

From: Lisa Lodati
To: laurelpools@comcast.net
Sent: Wed, 14 Apr 2010 02:55:15 +0000 (UTC)
Subject: **Thank you for outstanding service**

Eddie and Mike

I wanted to let you know that I appreciate the support Laurel Pools has provided us over the past two years with my swimming pool. Your professional advice on opening, maintaining the pool throughout the spring/summer season and closing it each of the last two seasons has made the chore of having a pool not a chore at all.

Prior to coming to Laurel Pools, we frequented NAMCO Pools in Westminster Maryland, where we purchased the pool. From the time we purchased the pool, to installation, and through the first three years we had the pool we experienced nothing but problems.

Below are a few examples of the horrible experience we had with NAMCO:

1. We were sold a "special package" with the pool that NAMCO said would make maintaining the pool basically labor free. The "package" included a cartridge filter and an automatic vacuum, along with other pool attachments. NAMCO said the cartridge filter was the best filter on the market and would make my life easier when opening the pool as well as vacuuming throughout the season. As it turned out, the filter was a nightmare. We had to purchase multiple cartridges at \$80 each that required us to swap them out for each other every time we vacuumed the pool. This is not an easy task, as you have to dismantle the filter to remove the cartridge. When opening the pool, the cartridge would fill up with dirt, slime, etc. within minutes, making it very difficult and very time consuming to vacuum the pool. In addition, the motor on the filter was weak, resulting in extra work to keep the pool clean (vacuuming 4 or 5 times a week).
2. The chemicals NAMCO provided to close the pool were very expensive and did not provide any resistance to the winter weather (and we had a cover). This made opening the pool a major task. Between the expensive chemicals to open the pool and the piece of junk cartridge filter, it took us anywhere from 2 to 3 weeks to get the pool ready for swimming.
3. The automatic vacuum never worked properly and tore a hole in the pool liner that required NAMCO to replace it (which they did)

Before opening the pool for our 4th season, I decided to stop by your store in Libertytown. I explained our situation with opening, closing, and maintaining the pool over the past 3 seasons to both you and Carolyn. Each of you provided advise that would prove to be the fix we needed.

Carolyn advised me to bring in a test sample of water after we pull the cover off. As usual, I pulled the cover off and the water was as green as grass. Carolyn tested the water provided the chemicals needed to clear the water, the process by which to administer the chemicals, and how long she thought it would take to clear given the condition. Carolyn's advise was right on target, the pool cleared in the time she said (3 to 4 days) and at a minimal cost.

Your advice was that we probably needed to purchase a sand filter with a stronger motor. You stated that this would keep the pool cleaner throughout the season and would require far less labor and less money to maintain the pool throughout the season. You could not have been more correct. Since purchasing this filter, maintaining the pool has been a breeze, We went from vacuuming the pool 4 or 5 times a week to once every 2 to 3 weeks or so. No more having to take the filter apart every time we vacuumed.

When opening the pool last season and again this season, the pool has been crystal clear thanks to your winter closing chemicals. (Yes it's April 9, 2010, and the pool has been open for a week thanks to 90 degree weather). The result was an inexpensive cost to open the pool and the kids were in the pool the day after applying the chemicals required to get the pool ready for swimming.

In closing, we could not be more thankful for your assistance in allowing us to enjoy our swimming pool. Your professional advice and customer service has been outstanding.

Thanks,

Louis and Lisa Lodati