



WHAT TO EXPECT ABOVE GROUND INSTALLATION GUIDE





We are so pleased with the young men you sent to install our pool today. (Devon, Calvin and Aaron)! They were prompt, polite, professional and worked very diligently and clean. Our overall experience with Pioneer Family Pools was excellent! Thank you so much and keep up the great work! By the way... pool looks amazing!

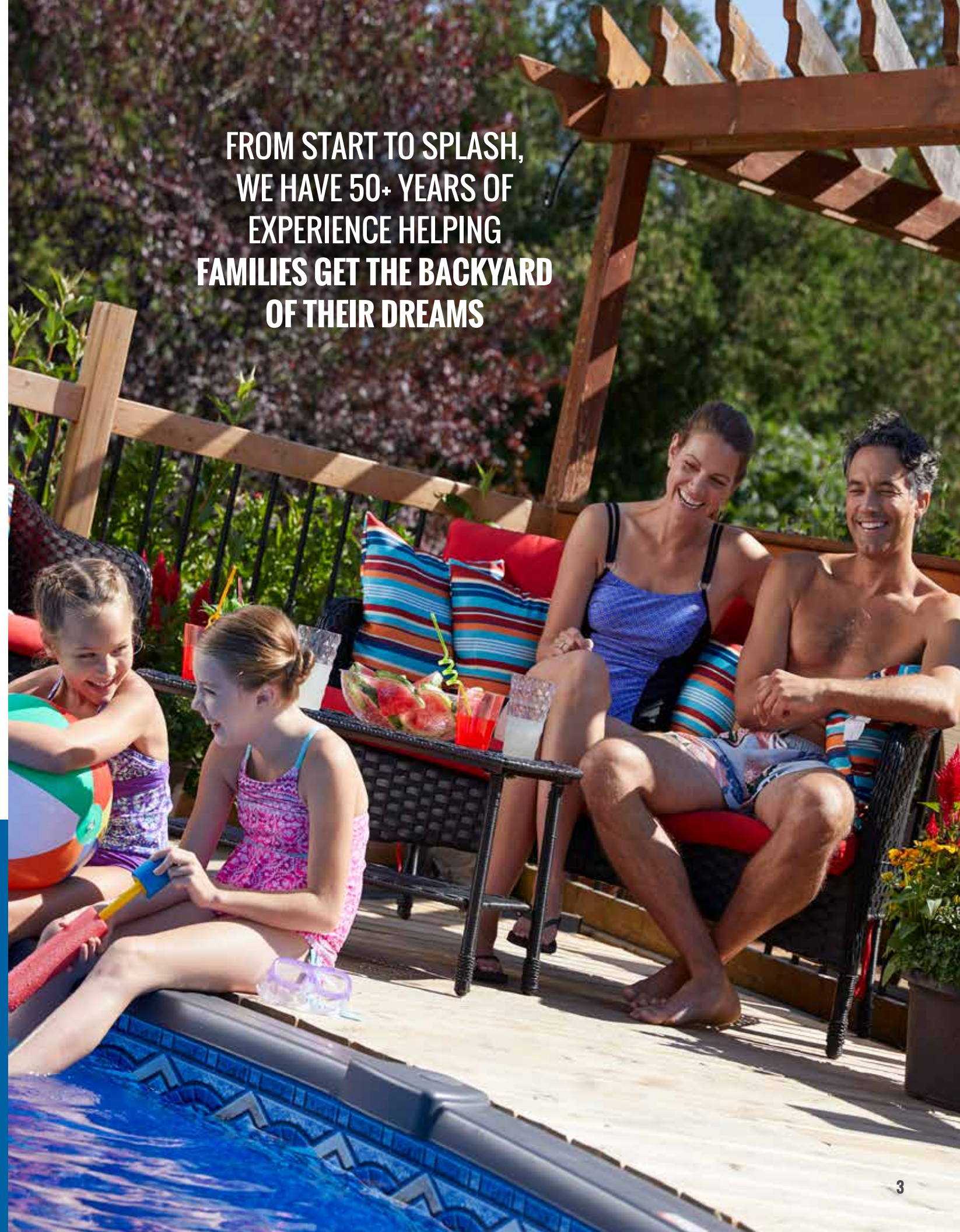
Marilyn

THANK YOU FOR CHOOSING US!

Congratulations on your new pool purchase! Below you will find a helpful guide outlining what to expect in the above ground pool process from start to finish. The guide includes the **5 Step Pioneer Proven Process: Delivery, Excavation, Installation, Plumbing and Orientation**. The 5 steps are completed by different crews including your sales representative, all working together to ensure that your pool process is completed in a timely and efficient manner. Throughout the process the teams will be contacting you based on the information you have provided.



FROM START TO SPLASH,
WE HAVE 50+ YEARS OF
EXPERIENCE HELPING
FAMILIES GET THE BACKYARD
OF THEIR DREAMS



STEP 1 DELIVERY OF YOUR POOL

The first step in the pool process is the delivery of the kit and build materials. The delivery is managed through our office coordinator who will let you know your estimated delivery date 2 - 3 days prior to the delivery. In order to keep the pool process on schedule we deliver the pool kit to your property 2 weeks prior to your installation window.

This is done to allow the installation team the potential to install the pool ahead of schedule. The pool kit will take up on average 3 skids worth of space which is approximately a 12' X 4' area (comparable to a small car). The pool kit is placed in the backyard, or in the driveway at the request of the customer so please leave a note or direct the delivery team accordingly.

Do not be concerned if you would like the equipment in the backyard as all the materials in the kit are weather and water safe. **We do not require anyone to be home in order for the delivery to take place, however we do require the middle payment to be made prior to delivery.** Once the pool has been delivered you will be ready for the next step, the excavation. If you have requested a hand dig then the excavation will be done by the installation team on the day of installation, **there will be no separate excavation appointment.**



REMEMBER!

The middle payment in your contract must be made prior to delivery.

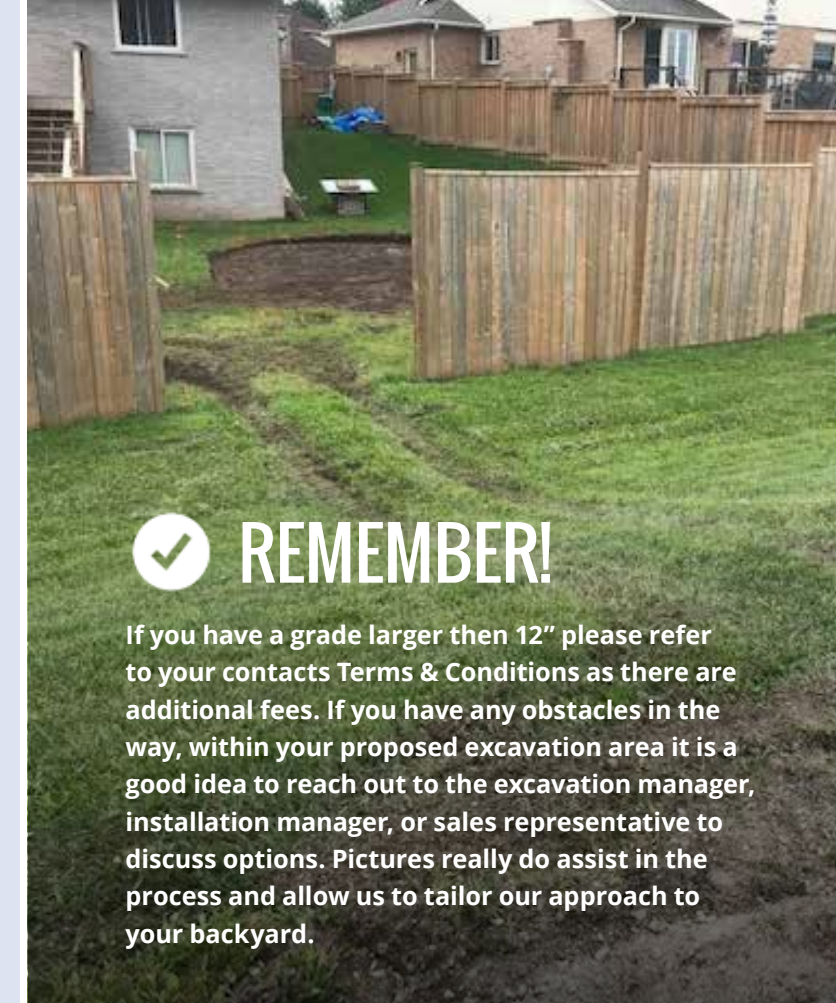
STEP 2 GROUND EXCAVATION

The second step in the process is the excavation. The excavation is scheduled by the excavation manager who will contact you to set up an appointment. The excavation will generally take place up to a week in advance of your installation window pending weather. Due to the high volume of appointments you will receive an AM or PM window but not a specific time as unforeseen delays do occur. The excavation manager will do his best to update you on his status should these delays occur.

On the day of the excavation it is the home-owners responsibility to have the minimum **4' 6" level access** available for the machine to enter into the backyard. Along with the entrance way it is a good idea to measure your pool area to make sure you have enough space for the pool according to by law restrictions. Please refer to the dig dimension sheet given out by your sales representative which outlines the dimensions of excavations per pool size including over dig.

Along with the location of the pool, you should also have a set location for the dirt that is to be removed from the ground. Depending on the grade and size of the pool this may be a substantial amount. If you require or are considering dirt removal this must be mentioned to the excavation manager **PRIOR** to booking an appointment. Unfortunately, we do not have any means to haul away dirt so you must have a bin placed in the driveway prior to the arrival of the excavator if you would like dirt removal. The standard dirt removal usually requires an 10-14 yard bin depending on the size of the pool and grade. The additional cost to remove the dirt from the backyard to the bin is \$100 per hour. Please note this is a total charge done with the excavation. The excavator digs and runs at the same time he does not pile and then run the pile from the backyard to the bin.

The machine used to excavate is an ASV RT 40 (spec sheet attached) and while powerful may have a difficult time with concrete, tree roots, and existing underground structures. If the excavator cannot remove an obstruction it is the customers



REMEMBER!

If you have a grade larger than 12" please refer to your contacts Terms & Conditions as there are additional fees. If you have any obstacles in the way, within your proposed excavation area it is a good idea to reach out to the excavation manager, installation manager, or sales representative to discuss options. Pictures really do assist in the process and allow us to tailor our approach to your backyard.



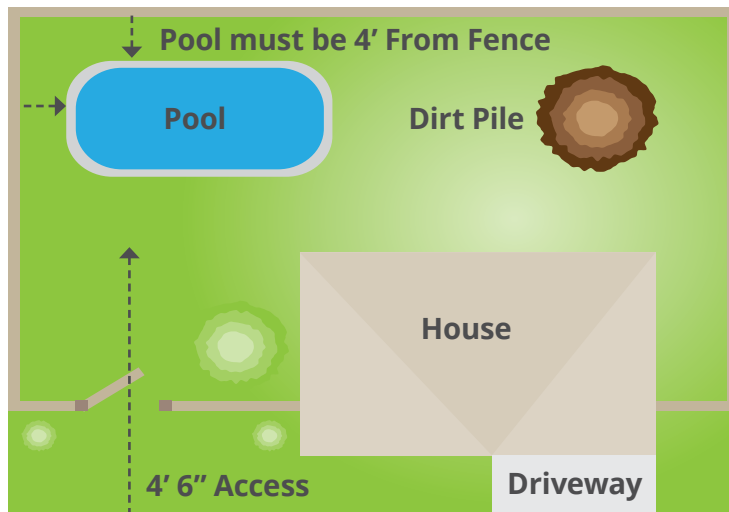
responsibility to have that obstruction removed at their own expense. Please note that this may cause delays in the excavation and installation process.

On the day of the excavation no one is required to be home. If no one is home the excavator will require clear access along with pool and dirt location. We suggest leaving a diagram for the excavator to avoid any miss-communication. He will contact you if he has any questions regarding the excavation. Once the pool has been excavated it will be ready to be scheduled for an installation.

STEP 3 POOL INSTALLATION

Once the pool has been excavated, you are ready for the installation. The installation is scheduled 2-3 days in advance and within the 2-week installation window on your contract. The office coordinator will reach out to schedule an installation.

When given your installation date by the office coordinator you will have an AM or PM time frame for your installation day. Our installation crews begin at 7 AM and work until around 9 PM, so if you have a PM time frame do not worry if the crew arrives later in the afternoon. The installers do not require anyone to be home and will contact you if they have any questions about the build location or if any specific by law requirements are necessary. Any by law restrictions are the home owners responsibility to give to the installers. A diagram is advantageous to the installers and helps to eliminate any miscommunication with regards to specific customer requests.



The installation crew will require the location of the plumbing equipment for the purpose of where to orient the **skimmer and return cut out**. These are pre cut in the pool walls so once the wall has been erected this location will be unable to be changed.

The installers will require access to an extension cord with power and a hose for filling once the pool has been completed. If you are on a well system or cistern you must have a water truck coordinated for the day of install or if you can fill 2-3" from your cistern or well that will suffice. If you have a water truck coordinated please note that they will need to follow the filling instructions left with the pool as the installers may only wait 20 minutes after pool construction before their departure.

The installers will do their best to update you on time of completion to coordinate a water truck, however this is usually determined on site based on the conditions of the install. No one is required to be home for the installation however it is advised to leave contact information for the crew if you do not already have on your contract. Once the pool has been completed the installers will leave with the hose running and go over filling instructions. If you are not home the filling instructions will be left with you. Once your pool has been filled to the $\frac{3}{4}$ full mark you are ready to contact your plumber.

STEP 4 POOL PLUMBING

Once the pool has reached the $\frac{3}{4}$ full mark you may contact the plumber to set up the plumbing appointment. The plumbing manager will schedule a plumbing appointment for your equipment within 3 business days of your phone call.

Please ensure that you are at the $\frac{3}{4}$ full mark **PRIOR** to phoning, as it is possible for him to schedule you in same day in certain situations. The plumber will require access to all of the equipment in order to complete his plumbing appointment, if you place anything in the garage please ensure it is available to him the day of the appointment.

The plumber does not require the customer to be home he will only need access into the backyard and to all of the equipment. Once the plumber has completed his appointment you may fill the pool to operating level (between second and third screw on the skimmer).



STEP 5 ORIENTATION

Once the pool has been filled and the plumbing setup has been completed, you must reach out to your sales representative to book an in-store orientation appointment. The orientation appointment is a vital part of the process as this is where you will be given your operating guide, chemical pack, and knowledge on how to properly operate your above ground pool. Should you have any additional questions about the plumbing or general maintenance, your sales representative would be more than happy to assist you.



At Pioneer Family Pools we pride ourselves on being the experts that can make your backyard dreams a reality. With numerous locations across Southern Ontario we're able to provide the best sales, installation, and service to the largest geographical region possible.

Visit us in-store or online at pioneerfamilypools.ca

WE KNOW POOLS PATIOS HOT TUBS