



Hello everyone. I hope you had a wonderful holiday season and wish you and your family a healthy year. We greatly appreciated your patience with us after the sudden passing of Chris last April. We faced many challenges and have regrouped to continue serving our clients with the care we became known for. With that in mind it's time for us to begin our scheduling. Unfortunatley, due to rising costs across the board, labor, gas, materials, insurance etc, we have had to raise our services slightly. I tried very hard to avoid this but found it was not possible. It was not an easy decision and regret having to do it.

If you could take a few moments to review our services and products and let us know what your preferences are it would be greatly appreciated. Please keep in mind that we have several hundred customers that rely on us for their spring maintenance every year. We do try to accommodate all our clients preferences. We begin service as soon as the weather breaks (usually the 2nd week of March) and continue until all are served. This can be as late as early June for later requests. Please return your clean out form by March 1st for priority scheduling. We ask for forms by March 25th to ensure scheduling. Thank you and we look forward to working with you this year!

Diane Baker

Return by:
March 25
To ensure scheduling

Sign up by March 1st for priority scheduling!

SELECT Service Options : (See page 2 for more details):

- 2022 - Full Pond Clean Out—\$250 deposit Service Deposit: \$ _____
- 2022 - Pond Start Up Only—\$150 deposit Product: \$ _____
- 2022 - Pondless Start Up—\$150 deposit
- 2022 - Pond Clean Out —\$250 deposit w/out Pressure wash **TOTAL AMOUNT ENCLOSED:** \$ _____

Estimated costs for FULL pond clean with pressure wash, based on closest size:	8 x 11 \$675	Estimated cost for Pondless start up: \$260
	11 x 16 \$875	Estimated cost for Pond start up: \$350
	16 x 20 \$1360	

- IONGEN:** – Install Electronic Water Clarifier \$925 inline or \$695 in skimmer
- SUPPLIES:** Check and we'll replace **IonGen Probe**, pumps, check valve, parts that the team finds to be broken, worn, or missing. Lights with **new LED fixtures** (5 year manufacturers warranty) **Please see product sheet for pricing.**
- WATER TREATMENTS/FOOD:** Check here and fill out the "Product Form" and we'll deliver it during our service.
- FILTER MATS/BIO BALLS:** Many filter mats have been in for years and it may be time to replace for best performance along with **bioballs** in place of **old lava rock**. Please check here to approve if replacement is needed.
- Check if on: City water or Well water. Do you have a time frame preference? When? _____

Please circle how you prefer we contact you regarding your service? **PHONE CALL** **TEXT** **EMAIL**

Best phone number(s) to reach you at _____ Email Address _____

Name (as it appears on card if using) _____

Check # _____ Enclosed OR Visa, MC, Amex, Disc : _____ Exp: ___ / ___ Sec # _____

Approved By Owner: _____ Date: _____

Our pond technicians will use caution while netting, temporarily housing and acclimating your fish and other pond life. Temporary fish storage will be with a fish safe tub, aeration and a mesh cover. Fish are transferred with Koi quality nets and are stored in the existing pond water. After slowly matching temperature, we make every reasonable effort to place the fish carefully into the cleaned pond. We cannot be held liable for any scratches, scuffs, cloudy eyes, parasites, re-injuries, ulcerations, or loss of life. Because your fish are living creatures, there are many factors beyond our control which may cause death or injury to your fish. We do share your disappointment. By requesting our service you accept this risk.

Return this form with your deposit to: PO Box 389 Doylestown PA 18901 267•261•6075

If you prefer, you may **Email PDF form to:** Diane@AcrossthePondAquascapes.com

Rejuvenate your pond with a **Spring Pond Clean Out!**

- **FULL SPRING Pond Clean Out** Here's what we do - Check & install pump, test prior to draining. We check for obvious or potential leaks. Setup holding tank, fill tank with pond water, gently transfer fish to netted & aerated tank. Flush excess pond water into landscape, pressure wash rocks. Remove debris, flush sediment, clean filter & skimmer, install pads. Reposition gravel on shelves and re-pack walls. Replace lights if needed, **with approval**, please see **Product Form** (5 year manufacturers warranty). Foam waterfall. Thin aquatic plants. **Note:** depending on growth rate, additional fee may apply. General clean up of immediate pond area. Transfer tank water to pond if clear. Condition water and add treatments. Gently transfer fish back to pond, use your garden hose to begin refilling the pond - Re-filling usually takes a few more hours after we leave, when pond is full you simply plug in the pump and turn off water. Supplies include: water conditioner, waterfall foam, pond starter bacteria, additional water treatments, salt, gravel. **Clean Pond and Happy Fish! You can relax and we will call to let you know that your clean out is done and the fish are smiling!**
- **Pond Clean Out /No Pressure Wash** - Same as above without the pressure washing of rocks.
- **SPRING Pond Start Up** - Check & install pump, install filters, clean if not done during winterization, check lights, replace lights if possible (**with approval**, please see **Product Form** 5 year manufacturers warranty). Remove debris from waterfall/stream, apply foam to drops as needed touch up gravel in stream and edges. General clean up of immediate pond area. Apply initial dose of water treatments & install pump. Supplies included—waterfall foam, gravel in waterfall and edges, water treatments
- **PONDLESS Start Up** - Clean the stream & drain basin (if needed,) technician will use judgement if power washing of rocks is needed, otherwise rocks will be rinsed with customer supplied hose, check & install pump, check waterfall lights, Replace lights if needed (**with approval**, please see **Product Form** 5 year manufacturers warranty), re - foam drops as needed, apply Waterfall & Rock Cleaner if needed. Check edges for leaks. Touch up with gravel. Supplies included—waterfall foam, Waterfall & Rock Cleaner, gravel.

Important: PLEASE READ

- ◆ If there are pieces for your filtration system that need to be replaced (i.e. filter pads, debris nets, IonGen replacement probes etc.) **PLEASE CHECK APPROVAL ON OPPOSITE SIDE**
- ◆ If repairs are needed, (i.e. screws, grommets and or liner repair) a call will be made to the homeowner to discuss. Additional fees will apply. Est. \$750 for skimmer repair. Est. \$850 Biofall repair.
- ◆ We will begin **REFILL** of the pond and replace fish. We will leave hose on a trickle fill or turn off if homeowner is not present or unreachable. It is the responsibility of the homeowner to finish the fill unless previously discussed with us. Please have a hose available for the refill. **If you are on city water, additional detoxifier is highly recommended to avoid stress to fish and possible injury or loss from chlorine poisoning.**
- ◆ **We make every attempt to locate potential leaks during our spring service, a leak may not be noticeable and require a return visit to locate. Service call fee will apply.**

Let US do the dirty work ALL SEASON long ...

Customized Maintenance Plans Available

A worry -free, care-free and stress free pond is the desire of every pond owner. While our features are designed to be low maintenance, they do require care. We understand that life styles change and this may not always be possible. Our maintenance professionals are ready to come out and care for your feature, freeing you up to enjoy your leisure time. We offer weekly, bi-weekly and monthly services. Give us a call and we will be happy to discuss your feature and customize a plan.

• **A La Carte Service** If you plan to do most of the service on your pond, simply give us a call if you need a little extra maintenance or troubleshooting help. (\$175 Service Call—Includes 1st hour. Product may be additional)

***Thinking about renovating or enlarging your water feature?
Ask about our financing options!***