



ANNUAL CLEANING REQUEST

The deadline for sign-ups to be guaranteed a reserved spot is **DECEMBER 15, 2021**. Anyone registering after that time will be added to the wait list.

Our plan is to complete all of the drain & cleans by mid-March 2022. We need to do those while the water is cold for maximum fish safety. Filter cleanings will be done as fast as we can get them on the schedule for our Pond Pros. This plan depends on Mother Nature, of course, and what she throws at us over the next couple of months. Cleanings are done on a first-come, first-served basis, so don't delay your registration!

You will receive a one-week advance email notice of your cleaning appointment, and a reminder the day before. Confirmation of this appointment is required a minimum of 48 hours before the service is scheduled, and we will not show up if we cannot get that confirmation. If the appointment is confirmed, and our Pond Pros show up but can't access the yard to perform the service, you will be charged a \$145 false-start fee. In addition, your reserved spot will be moved to the back of the line.

The Pond Gnome does not clean and/or service above-ground canister-style pressure filters. If you have this type of system, please contact us for a custom quote and disclaimer.

FAQs:

Do I need a drain & clean? If you can see the rocks clearly on the bottom of your pond, then probably a simple filter cleaning will suffice. If you have 3" or more of mulm on the bottom of the pond, then you definitely need a drain & clean. Anywhere in between is strictly a personal preference.

How long will it take? We have a minimum charge, which includes the average hours needed for most water features. However, we don't know how you've maintained your water feature. If you've kept your plants under control (trimming & thinning regularly), it will take a lot less time that if you've let the plants run amok, or haven't cleaned it in several years.

DIY Cleaning Class. As we do every year, we host a do-it-yourself cleaning workshop. This class is free for all Pond Gnome built ponds, and there's a small charge for anyone else who would like to attend. The 2022 class will be held on Saturday, January 29th.

PRICING:***\$850 MINIMUM BASE PRICE for a Drain & Clean Service Includes:***

- Drain pond, recovering fish and aquatic life into appropriate holding tank(s)
- Clean and service entire filter and circulation systems
- Inspect lights and transformer
- Thin plants, as necessary
- Re-seed beneficial bacteria
- Remove floor sediment build-up. Pond sediment will be utilized on site unless other arrangements are made prior to clean-out (extra charge for hauling & dumping).
- Make recommendations to correct any issues that we find during the service

Up to 6 man hours on site (typically a 2-3 man crew); additional time will be charged at \$110 per man hour (per man, per hour). You are welcome to set a budget for this cleaning, and we will do as much as we can within that budget.

WAIVER: All Pond Gnome Pond Pros will use the utmost care and respect while netting, housing, and re-acclimatizing your fish and other pond life. However, due to the delicate nature of the procedure, and the unpredictability of fish in general, we cannot be held responsible for any unusual miss-happenings such as scratches, scuffs, cloudy eyes, ulcerations, parasite attacks, or loss of life.

\$240 MINIMUM BASE PRICE for a Filter Cleaning Service Includes:

- NOT available on above-ground, canister-style pressure filters
- Clean and service entire filter and circulation systems
- Inspect lights and transformer
- Thin plants, as necessary
- Re-seed beneficial bacteria
- Make recommendations to correct any issues that we find during the service

Up to 2 man hours on site (typically a 1-2 man crew); additional time will be charged at \$110 per man hour (per man, per hour). You are welcome to set a budget for this cleaning, and we will do as much as we can within that budget.

If you'd like any additional services performed while we're there, please let us know in advance for scheduling purposes. In addition, if you want to set a specific budget for your service, we're happy to oblige.

Not Included in the cleaning price:

- String algae treatment
- Replacement lights, filter media, or any other parts of any kind not under warranty
- Hardware replacement for connecting points between filter & membrane system

PAYMENT:

We will require a credit card on file prior to scheduling your cleaning. The card will NOT be charged until after the service has been performed.

By completing the process of choosing a cleaning type, you acknowledge that you have read and understand everything in this notice.