



December 2009 – Thinking of you during this holiday season!



The administrative staff, field supervisors and our many fine pool technicians want to give each and every one of you the very happiest of holiday wishes. We hope your family and friends have a Happy New Year and the next twelve months bring you good health, happy memories and financial stability.

Merry Christmas everyone!

"Why are my waterline tiles covered with white stuff?"

This seemingly basic question is not all that simple to answer. It could be that the person cleaning the pool isn't putting enough time into the maintenance of the tiles, using the right cleaning chemicals, or tiles are old and/or pitted, etc. But in the Santa Clarita Valley and many parts of the San Fernando Valley, the water is very "hard" due to a portion of the water comes from deep ground wells. That hardness is caused by minerals in the water building up over a period of time. The only way to get rid of them in your pool or spa is to drain and refill with fresh water. Here's why:

Let's consider your pool like a cup of coffee and you like sugar in your coffee. If you put in a teaspoon of sugar it will dissolve quite nicely. Add another and another and soon you'll see the sugar sitting on the bottom of the cup. The water (coffee) is incapable of holding any more of the dissolved sugar (think minerals) and no matter what kind of chemicals we put into the coffee that won't change.

Your pool and spa are exactly like your cup of coffee. Water will evaporate, leaving behind the mineral laden water that cannot and will not hold any more minerals, thus you have mineral buildup. Those minerals are now going to cling to the tiles, pipes and plaster too. So we suggest you drain your pool at least every three years for residential, low usage, and your spa at least every six months if you use it regularly. For commercial operations, we suggest draining the spa every three months and the pool once a year.

If you have questions please send to our email address and we'll try to answer them as soon as possible. Send to: dpservice@ca.rr.com

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For 27 years Duane's Pool Service, Inc (aka: DPS) has been serving its customers and clients in the San Fernando and Santa Clarita Valleys with professionalism and the highest business ethics possible.

Why this newsletter and why now? It's a great question and the reason is simple – it's needed. Your pool and spa are major investments and they need to be taken care of in the proper manner. With today's financial situation hitting all of us hard we've found people letting their water recreation investment go without the needed services and consequently the costs will one day hit them hard.

*Why use DPS? **Duane Chebul**, Owner and CEO of Duane's Pool Service, Inc., has been a licensed state contractor (C53) for many, many years, and as such is capable of not only servicing pools but also remodeling, resurfacing, upgrading and repairing all aspects of your pool and spa and the equipment that keeps them looking good. Our top priority is keeping things looking like new and functioning properly.*

*DPS has hired and trained some of the best pool technicians around today and we are quite happy with their overall work. Our number one field supervisor, **Ramon Tovar**, is the guy that keeps the crew working and the man who most likely will research any troubles you might have with your equipment and the bodies of water. Please don't hesitate to call us if you see or hear something that's not to your liking.*

Tell us what you think. It's a simple statement but we really do want to hear from our customers. Tell us when you see or think something is not to your liking and by all means tell us when you're pleased with our service. The men & women doing the work appreciate hearing good things too.