

Questions to Ask Before Choosing a Pool Installer

"The bitterness of poor quality remains long after the sweetness of low price is forgotten."
Benjamin Franklin

Business:

How many years have you been in business?

Is your company fully licensed, insured, and bonded?

Can I see proof of General Liability and Worker's Compensation insurance? Verify this directly with their insurance provider to ensure you aren't liable for on-site injuries or damage?

Do you belong to any trade organizations such as the Master Builders of Iowa, The Master Pool Guild, or the PHTA (Pool and Hot Tub Association)? Are you registered with BBB?

Do you have a Dun and Bradstreet report I can review?

Do you have a licensed plumber on staff?

Project:

Can I see a portfolio of your completed projects?

Can you provide 3 to 5 local references?

Do you handle all permits, zoning, and HOA approvals?

Who will be the dedicated point of contact/project manager?

Can you provide project details and the timeline for completion?

What factors could cause delays? Other projects, weather, material and shortages?

What happens if we hit rock or unexpected underground utilities during excavation?

Contract and Pricing

Is your quote fixed, or are there potential hidden costs?

Can I see a detailed line-item proposal?

What are the payment terms? Is there a front-end payment? How much? Why?

What is the process for handling change orders or design adjustments?

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Construction and Safety:

Who will be the on-site supervisor? Knowing who your daily point of contact is will prevent communication breakdowns.

What are your Key Best Practices for installing a fiberglass pool?

How important is hydrostatic pressure for a pool?

Do you use rigid PVC pipe or flexible pipe?

Do you calculate Total Dynamic Head? What will my water turnover rate be?

Do you pressure test your plumbing? When?

Do you have a licensed plumber on staff?

What make/model of equipment do you usually install? Why?

How do you handle site safety and protect my property during construction?

Will my contract detail all necessary steps, including plumbing and electrical work?

Warranty and Maintenance:

What is the warranty on the pool shell and equipment?

What is the warranty on your workmanship? How many years does it run?

Do you offer maintenance services? If not, who do you recommend? Why?

Design:

Will I get to work with a designer?

Do you use 3-D rendering software to help visualize the final design?

What added features for lighting, salt systems, automation, automatic covers, do you recommend?

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After Build Maintenance of My Pool:

Do you provide training on how to operate the equipment? Do you offer a pool school?

Do you have a service department that can assist me after installation?

Do you maintain an automated water testing lab?

Can I drop off a water sample for you to test and receive immediate results and solutions?

Do you sell the chemicals that I will need to maintain proper water balance?

Do you maintain a parts warehouse to better ensure parts availability?

Do you provide opening, closing, maintenance and technical services?

What are the things you do to make it easy for me to own the pool after it's built?