



# What To Expect During Your In-Ground Pool Build

## **Congratulations on your in-ground pool purchase!**

We look forward to making this construction project a pleasurable experience. Our customers have informed us that they feel more positive about their experience when they know what to expect during the building process. While little things may come up, we don't want them to surprise you. With the help of pool owners, we have compiled some information that we think you might find useful.

### **MARKING YOUR UTILITIES**

Your salesperson will contact your state's "call before you dig" line so your property can be marked. Typical utilities include electric, telephone, gas, cable, etc. Each utility company should mark the yard with their own paint color. If you notice that any paint crosses the pool site (even in the area between the filter system and pool), please notify your salesperson promptly. Your salesperson also needs to know of any utilities that may not have been marked. Please keep in mind that utility companies will not mark water lines from wells, electrical lines going from the home to an outbuilding, gutter downspouts piped underground, or any lines that were not installed by a utility company. If there is any damage during the dig, repair will be your responsibility.

### **PERMITS**

It is the responsibility of the homeowner to obtain any permits necessary for your pool construction.

### **SCHEDULING**

During the sales process, we tried to project an approximate dig date for you. These dates are scheduled several weeks in advance and can change due to factors such as weather, equipment failure, personnel issues, or unexpected delays on another job. (While it may be sunny and 75° at your house, it could be a wet mess at a job we're trying to finish.) It's frustrating to us, and we try to understand that it's frustrating for you, too. We'll be honest with you about delays, and we hope that by telling you this ahead of time, you will be more understanding if these things occur. One important goal that we have is that you are happy and recommend us to your friends and family.

### **THE DIG**

One to two weeks prior to the dig, have your Aloha sign visible to traffic to help our crews find your home. The pool dig can take anywhere from half a day to two full days, depending on access, elevation and slope of your yard. Depending on the slope of your yard and the elevation of your pool, one of the following will occur:

- a) All of the dirt excavated is used during construction;
- b) Additional dirt may need to be brought in to complete the job; or
- c.) The excess dirt has to be removed from the site. The cost of bringing dirt in or hauling it off is the responsibility of the homeowner. We will gladly haul the dirt for up to \$300 per load, depending on distance.

Step one is complete; now it's time to start building! But don't break out the swimsuits just yet. Since we can dig faster than we can build, you may have a big hole in your yard for up to two weeks (sometimes longer). This is more common during late spring and summer.

### **STAGING**

As you can imagine, a construction job requires a lot of materials – and a pool is no exception. For those of you with an ample back yard, materials such as sand and gravel will be stored there. However, if your back yard is a tight space with restricted access, then please understand that sand and gravel and any other necessary materials will be placed in your front or side yard. It is going to look messy for a while and some yard repair might be necessary by you, the homeowner.

## THE BUILD

Once the building crews arrive, it's time for step two, as we install the walls, plumb the pool, backfill, install coping, form steps, and construct your pool's interior. This is when your second payment will be due, so please be ready to give the crew leader your payment so we can begin the next phase of construction.

It's starting to look like a pool! Now the crew can continue by installing your pool floor and liner. While your pool is filling with water, our crews will begin forming for your concrete deck, and your third payment is due. Don't be surprised if the second and third payments are due only 24 hours apart.

## THE ELECTRICAL INSPECTION

After the forms have been placed for your concrete patio, some electrical providers require a bonding inspection. When your pool is bonded, all metal components in and around the swimming pool area are connected by a single strand of wire. This wire circles the perimeter of the pool and terminates at your filter system, bonding all electrical components at the filter pad. Pool bonding will be completed by your hired electrician unless other arrangements have been made between you and your salesperson. In addition, your electrician is responsible for connection from the breaker panel in your home to a disconnect box (supplied by your electrician) to all pool components – including pumps, lights, salt system, heater, etc. Your electrician will know local codes and inspector preferences, so you don't have to worry about all the electrical jargon. Don't have a licensed electrician? Your salesperson can provide you with contact information for local knowledgeable electricians in most areas.

While we're on the subject of electricians, please make sure that yours has all wiring complete before we start filling the pool. Even if your electric isn't complete when we finish the pool, your final payment(s) will still be due. (We want the pool to be running as soon as it's full so we can complete the job. Your water will need chemicals to stay clear, and we can't do that if the pool isn't circulating.) We are not responsible for clearing up your pool if it sits idle for several days because the wiring isn't complete. So let's get that pump running!

## FILLING YOUR POOL

Please keep an eye on your pool while it is filling. When the water reaches the top of the bottom stop, turn the water and any vacuums off. (There will be approximately 8-10 inches of water in your shallow end.) At this time, please notify your salesperson; or, if you are part of a group text with your construction crew leader, salesperson, and Brad Cook, just send out a quick message letting us know. By the way, you may also use the group text to voice any questions or concerns that you have about the process. (We also love shout-outs and "atta-boys/girls" too!) The group text can also be used to let us know that your bonding inspection has passed, so your concrete deck can be scheduled. Rarely does this happen immediately. Sometimes, there's a waiting period due to scheduling, weather, personnel, etc.

## FINAL PREP

Typically, the next phase goes like this: another crew will show up to make liner adjustments; cut in for lights, skimmers, inlets, etc.; continue filling; and start up your pool using your main drains. And then...BEEP, BEEP, BEEP! That's the sound of the concrete truck backing into your yard. Once your concrete is poured, your fourth payment is due.

## THE FINISH

The next step is removal of the concrete forms, while restoring your yard to rough grade. We will also install deck equipment – handrails, ladder, diving board, and any other equipment you may have purchased. Now it's time for POOL SCHOOL! Please make arrangements to be at home on this day so we can teach you how to use your equipment and collect your final payment. The pool school will last approximately thirty minutes.

## NOW FOR SOME OTHER HOUSEKEEPING NOTES:

1. Temporary Water/Electrical. The building crew will need access to electrical outlets, and will need enough water hose to reach the farthest point of the pool from the faucet. During construction, it is common for us to overload a breaker and we will need access to your breaker box to reset it. If we don't have access, then please be prepared to have someone readily available to turn the breaker back on for us.
2. Change Orders. If you decide that you want to add or change something during the process, contact your salesperson so they can complete a change order form. Payment for any changes is due at the time the request is made.

We would love to paint a beautiful picture of how perfectly your pool build will go, but after more than fifty years, we know that most of them just don't happen that way. It is important to us is that once the project is complete, we are BOTH proud of your new pool.

We are honored that you have entrusted us to build your pool! We appreciate the opportunity and welcome your phone calls, feedback, advice, stock tips, etc. From the entire Aloha family – thank you, and welcome to our family. If I can ever be of personal assistance, please feel free to contact me.

**Brad Cook,**  
Chief Fun Officer

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