incur additional fees.



Trees are often susceptible to damage if they are within close proximity of the access path or construction site. Any trees that you are concerned about should be heavily shielded or transplanted. This should be part of your conversation with the landscape company you selected for your project prior to the beginning of construction. Even if they have been cut down prior to the start of construction, the root ball will still need to be removed and is an additional cost that is often unforeseen. NOTE: There is potential that we will hit rock during the dig process, which will require a rock hammer to remove it. The cost to remove rock will be discussed at such time if it should occur, and can range from \$2000-\$4000 per day

Change Orders: During the build process you may elect to make certain changes to the design, add features or remove options. Payment for any such changes or services that incur additional fees are due immediately upon presentment of the change orders. This does not affect the draw schedule and usually means the payment for such service or product is made prior to receipt of the services or delivery of product.

Excavation: This is the most important step. We ask that the decision maker (who is identified at the end of this document and determined by you, the customer) be present at this time so that any missing details may be confirmed. Large equipment will begin the transformation of your back yard. The access path to and from the area around the pool may be left with ruts, rock, and large dirt piles which may remain for the duration of the project. If it is necessary for the excavated material to be hauled off, that service is available for a fee and may take place during or after excavation depending on the needs of your project.



Pool Walls: Inground vinyl lined pools will be set with bracing attachments and will have a concrete footer poured. If concrete has to be pumped for the footer or walls there will be an additional charge.

NOTE: Pool Shell draw is due at this time (Draw Number 2)

Fiberglass Shell Installation: The fiberglass pool shell will be carefully placed into the excavated area using specialized equipment. The shell will then be leveled and secured with backfill material to ensure proper placement and stability. Water will be added gradually during the backfilling process to balance the pressure on the shell. **NOTE: Any additional equipment or services required for delivery and placement, such as a crane, may incur an additional charge. Pool Shell draw is due at this time (Draw Number 2)**

Plumbing: The plumbing for the pool will be run around the exterior of the pool walls, down the plumbing ditch and to the pad location. The filter system and its associated components may be set on the filter pad at this time or installed later in the process. **NOTE: Equipment Set (Draw Number 3)**

Backfilling: Backfilling of the pool may take place soon after the walls or shell are set or later in the project after electrical work is complete. Backfilling is highly weather-sensitive, and inclement weather can cause significant delays. The amount of backfill needed depends on factors such as the pool design, yard slope, and unforeseen circumstances during excavation, like rock blasting or additional digging. If extra loads of gravel are required, delivery can be coordinated by your builder or Project Manager. Payment for additional loads can be made directly to the gravel supplier at the time of coordination or immediately upon receipt of the bill from SPS.

Pool Bottom:

Vinyl Liner Pools

For vinyl liner pools, the bottom will be installed after the walls. The bottom will either be made from materials mixed onsite or pre-mixed materials. These materials are then hand-troweled in place to create the pool floor. The pool crew will repair any cracks before installing the liner.

Fiberglass Pools:

Fiberglass pools come with a pre-molded, smooth pool bottom. Once the pool shell is placed and leveled, the pool crew will ensure the base is properly set and stabilized. Any adjustments to the leveling or support will be made before backfilling begins.



Electrical: The electrical work will take place at various stages throughout your project. While your Project Manager will coordinate this, it is your responsibility to select an electrician. We strongly recommend choosing an electrician familiar with local swimming pool electrical code requirements to avoid potential delays. For a reliable option, Southern Pools and Spas recommends **Slipstream Electric**. They specialize in pool electrical work and can help ensure your project runs smoothly. You can reach them at **(276) 791-5722**.

Planning ahead for additional electrical needs, such as outlets or landscaping lights, can also help prevent delays. The electrical work will cover tasks like conduit for pool lights, grounding, wiring equipment, permits, and inspections. In some cases, upgrades to your existing electrical service may be required.

Coping: For in ground steel wall and fiberglass, coping is the material around the top edge of pool. It will be installed after the backfill if you have chosen a style such as paver, CP2 or cantilever. Although a short process, this can be a frustrating stage. There may be a lot of loud sawing and dust, typically for 2-3 days. This is a good time to talk with your Project Manager about adding a waterfall, fire pit, fireplace, retaining walls, knee walls, outdoor kitchens, fence columns, or any other masonry features.

Patio/Concrete Decking: While our company does not handle the concrete installation for your pool, we want to provide helpful information to ensure you're prepared for this important part of the project.

If you've arranged for patio or concrete decking through another contractor, here's what to expect:

- The decking process typically involves forming, pouring, and finishing the concrete.
- We recommend meeting with your concrete contractor to discuss the layout and any additional coverage you may want before work begins.

Important Considerations:

- Concrete work is highly weather-dependent. Rain in the forecast, even if it doesn't occur, may cause delays.
- Concrete is an imperfect material, and cracks can occur within the first 30 days, often within the first three days after it is poured. Contractors use control joints to minimize cracking, but these do not guarantee a crack-free surface.
- Avoid walking on newly poured concrete for 1-2 days and limit access for pets during this time.
- Diving boards or other installed features should not be used for at least 3-5 days to allow the concrete to fully cure.



Colored and stained concrete decks are available for an additional cost. It's important to understand that this process can produce beautiful results, but like any coloring or staining process, results can vary drastically, which may require additional coloring and staining for an additional cost. It's also important to note that even with brushed or stamped colored concrete a sealer **MUST** be applied. The cost of this sealer is **NOT** included in the base cost of the colored/staining fee and can only be calculated once the concrete decking is complete. This process **WILL** cause the coloring to vary three to four shades. This also does **NOT** guarantee that you will be completely happy with the end result.

NOTE: Your deck contractor is responsible for the correct placement and installation of all ladders, handrails and other anchors.

Rough Grading: Rough grading is not included in your pool purchase but is available as an optional service for an additional cost. This convenient option allows us to spread and back blade the existing dirt while we're on-site, saving you the hassle of coordinating with another contractor.

What to Expect:

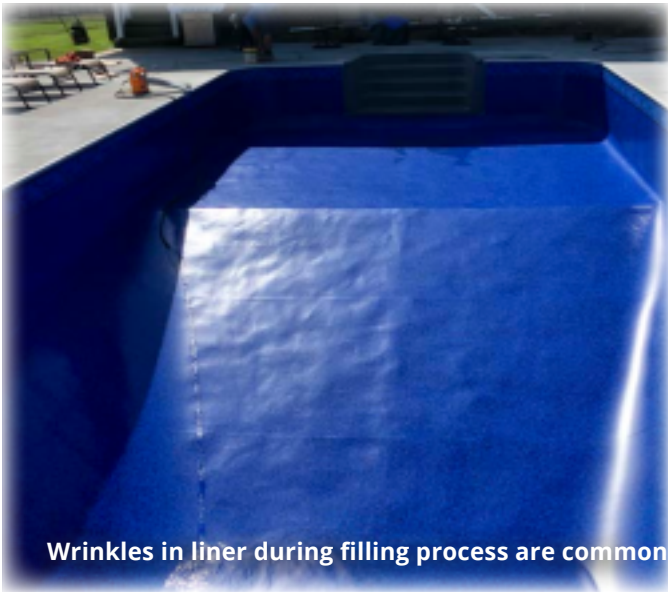
- Rough grading is performed using a skid steer and bucket to back blade the dirt after the pool installation is complete.
- This is **NOT** a finished grade and does not include topsoil, seed, straw, or other landscaping materials. It serves as a basic preparation for your landscaper to complete the final grade and landscaping.
- Any remaining dirt or debris disposal can be handled for an additional fee. Please coordinate with your Project Manager if this service is needed.

Important Note:

We strongly recommend hiring a professional landscaper for your final grading, topsoil, and landscaping needs to achieve a polished, finished look for your outdoor space.

Let us know if you'd like to add rough grading to your project!





Wrinkles in liner during filling process are common



Liner Installation: The installation of the liner may take place before or after the concrete decking, depending on timing and your project requirements. Once the liner is dropped in the pool, we will need a water source and garden hose to fill the pool as part of the installation process. The pool will be filled in stages. You may be asked to start and stop the filling of the pool as water reaches certain levels based on the design of your pool. While your liner is installed you will hear a vacuum(s) running. This vacuum(s) is removing air from behind the liner as it fills with water. Although noisy, it is imperative that this device(s) runs continuously through the initial stages of filling. A crew member will instruct you to stop filling the pool when the water reaches a certain level and to turn the vacuum(s) off as well.

If the vacuum(s) shuts off prematurely for any reason, stop filling the pool immediately and contact your Project Manager. You may also notice the liner coming out of the track during the initial filling of the pool. This is not unusual and is easily remedied once the pool is full. Wrinkles/puckers in the liner during the filling process are also common and, in most cases, are easily removed. However, it is important to note that the liner is not a paint or plaster. Therefore, there are instances when small wrinkles/puckers are part of the finished product and are unavoidable.

Pool Covers: Every pool **DOES NOT** come with a winter cover, but you can purchase a tarp style cover for approximately \$100 to \$300. This style is customer installed and uses water bags and weights to secure it in place. This is **NOT** a Safety Cover. You can add a safety cover to your project before, during, or at the end of construction. Due to the custom nature of a safety cover, in many instances this will not be manufactured until final measurements can be taken of your project after the orientation. Once your cover arrives, installation will be scheduled at that time.



Detail Items: At the conclusion of the major construction stages, our crew will address the final steps to ensure your pool is ready for use. Please note that the installation of the ladder, handrails, diving board, or slide is the responsibility of the company handling your deck or patio. Additionally, Southern Pools and Spas is not responsible for any damage caused to the pool liner by the deck or patio company. Our team will do our best to keep your pool clean throughout the process. After construction, we will return to clean the pool and remove any debris resulting from our work. Please note that we are not responsible for cleaning debris caused by the deck or patio company, so the final cleaning will not be extensive. We will also add the startup chemicals included with your pool purchase. However, we strongly recommend bringing a water sample into our store for a detailed analysis. Based on the results, you may need to purchase additional chemicals to ensure your pool water is balanced properly.

Additionally, any remaining accessories you purchased will be delivered during this stage. We'll also provide a tutorial to ensure you understand how to operate and maintain your new pool.

Inspections: There are various inspections that take place throughout your project and are based on the specific needs of the project. These sometimes occur without notice or a SPS representative present. We may ask you to be on the lookout for stickers or other notices provided by inspectors and communicate any updates promptly.



Orientation: This is the final step of the pool building process! You will be given a one-on-one demonstration of basic operations, maintenance and care of your new pool. You should also make arrangements for anyone who may be involved with the upkeep of the pool to be present during this orientation. Ask any questions you may have about the pool and plan to take notes at this time as you will be the lead operator of the pool moving forward. We will always be here for support, but nothing can take the place of a hands-on lesson to answer your questions. Once orientation is complete, final payment is due. (Draw number 4)

On behalf of everyone at Southern Pools and Spas, we would like to take a moment to thank you for choosing us to be your swimming pool contractor, building the highest quality swimming pool in your backyard. The building of an inground swimming pool can be a stressful and time consuming process. We are going to destroy your yard in order to produce a beautiful end project. We want to assure you that we are here to help you in any way throughout this process as a partner in your project. Please feel free to contact us at any point before, during or after.

Pool Construction

Text: (276) 409-8652

Call: (276) 623-0377 Option 5

service@spsbristol.com

Pool Service

Text: (276) 409-8636

Call: (276) 623-0377 Option 4

service@spsbristol.com

YOU'RE NOW READY TO ENJOY YOUR POOL EVERY SUMMER IN THE SAFETY & COMFORT OF YOUR OWN BACKYARD PARADISE

For any future service or operational needs, contact

Our Service Department: (276) 623-0377 Option 4



NOTE: Nothing in this document may be construed to create an enforceable contract or create an enforceable obligation by Southern Pools and Spas. The parties acknowledge that the only written contract between the parties is the pool contract which was signed by both Southern Pools and Spas and the customer prior to the receipt of this document. This document is provided to the customer solely as a convenience and creates no obligations by Southern Pools and Spas. Such obligations are set forth solely in the signed pool contract between the parties.

Thank you for choosing Southern Pools and Spas!



**5136 Lee Hwy
Bristol, VA 24202**

(276) 623-0377



**155 E. Mountcastle Drive
Johnson City, TN 37660**

(423) 430-9869



**1880 N. Eastman Road
Kingsport, TN 37664**

(423) 765-0363

Retail Hours of Operation:

Monday- Friday 9:00am-6:00pm

Saturday: 9:00am-5:00pm

Pool Service Hours of Operation:

Monday- Friday 8:30am-4:30pm

Be sure to bring us a fresh water sample from your pool and we'll test it for FREE!