

HEROS® ULTRA POOLS



What is the Price?

UCP designs according to the budget you feel comfortable spending in your backyard. The last thing we want to do is overwhelm you or underwhelm you when we render your project. We can also consult you to assist with your wants, must-haves, sizing, etc. based on the budget you're trying to be at. In addition, we have finance companies that we are preferred builders for that we can point you in the right direction with our financing options.

**<https://www.lyonfinancial.net/dealer/ultra-custom-pools-tx/>

**<https://www.hfsfinancial.net/promo/UltraCustomPoolsTX>

**Central Bank -Shawn Ramos 832- 928-5719 sramos@cbhou.com
<https://www.cbhou.com/PoolLoans/Apply-Now>

**<https://www.lightstream.com/?fact=19435&subid=1175&AID=UltraCustomPools>

**Frost Bank- Richard Clothworthy

**Phone: 832-330-5153

**Email Address: Richard.Clotworthy@frostbank.com

What form of payment do you accept for your consulting/design fee?

Venmo: [ultrapoolstx](#);

Paypal: ultrapoolstx@gmail.com;

Zelle: 832-277-4420;

ACH No transaction fee;

Debit Card or **Credit Card** but there will be a **3% fee**.

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What form of payment do you accept when we start construction?

Check;

Wire;

Zelle: 832-277-4420;

ACH No transaction fee;

Debit Card or **Credit Card** but there will be a **3% fee**.

Who do I contact if I have any questions or concerns during the project build?

Your Sales Rep or your Project Manager.

What is your time frame for the pool to be completed?

A standard pool can take anywhere from 6 to 8 weeks but it is also contingent based on the size and scope of the project. Other deciding lead time factors can be shortages, lead time issues with materials, and or weather conditions.

What are items that can delay the construction of a pool?

1. Projects that have been closed and approved ahead of your project.
2. Permits if you're in a permitting zone.
3. Engineering plans if your city requires it.
4. HOA approval.
5. Material shortages with longer lead time.
6. Weather: Even though it isn't raining in your area, rain can still affect a previously scheduled project which can cause delays to your project. i.e. Gunite/Plaster schedule.



Are you insured?

Yes we are.

Where is your office located?

Our office 11403 Barker Cypress, Ste J #163 BUT We have our precon/selections meeting at various supplier locations we see fit for your project. We are appointment only.

If you damage a neighbor's property will the company repair it?

UCP will assess the situation see what the damages are and offer our services at cost to rectify unknown discrepancies.

Who handles all of our HOA paperwork?

UCP handles your paperwork but the client is responsible for payments and deposits.

Who handles submitting permits and How much are permits?

UCP handles your permits but the client is responsible for these permit fees. Permit costs varies with each project. It depends on your city, size, project cost, and several things being constructed for your project.

Why do I need to sign an Addendum/Change order if I want to add and or make changes to my project?

A Signed **Addendum/Change Order** is the client adding onto their project. When you sign our contract, we are therefore in contract. Anything in addition to the signed agreed project that the client wants will need a signed addendum to the document to proceed forward.



Can I provide my materials? Such as tile & coping?

No. UCP will not agree to client providing own materials. If client wants to provide appliances for us to install, there will not be a warranty or installation workmanship for any materials that the Buyer requests outside of our network.



As the Homeowner what are my responsibilities and what do I need to expect during the construction phase? NOTES AND EXPECTATIONS

- *******If you appreciate the craftsmanship and the process of perfecting your project, we are the ones for you. We are not like other builders. We only have 1 crew for each portion of your project. We DO NOT bid out your projects to multiple (unknown) crews for the lowest bids. We only use our TRUSTED partner's network. This might encounter longer lead times with scheduling but the result is a final product, our clients and Ultra Custom Pools, can be proud of.
- ❖ Designs are for visual and creative purposes only. Actual construction/finished product may differ from design due to many reasons such as safety, structural support and or overall practicality.
- After the Contract has been signed and agreed upon - A minimum of \$500 fee per change order in addition to additional costs will be invoiced for any changes that revises our design, build, or material orders. With each change made, could prolong the completion date due to lead times for certain materials and availability.
- ❖ We are not responsible for any damages to personal items left on patio or in your backyard. Please move your valuables inside or into your garage.
- Gas Meter Upgrade Not Included by Ultra Custom Pools- If Needed, Contact CenterPoint Energy the day we plaster your pool.





- ❖ Sod and Sprinkler System Replacement Not Included in this Quote Unless Otherwise Stated in Contract.
- Electrical Reroutes and Gas Line Reroutes are Not Included in This Price. We, 811 locate your project before construction and if reroutes are needed, we will advise you.

- ❖ We recommend contacting your cable provider to reroute the wires above ground before excavation.

- For Every 1/8th inch of Rain in Houston and surrounding areas: The project could be delayed up to 5 days; depending on which stage your project is at.

- ❖ Gutter Replacement Not Included in this Quote Unless Otherwise Stated in the Contract.

- All concrete (**spray, pattern, trough, sandblasted, broom**) will eventually crack. Concrete work, patterns, colors and blends are not guaranteed to be exact. Many variations can happen. We are adding multiple colors to concrete along with texture and a pattern to create a natural look. When applying existing concrete next to new, colors may not match due to the age of the existing concrete. Concrete will not be perfect and if you want a more consistent manufactured look, please look into upgrading to pavers.

- ❖ Do not pressure wash your decking, pool, or kitchen.

HEROS® ULTRA POOLS



- Stone will eventually crack due to natural elements and shifting of the earth. Travertine is a natural stone with variations in color and natural holes in which will be filled. Neither of these are considered defects and will only be replaced at our discretion.

- ❖ Contractors will not be at your home every day. We try our best to do so but many variables can come up and delay the crews. i.e. weather, faulty equipment, locating of supplies and materials, etc.

- Final Clean Up consists of our team picking up debris, material, and gunite waste. We also do a rough grading of your backyard. If you need additional grading for landscaping, this is not included in your bid. We do not bring in dirt to level or grade your yard. The landscaper you commission can provide you with this quote and service.

- ❖ Expect your pool and equipment to not be perfect for the first 30-60 days on average. Your pool has many moving parts and will take some time to get it all dialed in smoothly. We will be there every step of the way to ensure a smooth transition.

- **Homeowners** are responsible for covering the repair at cost should damage due to access via driveways, sidewalks, and neighboring property should damages occur.

- ❖ Additional charges may be incurred for the removal of unforeseen tree stumps during excavation.

- UCP is not liable for the client's home warranty. It is the homeowner's responsibility to verify if your project with UCP waives your home warranty.

HEROS® ULTRA POOLS



- ❖ We require pre-plaster payment to be made during the walk-through/pre-plaster meeting before scheduling your plaster date. Plaster payment is due regardless of the remaining work left to complete.
- ❖ During the construction of your pool you will be responsible for any damage to any part of the pool by irrigation water, utilities, vandals, Acts of God, or any other persons or things not within our control. Any pool equipment or appurtenances subject to this Contract delivered to the job site are your property and if removed, stolen, or damaged are your responsibility.
- Permit Zoned Clients: Additional charges may incur for City permits, permitting submission, and inspections needed for these permits. We will apply for these City permits and the client will cover costs and or refund us the payments. We can also look into engineering if your city requires it but the client has to cover all fees associated. We are not in charge of Fencing, Gates, Alarms, or Barriers to meet Local Codes and you will need to complete this for Final inspection to pass for your city.
- **Please see below. Typically, Dig and Gunitite happen within the first 2 to 4 weeks of construction.**

What is your payment schedule/plan?

- ❖ **NON-REFUNDABLE DEPOSIT BEFORE PRECON/SELECTION MEETING + \$1,000**
- **40% AT DIG + ANY ADDITIONAL CHANGES - \$1000**
- **40% AT GUNITE + ANY ADDITIONAL CHANGES**
- **15% AT DECKING + ANY ADDITIONAL CHANGES**
- **5% AT PRE PLASTER + ANY ADDITIONAL CHANGES**



What is your warranty?

- ❖ Pentair Equipment 3 years

- ❖ Pebble Plaster 10 YEARS for Original Owner- Must Brush Twice a Day For the First Two Weeks Once Filled with Water. The first 30 days of service/maintenance are included. The heater is not allowed to be used for the first 30 days so that the plaster can cure. The homeowner is responsible for regular maintenance/service thereafter for the warranty to be honored.

- ❖ Gunite Warranty Lifetime for Original Owner- Must Water Twice a Day For the First Week for warranty to be honored.

- ❖ Workmanship is 1 Year from the Date of Completion.

- ❖ Punch Out and Warranty will not begin until all payments are made in full.

- ❖ Once the project is completed- There is a standard **\$200 service call fee** for diagnosing failed systems or equipment to assess warranty claims. All warranty work orders can take anywhere from 1 to 4 weeks to complete due to condition, labor, and material lead times.