

R & R POOLS

1949 ST Margaret's
Bay Rd, Timberlea
N.S.

Ph: 902-876-2773
Fax: 902-876-1167
E-mail: info@rrpools.ca
www.rrpools.ca

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Pool Talk

– from us to you

Volume 1, Spring Issue

March 2005

Its almost time for swimming– opening the pool

Finally the swimming season is coming upon us. With our new pricing and stocked shelves we are preparing for the mad pool opening rush.

To ensure you have you pool up and operational to enjoy the entire season please book early.

When you contact us via phone or email please have your chemical list available; this allows us to bring you the right chemicals you need for the season -with less of a hassle for you.

With respect to our cancellation policy we require 24 hr notice to cancel as our service technicians leave early in the morning. A cancellation under 24 hrs is subject to a \$30 fee.



- Balancing the pool water at the beginning of the season is extremely important. Please bring in a water sample after the pool has been up and running for at least 48 hours

**“Vanishing edge”
Designed by
R & R Pools, 1997**

OPEN HOUSE

April 8, 9, 29 and 30th 9-5

Win a pool opening, lounge, toys and have your questions answered. We have discounted chemicals packages and in-store specials and sales — BUY NOW AND SAVE!!

****Open house days only**

On April 8, 9, 29 and 30th join the R & R team from 9-5 in our first 2005 open house. Take advantage of this great opportunity to come out and have some refreshments, get some information and have your questions answered by Derek and the R & R staff. We have new innovative products to show you as well as tips,

tricks and reminders for chemical use and general maintenance for your pool. Maybe you have thought about adding an automatic vacuum to your household, or even a salt generator or chlorinator to ease the care and maintenance of your pool; come on in and talk to one of us to find out the ins and outs of our products as well

as 2005 pricing. We are inviting customers, old and new to start the season off with a bang with door prizes which include free chemicals, accessories, services and even a chance to win an inground or aboveground pool opening. We hope to greet all of you personally to a brand new season at R & R .



Pool & Hot Tub
Council of Canada

MEMBER

Automating Chlorine through Salt Generators



Although chlorine normally comes to mind when we think of disinfecting or sanitizing our pool, salt is actually the oldest method of sanitizing water. It is also less costly and less maintenance for the pool owner.

We are introducing two chlorine generators this year to our product line; the Goldline Aqua Rite

salt generator by Hayward, and the Zodiac Clearwater salt generator.

90% of Australia's pool industry and 40% of the industry in the USA now use this technology to sanitize their pool.

These salt water systems use high purity salt to disinfect your pool by converting it into chlorine. This system requires less maintenance and almost no chlorine handling and storage. It also enables the residential customer to shock only a couple times during the season.

The process is fairly simple; the salted water enters the electronic cell producing chlorine which is released into the pool. After the chlorine disinfects it r

verts back to salt starting the process all over again.

The automated generators are made for easier maintenance, set the dial to the desired levels and chlorine will be continuously produced. The right level of chlorine adds balance to the pool preventing algae blooms. As well, both of our generators are self-cleaning, using reverse polarization on the blades inside the cell.

These generators have super chlorination modes, digital display of salt level and diagnostic info. The amount of salt used in these generators is less than 4000ppm; a teardrop is about 7200ppm and ocean water is approx 36,000ppm.

Because the human body contains salt, salt water feels silky on the skin and is less irritating than regular chlorinated water. This means bye-bye to itchy skin or eyes.

The Aqua rite is the #1 best-seller in the USA and worldwide and Clearwater introduced their technology in Australia more than 30 yrs ago.

Both of these generators can be set up to an automation system (aqua rite has one made especially for it), This allows lights, pumps, water features and more to all be programmed and controlled with a remote.

For more information on these timesaving generators please give our office a call.

“Have silky soft water and a sparkling natural looking swimming pool all the time—automatically”
-Clearwater

1. **Less costly than man made chlorine**
2. **Less maintenance –peace of mind**
3. **controls/settings Low salt content – 3200-4000ppm (ocean 36000ppm approx)**
4. **Softer, silkier, more natural feeling water**
5. **Less complications and side effects**

Spring Savings



\$200 OFF TITAN HEAT PUMPS

\$100 OFF SALT GENERATORS

10 % OFF SOLAR BLANKETS

Is It time to replace your aboveground?? We are offering free in pool steps with purchase of a aboveground kit

TOYS ,TOYS, TOYS... are always at the lowest price possible.

- Don't forget to stop by our open house for refreshments and a chance to WIN free items including a free opening!!!

**These sales in affect until June 1st 2005, unless otherwise stated. See in-store for details, quantities limited.

Heating it up with Titan heat pumps

"The Best Getting Better"

As the most efficient and economical heater, Titan heat pumps offer a 5 year warranty on their CP series and a 10 year warranty on their Ti series. Titan heat pumps come in two series; cupro-nickel and titanium. Heat pumps do not generate heat; they simply capture it and move it from one place to another. This allows the heater to collect the heat *RAIN or SHINE*. The moisture in the air contains heat so it is unnecessary for the sun to be shining. Their efficiency is measured by Coefficient of Performance (COP). The Ti series has a COP of at least 6. Many heat pumps range from 3.0-7.0. The higher the number the more efficient the heat pump. What this means is that for every unit of electricity that you put into running the compressor, you get 3-7 units of heat out of the heat pump. With the Titan Ti series you get at least 6 units of heat per unit of electricity. Although heat pumps have an initial high upfront cost it is the only heater available (other

then solar) that pays for itself in no time. The heat pump uses minimal power and the state-of-the-art technology to deliver super high performance operation at low operating costs. It is the most versatile at different temperatures and the oversized refrigerant heat collector improves cold weather operation and allows operation to 5 degrees C. Some features of the Titan heat pumps include super high efficiency operation, a weather-proof cabinet, non-hazardous, non-polluting operation, a long

equipment life cycle and superior cold water performance. With an optional dual thermostat control for presetting temperature for both the pool and the spa automation makes life even easier. In order to make the most of the heat you have whether it is from a heater or not is to use a blanket when the pool is not in use. This saves a lot of money in any situation.

For more information on the Titan heat pumps please call our office.

Information and pictures from Titan systems



10 Year Heat Exchanger Warranty

Titan heat pumps are warranted to be free of manufacturing defects in workmanship and material for 1 full year beginning from the date of original purchase. In addition, the compressor is warranted against manufacturing defects for 4 years following the expiration date of the warranty. The heat exchanger titanium pipe is guaranteed for 10 full years against chemical corrosion. See manual for full details. The 10 year is on the Titanium series only.

ENERGY SAVINGS

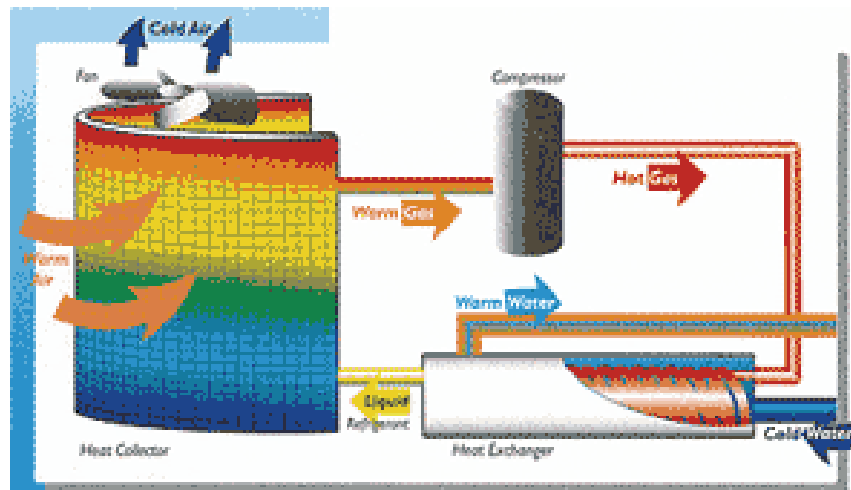
- Up to 80% from Electrical resistance
- Up to 75% from propane gas
- Up to 70% from fuel oil
- Up to 55% from natural gas

"With up to 650% efficiency, heating your pool has never been less expensive"
-Titan Systems

Air is drawn in by the fan to the heat collector and the heat is absorbed by the delicate fins. It is then transferred to the coils within the fins and boils into a gas.

The compressor compresses the warm gas elevating the temperature considerably and discharges it to the condenser coils inside the heat exchanger.

As the water temperature rises the heat from the gas decreases and so the gas changes back into a liquid form and returns to the heat collector to absorb more heat continuing the process.



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Sand Changes

- Sand should be changed every 3 to 5 years to ensure proper filtration
- This reducing the amount of chemicals needed to disinfect the water
- Majority of customers have sand changes done during the opening or closing of the pool.
- The use of a good sand cleaner every year makes the sand more effective



Pool & Hot Tub
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MEMBER

Hello everyone,

The swimming pool season is about to begin and even after 20+ years of maintaining and installing pools, I find myself revved up and ready to go. Let's hope mother nature gives us the summer we deserve. I would like to continue our commitment to you with our services, products and knowledgeable staff. So, please feel free to ask questions regarding pool maintenance and new products. This year we have several new products, color lights, chlorine generators, pool toys and pool cleaners.

Our VIPP list (Very Important Pool People) gets a little longer every year and we want you to know that we consider your pool concerns to be our priority.

Please let our experience work for you so you can experience the best summer yet.

Thank you, Derek Redden



Working to serve you better– policies, accounts and warranties

This past winter the staff at R & R in conjunction with an outside company worked hard on renovating for 2 new offices and in organizing further our policies and warranties.

Although we have had in place certain policies and warranties we have not been able to enforce. This year as we change our software it is ever more important for customers to keep their receipts and warranty information on items that they buy. We will have no specific record to be able to exchange them or send them for warranty

Some warranties such as the solar blankets are prorated. The company that we buy these blankets from has informed us of what specifically they need to be able to assess this warranty. They have also said that it is easier for them



to deal directly with the customer. Feel free to contact us for specific information on these warranties.

Due to the amt of time spent on accounts we will only be offering account for services, opening and closing. In-store sales are cash and carry with an except of commercial accounts.

We are also changing our website this spring to provide even MORE in-depth information to help our customers solve simple problems such as how to find leaks and vacuum suction problems. Keep checking for updates.