

Aqua Medic Customer Pricing Memorandum

Labor Travel and Service Authorization

Issued September 22 2026

Aqua Medic bills professional service work on a time and materials basis. The rates below apply across our pool, hot tub, spa, Endless Pool, leak detection, maintenance, fountain, commercial aquatic, and related services unless a written estimate states otherwise.

Customer Pricing

Service category	Customer rate	How the rate applies
Technician 1	\$185 per hour	The lead technician is always billed at this baseline rate for standard service work.
Additional technicians	\$95 per hour each	Applies to every added technician when the job requires more than one person.
Factory trained Anderson leak detection	\$225 per hour	Premium lead-technician rate for a factory-trained Anderson technician. This option may be recommended but is not required.
Additional technician on premium leak detection	\$95 per hour each	Standard customer rate for added technicians unless a written estimate states otherwise.
Travel beyond the included radius	\$75 per travel hour	Applies to travel beyond a 30-minute radius.
High fuel travel rate	\$85 per travel hour	Replaces the \$75 travel rate when gasoline is above \$4.00 per gallon at the time of service.
Credit card processing	3.5 percent	Added when payment is made by credit card.
Parts and materials	Quoted or invoiced separately	Parts, freight, normal markup, and job-specific materials are separate from labor.

Service Authorization

1. We begin with the time already authorized by the customer. Before continuing beyond the first authorized hour or another approved limit, the technician will explain what has been found, what remains, and the additional time recommended.
2. A diagnostic visit should end with clear next steps. The technician will identify the likely repair, parts or materials needed, the source of those items when available, and the customer's option to authorize the work.
3. If manufacturer support is necessary and unavailable, we may pause work and return when support is open instead of spending additional time experimenting at the customer's expense.
4. Some repairs require normal operation and observation after service. Unless a different follow-up plan is documented, no further report generally indicates that the repair is performing as expected. If the condition continues, the customer should contact Aqua Medic to schedule follow-up service.

Premium Leak Detection

Factory-trained Anderson leak detection is a premium option for customers who want a technician with specialized training. Standard leak detection may still be assigned to another qualified Aqua Medic technician at the standard Technician 1 rate. Premium service is subject to technician availability and must be identified in the estimate or authorization before work begins.

Parts and Scheduling

- Special-order parts may require payment before the order is placed.
- Simple customer-installable items may be shipped directly to the service address when practical.
- The final invoice reflects actual labor, authorized travel, parts, materials, and applicable fees.

Aqua Medic Professional pool spa and aquatic service