



# Project Outline

## Ways To Reach Us:

**Our Office Number: 602-768-3580 [Call or Text]**

**Email: [info@mercurypool.com](mailto:info@mercurypool.com)**

**Website: [www.mercurypool.com](http://www.mercurypool.com)**

**Here is a outline of the planned work so you know what to expect in the coming days/weeks.**

- Projects started in February through June may take longer due to the volume of business and the intense heat, typically between 4-8 weeks. During these months we work anywhere between 5am to 6pm.
- Projects started July through January may take less time, typically between 2-4 weeks. During these months we work anywhere between 5am to 7pm.

**Please note:** Crews may not arrive at your house first thing in the morning. They may be finishing a project at another site before coming to yours. Also we will not be working on your job everyday consecutively, there may be days in between where no work gets done.

- With construction it is hard to determine exact time frames in a day of work, we will try our best to communicate 2-4 hour time frames for work being done. Please be patient with us.
- Wind, dust storms and rain(even light sprinkling) will cause delays.
- Items not being in stock will also cause delays.
- We will call or text you at the number you provided us to update you about any delays. Please provide us with the best way to reach you, whether it be through Text, Emails, or Voice Calls.

Your Project Coordinator is Grace.

If you have any questions you may call Grace at 602-768-3580(office), or text that number during business hours, **9am to 5pm, Monday through Friday**. Office will most likely NOT respond to calls/texts/emails during Non-Business hours(unless an emergency or otherwise notated). As your project coordinator, she will schedule the crews, check their work times and communicate any changes or delays to you as best as possible. The crew members are not the decision makers on the job, so please contact Grace for any questions.

**Drain Pool** if not already drained. Our workers will place a sump pump in the pool, connect it to the sewer system and turn the pump on. You do NOT have to turn it off. Can be drained at any point of the day, and will continue to drain overnight. If you do not have a sewer system(clean out line) we can also drain into the street(if city allows) or into the backyard or back alley. It is the responsibility of the customer to provide us with a location to drain the pool.

- Estimated duration: Typically 12 - 24 hours, depending on pool size.
- If you have pop ups, either you can remove pop up heads yourself after drain, or we can return to remove pop up heads for \$50. ( Pop up heads need to be removed and a sponge put in pop up sleeve/hole to cover and not allow debris to enter from demo).

**Demolition/Demo / Chip Out:** This includes removing old materials- waterline tiles, cap tiles, plaster or any other surface material- with a jack hammer. It is noisy and dusty. Be sure to keep your windows and doors facing the pool closed on those days. Also please leave pets inside. After the demo, there will be divots and chunks of material/concrete missing, this is normal and no cause for concern. You can go to our website to see what this would look like. If there are any holes or rebar showing, this will be fixed during clean up(step right before interior). There is no cause for concern.

- Estimated duration: Typically 3-8 hours(depending on size of pool). Could also possibly be split up between 2 days, depending on weather, or crew size working on site, or size of pool.
- If we are saving tiles, we will saw cut underneath waterline tile to prevent damage to tiles during demo, we cannot guarantee tile can be saved, tiles may get chipped or broken in the process, Mercury not liable for tiles coming loose/off.

**Plumbing:** If applicable.

- Examples: installing suction lines, replacing pool equipment, moving or replacing skimmers, removing/deleting in-floor systems, installing water levelers/auto fills.
- Items such as replacing pool lights or creating baja benches or installing umbrella sleeves in the pool typically are scheduled during this time as well.
- Estimated duration: Typically between 1-6 days approx., depending on the amount of work needing to be done.

**Tile:** If applicable. Consists of installing waterline tiles, cap tiles, continuous row of step tiles (2x2 step markers/tile inserts are installed during Interior).

- Estimated duration: Typically between 1-3 days, depending on the amount of work needing to be done.
- Also has the possibility of taking longer than expected if tile selection is not in stock at tile company. (Either we can help you choose another tile that is in stock, or wait until it becomes available, longest we can wait is 4 weeks before we need to pick a new tile).

**Deck Resurfacing:** If applicable. Could consist of simply repainting deck(over existing material), or removing the existing deck material by grinding down the material, and reapplying new deck material with new color.

- Crew will be very careful to cover up all furniture near the deck but sometimes over spray does happen, crew will try to clean up as best they can.
- Estimated duration: Typically between 1-2 days.
- After the new material is applied, do not return furniture, let pets or anyone walk on the deck for up to 48 hours.
- If something happens, we can fix it after.
- If installing umbrella sleeves in deck, will happen during this time, before new paint is applied.
- If deleting expansion joints(plastic strips in between concrete pads) we will saw cut the plastic strips out, and fill in area with quick dry concrete and create a new line(joint) in its place. New line may not be as straight as plastic joint was(done by hand).

**Clean Up:** Consists of crew going to clean any left over debris inside the pool before we install the pool interior surface.

- Also may include removing rust/rebar coming through the surface, filling in any holes in the surface that could have been made during the demo, replacing any broken pipes or fittings that could have been broken during the demo.
- Estimated duration: Typically between 2-6 hours, depending on the size of the pool.

**Interior Finish:** The crew will show up and prep the pool area then spray the new surface material into the pool.

- For Pebbles - the crew sprays the interior product in one day and come back the following day to acid wash the pool to expose the pebbles, then start refilling the pool.
- For Quartz - the crew sprays the interior product then starts filling the pool immediately after.

**Please leave a hose long enough to reach the pool for the re-filling. If you will not be home for this part, please let us know, possible arrangements can be made for an additional cost.**

- We start the water, but do not monitor it. When the water level reaches the middle of the waterline/decorative tile, turn off the water. DO NOT turn water off until it reaches the middle of waterline tile.
- If you are worried about overflow overnight, you can turn down water pressure so it comes out slower.
- Estimated duration: Typically between 2-6 hours for spray(interior material).
- At least 18 hours to refill pool water, depending on pool size.
- If your pool has pop ups, we will place pop up heads back in during this time.

When the pool is completely filled, turn on the equipment and add any chemicals per instructions. Visit our [website](#) to find this information.

### **Quartz dust removal( for Quartz only)**

- You can choose to do this yourself, or hire a pool cleaning service company to do this for you.
- If you do it yourself, you will be given instructions to prevent staining and clogging the pool pump.
- It is important that this work be done in the time frame and manor mentioned in the instructions.
- Typically entails brushing the pool everyday for the first week or until plaster dust is removed from the pool, while keeping the pump running for 72 hours consecutively.

If you have any questions, your project manager will be happy to answer them.

Thank you for choosing Mercury Pool Plastering.

Grace Fattaleh - General Manager