



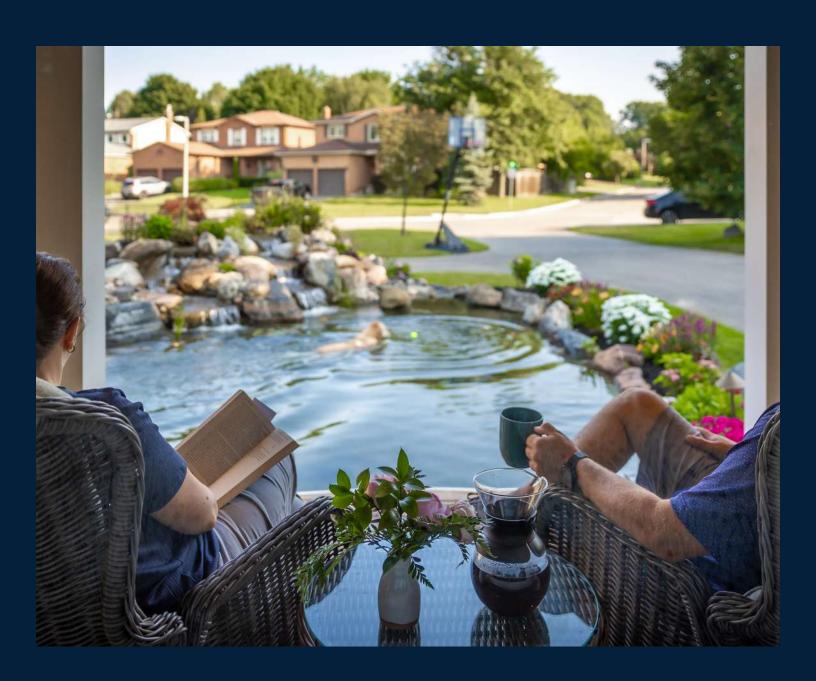
# MAINTENANCE PACKAGES

—— Since 2002 ——

# LEAVE IT TO THE POND EXPERTS.

#### Keep your pond as it's meant to be — relaxing.

Our full-season maintenance packages are tailored to give your pond elite service throughout the spring, summer, and fall, maintaining ideal water quality that's safe for pets and wildlife.



#### **OUR APPROACH**

We understand that life is busy, and relaxation time is at a premium. Imagine coming home, pouring a glass of wine, and sitting next to a loved one, enjoying the sights and sounds of your water feature.

#### **OUR TEAMMATES**

Unlike other companies who use temporary labourers, our full-time year-round crew members have extensive experience and knowledge in water features. We believe your feature deserves reliable individuals who pride themselves in providing exceptional service with a personal touch.

## MAINTENANCE PACKAGES

#### SILVER

Let's work together to ensure your pond is the best it can be.

Includes spring clean-out, maintenance visit once every month and fall shut-down.

#### GOLD

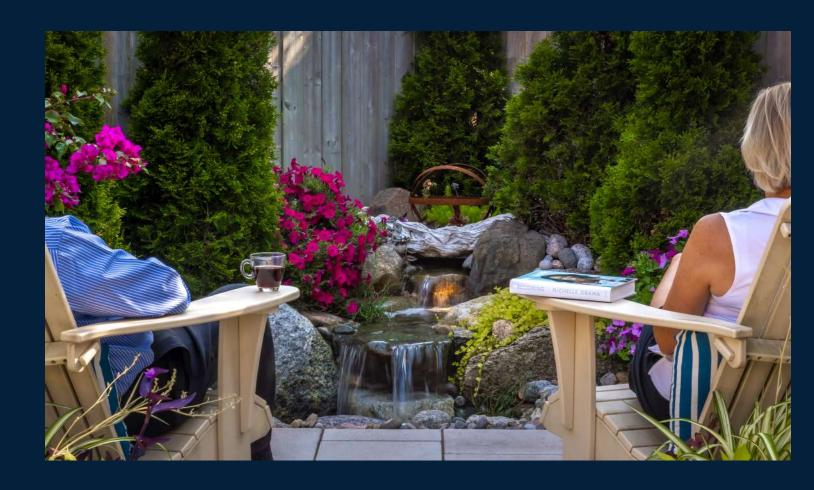
We will do most of the work, you help a little in between.

Includes spring clean-out, maintenance visit **twice every month** and fall shut-down.

#### PLATINUM

Just enjoy your pond! We will take care of every detail.

Includes spring clean-out, maintenance visit once every week and fall shut-down.



#### **OUR RELATIONSHIP**

We want to build a long-term relationship, which cannot be achieved in just a single visit. Your Maintenance Technician will get to know you and the intricacies of your pond.

Our in-office Maintenance Coordinator will communicate with you regularly ensuring all your needs are met and that we are exceeding your expectations.

### **WHAT'S INCLUDED:**

#### **SPRING CLEAN-OUT**

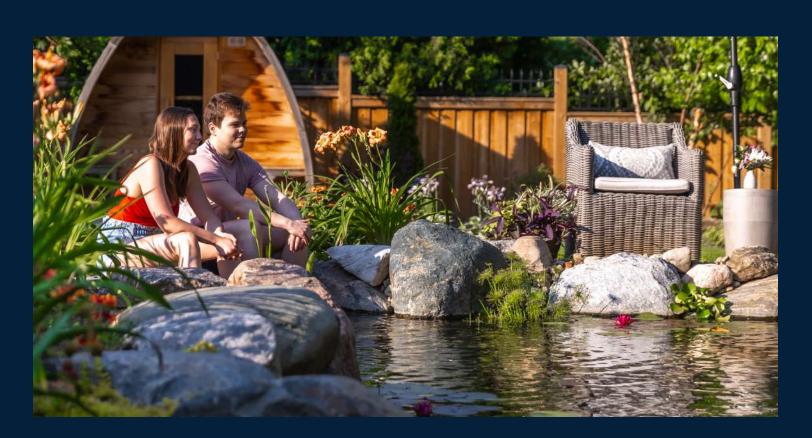
- Empty and clean feature thoroughly
- ✓ Re-install pump, filter, ionizer, etc.
- √ Move plants to correct location
- ✓ Add de-chlorinator to new water
- Deliver requested water treatments for the season
- Appointment reminder and follow-up

#### MAINTENANCE VISITS

- ✓ Clean pump, filter, skimmer, etc.
- ✓ Inspect and adjust water level
- ✓ Install any new plants
- Prune aquatic plants (where applicable)
- Perform visual inspection for leaks
- Appointment reminder and follow-up

#### **FALL SHUT-DOWN**

- ✓ Prepare feature for winter
- Remove pump, filter, ionizer, etc.
- ✓ Blow water out of lines and cap (as required)
- ✓ Install any necessary winter equipment
- ✓ Clean and prepare equipment for storage
- Appointment reminder and follow-up



#### Jackson Pond Management Inc. Terms and Conditions

- All programs, excluding Platinum, do require some maintenance to be done by client between visits
- Clients must ensure that their water and hydro is turned on and operational. Jackson Pond is not
  responsible for work not completed if either are not functioning.
- Jackson Pond is not responsible for health of fish, plants or water quality problems caused by any
  outside forces such as weather, fertilizer, pesticides, diseased fish or plants, etc.
- Jackson Pond will handle all fish with the utmost care however we will not be held responsible should any issues arise from the handling of fish.
- Jackson Pond is not responsible for health of features, fish, or plants over the winter months.
- All prices are subject to applicable taxes.

