

Pool Repair Guide



This guide includes our repair policy and procedure for equipment, plumbing and electrical as well as coping, tile, plaster, and decking.



AquaThORITY
POOLS & SPAS, LLC

the clear choice in pool care



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spill-over-wall

Introduction

Although swimming pools are quite durable and dependable, on occasion, their moving parts (e.g. equipment) as well as cosmetic fixtures (e.g. tile) need repair or replacement. And while we encourage and applaud the do-it-yourselfers, we know that for even the most determined there are times and conditions which require a professional technician.

AquaTherapy will not only fix your pool's problems, we will also warranty our work. Our first task is to assess and confirm the issue and its cause. Thereafter, we will provide you with an estimate. And if you so choose, we will then complete the work in a timely fashion.



professional service

Equipment Repairs

A pool filtration system employs equipment such as time clock, pump motor and filter; as well as heaters, pool cleaners, chlorine feeders, lights, water features, and automated controls. Like all mechanical/electrical components, they need to be maintained and, on occasion, repaired.

AquaTherapy's technicians are trained to service, diagnose and repair or replace all pool equipment, components and devices.

Plumbing Repairs

Plumbing and valves are an integral part of the filtration system as the water is sucked from the pool, filtered, and then returned to the pool. The suction components are the skimmer(s) and bottom drain(s); the return inlets are on the pool walls and, sometimes, floor.

On the occasion which valves and skimmers need to be either repaired or replaced, rely on AquaTherapy's experienced technicians.

Electrical Repairs

Time clocks, automated controls, pump motors, heaters and pool lights can cease to work from time-to-time due to electrical issues or component failure. In many cases, they can simply be repaired. But when not worthy of repair, then replacement is necessary.

AquaTherapy technicians are trained to diagnose, repair and replace the various electrical components of all pool equipment.



new equipment



new skimmer



control box

Cosmetic Repairs

While they do have additional purposes, coping, tile and plaster are largely cosmetic: they essentially dress-up a concrete shell. These components are susceptible to wear-and-tear, deterioration and failure due to the effects of the weather, environment, water chemistry and age.

In many cases, an AquaThorty pool mason can repair loose or displaced coping and/or tile as well as plaster blemishes such as rebar rust, cracks and pop-offs.

We will:

- Assess the condition
- Advise on the cause
- Present an estimate



complete repair

Coping Repair

Coping is set in a bed of cement atop the bond beam (the top of the pool wall). Until the new millennium, the most common type of coping was white precast concrete stones. Today, the most common type of coping is bricks designed specifically for pool applications.

Typically, coping will fail 2 different ways:

- loosens from its cement bed (hollow sound when tapped with a hammer)
- cracks or deteriorates and crumbles from the ill-effects of freeze and thaw



coping repair

When the failing coping is limited to a few spots, then it is worthwhile to repair. The coping needs to be either removed and reset or replaced. Although care is taken, removing the coping intact is not certain: replacement may be necessary. We will advise you on the feasibility before commencing.

Most often, coping repair entails:

- lowering the pool water about 6" below the tile band
- removing the coping and underlying cement bed
- chipping and cleaning the void of all loose material
- setting coping in a fresh bed of cement and pointing

NOTE: Although there will be a color disparity between existing and new materials (e.g. pointing), repairing coping in this fashion is permanent and should endure for many years.

Tile Repair

The tile beneath the coping is set in thin-set cement over the base of brown-coat (another form of cement). Commonly 6", the tile band hides the scum line and also protects the plaster. The stability of the tile band can be affected by the coping. Loose and displaced tile is often caused by loose coping.

Typically, tile will fail 2 different ways:

- loosen from its setting (hollow sound when tapped)
- crack or crumble from the ill-effects of freeze and thaw

When the compromised tile is limited to a few spots, then it is worthwhile to repair. Although care is taken, removing the tile intact can be challenging: replacement may be necessary. We will advise you before commencing. And if loose coping is the cause, then it should be repaired concurrently.

Tile repair entails:

- lowering the pool water about 6" below the tile band
- removing the tile and the underlying cement
- chipping and cleaning the void of loose material
- applying a fresh foundation of brown-coat cement
- setting tile in thin-set cement and then grouting

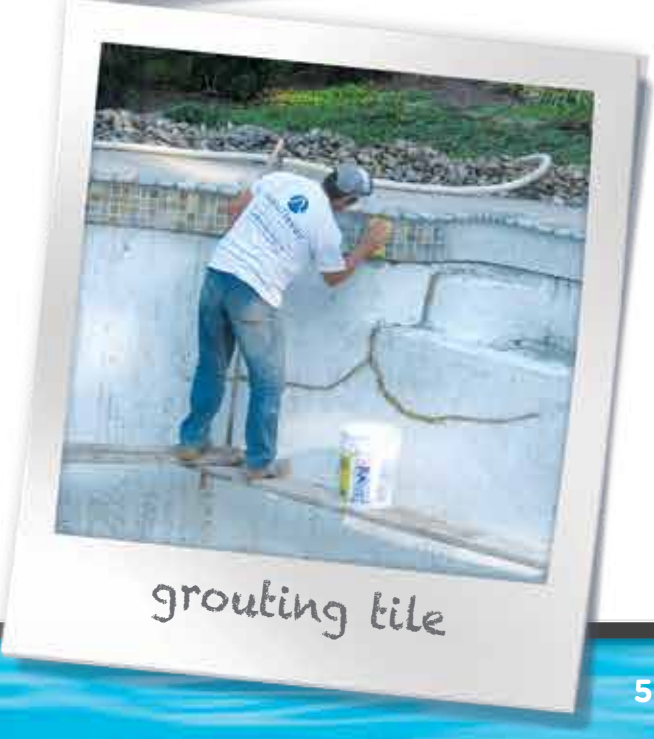
NOTE: Although there will be a color disparity between existing and new materials (e.g. grout), repairing tile in this fashion is permanent and should endure for many years.



applying thin-set



setting tile



grouting tile



Plaster Repair

The most common and best surface for in-ground pools, plaster covers the interior of the shell which is formed of rebar and either gunite or shotcrete. Although a durable mix of an aggregate (e.g. marcite) and cement, plaster is vulnerable to the ill-effects of poor water chemistry and environmental elements.

Plaster can exhibit the following conditions:

- deterioration from poor water chemistry or environmental elements
- superficial cracks due to extreme exposure or expansion/contraction
- rust bleed-through from rebar which is too close to the surface
- pop-offs (plaster which has become separated from underlying surface)

Deterioration due to poor water chemistry can be alleviated (but not reversed) by improved water chemistry. If extreme, new plaster may be advisable. Whereas the balance of conditions – superficial cracks, rebar rust and plaster pop-offs – can be repaired on a spot basis.

Plaster repair entails:

- lowering pool water to the point of repair
- grinding-out cracks and filling with hydraulic cement
- cutting-out rebar and rust; apply Kilz and patch with plaster
- chipping and excavating pop-off; patch with plaster

NOTE: Patched or repaired plaster will always exhibit a disparity and be visible; plaster repairs and crack repairs are not covered by warranty.

Deck Repair

The decking which surrounds most pools can move, crack and displace. While the seasonal freeze and thaw is typically the culprit, the underlying cause can be storm water, poor back-fill, or environmental interference, such as tree roots. Depending upon circumstance, decking can be repaired as can the caulk between the coping and decking.

AquaThority's masons can repair and install concrete as well as other forms of pool decking.



Gap Filling

Coping can be dislodged by encroaching decking which moves: the gap which separates the decking from the coping is a buffer against such an occurrence.

Caulking the gap will prohibit entry of water and debris and also, improve its appearance. As applicable, we will:

- tear-out existing caulk and clean-out gap
- fill and pack the void with sandblasting sand
- top-off with limestone gray self-leveling caulk
- sprinkle sand on top of the caulk to dress-up

While caulk is a wise safeguard and also a cosmetic improvement, it's irregular and imperfect. Examples of such are: the caulk will settle to the lowest point where elevation discrepancies exists between coping and decking; it will stain, discolor, crack and separate, etc.

NOTE: We do not warranty the caulk due to the many uncontrollable elements.



Leak Detection

On the rare occasion that a pool leaks water, the most common sources are: the plumbing at the equipment; the plumbing at the skimmer(s) or the skimmer itself; the pool light or its niche; the bottom drain(s); and, cracks in the shell.

While AquaThority can repair the leaks upon being discovered and confirmed, we recommend that you contact either American Leak Detection (215-794-3557) or Statewide Leak Detection (610-212-1316) for the initial task of locating the leak.

Acid Wash

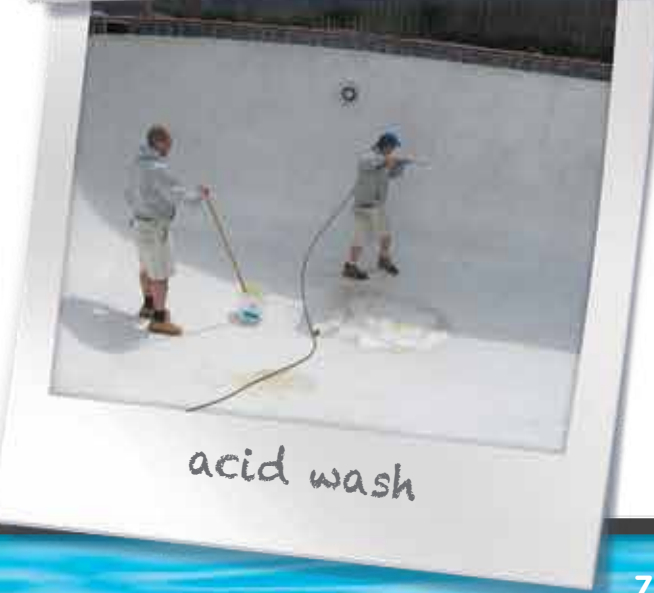
While it can be an effective cleaner, acid can cause etching: it will roughen the plaster surface. So an acid wash may be advisable for a surface which is relatively smooth but for pool surfaces which are already worn, an acid wash may not be advisable. New plaster may be best.

An acid wash entails:

- pumping water out of the pool and rinse surface
- scrubbing the entire surface with muriatic acid
- pressure washing and rinsing the entire surface
- neutralizing acidic water and pumping-out

The effectiveness of an acid wash is not guaranteed. However, an acid wash can remove marks and stains caused by dirt, leaves, worms, etc. It can also help improve the plaster discoloring caused by poor water chemistry, water impurities (minerals and metals) and hydration issues.

NOTE: An acid wash does not restore your plaster to its original color or condition, it simply cleans it to varying degrees. Your plaster will still exhibit stains, mottling and discolor to varying degrees.





Founders: Tim DeMirjian
& Bob Nask

People You Can Trust

Since the 2005 inception of AquaThORITY Pools and Spas, LLC, founders Bob and Debi Nask, and Tim and Jackie DeMirjian have been practicing what they preach to their employees and promise their customers throughout Chester, Delaware and Montgomery counties: be responsive, accountable and honest.

While this mandate is always welcomed and refreshing in the home contracting business, it's proven to be especially appreciated in the pool business: where a homeowner's experience with pool companies, and contractors as a whole, too often are negative due to no-shows, poor performance and lack of trust.

AquaThORITY is different. We do not subcontract.

Whether it's a routine pool opening, closing or service call, or a more involved pool repair, equipment installation or renovation, AquaThORITY honors its commitments by performing the work as promised and expected.

For those homeowners who have had trouble tracking-down contractors in the past, you'll be pleased to know that AquaThORITY does not subcontract; our employees perform all the work with owner oversight.

Also, unlike contractors who are typically "one and done", AquaThORITY is a service provider and will always be in the neighborhood providing the ongoing pool services our over 1,000 customers have come to rely upon.

Learn about us...through our customers.

We encourage you to call our references to seek their personal experience with AquaThORITY. And read our reviews on Angie's List from whom we received the distinguished Super Service award.

We appreciate your consideration and hope that you'll choose AquaThORITY Pools and Spas, LLC, the clear choice in pool care.


**Trust AquaThORITY with your pool
and enjoy peace of mind.**

- Better Business Bureau A+ rated
- Angie's List Super Service award
- National Plasterers Council member
- Home Advisor Pro recommended
- PA Registered Contractor: PA083523



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888-400-AQUA (2782)
www.aquathority.com