



POOL SERVICE HIRING CHECKLIST

Everything You Need to Ask Before Hiring a Pool Service Company

1. Pool Assessment

- ☐ Have you serviced pools of this size and type before (e.g., saltwater, spa, waterfall features)?
- ☐ Will you inspect the pool equipment before starting service?
- ☐ Is there anything about my current plumbing or filtration system that might affect water quality or efficiency?

2. Equipment & Maintenance

- ☐ Are all of my pool systems (pump, filter, heater) in working condition?
- ☐ Will you provide feedback if repairs or upgrades are needed?
- ☐ Do you include regular filter cleaning or backwashing in your service plan?
- ☐ Do you test and adjust chemicals on every visit?

3. Licenses, Insurance, and Credentials

- ☐ Do you have a valid Contractor License (e.g., C-61/D-35 in CA)?
- ☐ Are you insured with General Liability coverage?
- ☐ Are your technicians Certified Pool Operators (CPO) or similarly certified?
- ☐ Do you comply with local Health Department standards?
- ☐ Do you carry any additional certifications (e.g., automation systems, pool covers)?

4. Reviews and References

- ☐ Can I speak with 2–3 recent clients?
- ☐ Can I visit a job site or observe a service?
- ☐ Are your reviews consistent across platforms like Google, Yelp, or Nextdoor?

5. Service Plan and Contract Details

- ☐ What's included in the standard service visit?
- ☐ How frequently do you service pools (weekly/biweekly)?
- ☐ Are chemicals included in the monthly fee?
- ☐ Do you charge extra for filter cleanings or equipment inspections?

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- ☐ Will you document any non-compliant safety issues with my pool?
- ☐ Do you provide a written service agreement or contract?

Pro Tip:

Ask for a sample report or checklist of what the tech completes on each visit. This shows professionalism and helps you track service quality over time.

Ready to Choose?

If your pool service provider checks most or all of these boxes, you're on track to hiring a trustworthy, qualified company that will keep your pool sparkling clean and safe for years to come.