



DETAILED WORK DESCRIPTION

INGROUND POOL RENOVATION



It is important to read this document before the beginning of the work and to keep it available while work is in progress. It describes the different steps of the work as well as the customer's responsibilities.

This document is devised for clients who purchased their in-ground pool renovation from Trevi. It describes the different steps of the work as well as the client's responsibilities. Further information can be provided during progress of renovation work. This document is not exhaustive to all situations that can occur during the renovation of an in-ground pool.

TABLE OF CONTENT

- CUSTOMER'S RESPONSIBILITIES.....2
 - Responsibilities before the renovation.....2
 - Responsibilities during the renovation.....2
 - Responsibilities after the renovation3
- PERMITS AND IMPORTANT DOCUMENTS4
 - Info-Excavation.....4
 - Payments.....4
- TEMPORARY FENCE5
 - Snow fence5
 - Steel construction fence5
- TECHNICAL INSPECTION6
 - Major renovation.....6
 - Concrete sidewalks.....6
 - Liner measuring.....6
 - The project manager7
- ACCESS8
 - Preparing the access.....8
 - Access permission.....8
 - Protecting the access.....8
 - Permit to temporarily occupy public property9
 - Duration of access9
- ELECTRICITY.....10
 - The electrical connection.....10
- ELECTRICAL CHART11
 - Pumps and accessories11
 - Heat pumps12
 - Heaters.....13
- LINER CHANGE.....15
- STEPS.....16
- CONCRETE POOL FLOOR17
- POOL STRUCTURE.....18
- PLUMBING AND FILTRATION EQUIPMENT19
 - Changing a skimmer or return jets.....19
 - Plumbing19
 - New equipment.....19
- LIGHTS.....20
- CONCRETE SIDEWALK21
 - Demolishing the old sidewalk.....21
 - Formwork21
 - Pouring the sidewalk.....22
 - Removing formwork and cutting joints22
 - Customer's responsibilities22
- FOLLOWING THE RENOVATION23
- ONTARIO24
 - Request a locate with Ontario OneCall.....24
 - Construction permit.....24
 - ESA electrical inspections.....24
- NEED HELP ?25

CUSTOMER'S RESPONSIBILITIES

This page serves as a reminder of certain customer responsibilities but does not contain all possibilities. These responsibilities will vary depending on the details of each project.

Responsibilities before the renovation

1. **Detailed work description:** The customer is responsible to read and understand the detailed work description document.
2. **Permit:** The customer is responsible to obtain a municipal permit if the work requires one. Each municipality may have their own by-laws and rules concerning the construction or renovation of a pool and some may require additional documents in order to emit a permit. It is the customer's responsibility to verify, understand and conform to these rules.
3. **Info-Excavation :** If heavy equipment is needed, the customer is responsible to request a locate for underground services for the entire property the project will be taking place at info-ex.com/en/pool/
4. **Temporary fence:** If the yard is not adequately fenced in, the customer must have, on site, enough temporary fencing and posts to adequately surround the entire pool and sidewalks. It is important to verify with the municipality, the type of fence required.
5. **Electrician:** The customer is responsible to contact a certified electrician to plug in the pool's equipment. This work must only be done after the equipment is installed towards the end of the project. If the services of an electrician mandated by Trevi are included in the contract, the customer will be contacted for the appointment.
6. **Heavy equipment access:** The customer is responsible to provide adequate access from the street to the location of the pool for the entirety of the project. The customer is responsible to remove any obstacles that could hinder the access following the recommendations of the project manager. If it is determined that the machinery included on the contract is not adequate to execute the work (size, obstacles, slopes etc...) an appendix for the correct equipment must be made, signed and paid immediately to avoid delaying the start of the project.
7. **Protecting the access:** The customer is responsible to adequately protect all elements of his property at risk in the access for the equipment. A project manager will give recommendations for protection however; these recommendations do not remove all risk. Trevi is not responsible for any damages in the access or the work location.
8. **Access permission:** If the equipment must pass on a neighboring property to gain access to the project, the customer is responsible to have, on-hand, written permission from the owner(s) of the property or properties in question.
9. **Payments:** The customer is responsible to make the required payments following the terms of the contract for the various steps of the project. Any add-ons or modifications must be paid immediately to avoid delaying the work.

Responsibilities during the renovation

1. **Water and electricity:** The customer is responsible to provide access to a functional water hose and electrical outlet for the project. If water or electricity is not available for the project, the customer is responsible to make arrangement with a water tanker for the installation of the liner and/or provide a generator.

CUSTOMER'S RESPONSIBILITIES (continued)

Responsibilities after the renovation

1. **Restoring the property:** The customer is responsible for all work related to restoring the property after the renovation of the pool. The customer is responsible to proceed with the properties restoration in the same season as the project ends to avoid erosion of the backfill around the pool or under the sidewalk.
2. **Property water drainage:** The customer is responsible to direct the properties water away from the pool and sidewalks. The gutters and slopes must lead the water away from the pool as to not cause water accumulation around the pool, which could result in voiding the warranty.
3. **Drywell:** If the pool is equipped with a drywell, the customer is responsible to monitor and manage the accumulation of water in the pool's drywell. The level of water should never exceed 18 inches from the bottom of the drywell. This water can be evacuated using a submersible pump with a hose. Depending on the property conditions, Trevi may require that the customer purchase an automatic submersible pump that can be installed during the renovation process. The cost of this installation will be determined on site and must be paid for by the customer.

PERMITS AND IMPORTANT DOCUMENTS

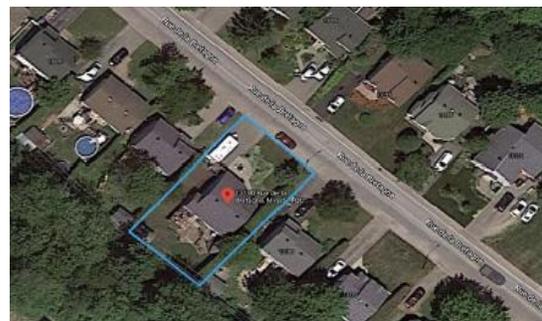
- If the work requires it, the customer must request a permit from their municipality and obtain it prior to work beginning. In some cases, the municipality will have other requirements to meet. The customer is responsible to meet any requirements along with the fees associated to them. If the project includes a plan, the customer is responsible to carefully review the plan and follow up with the sales representative on any modifications needed on the contract. Following the original plan, revisions will be subject to the fees indicated on the contract and charged to the customer.
- It is important that the customer be aware of the property limits so that the building site of your pool conforms to all city regulations and by-laws. In all cases Trevi will not be held responsible for missing property boundaries
- To be considered valid, any appendixes made to the contract must be immediately signed and paid or added to the financing. Appendixes cannot be paid at the end of the project.
- Delivery of stone or excavation sometimes require special permits for occupying of public zones. It is the customer's responsibility to verify with the municipality if there is a need to obtain one and request one if necessary.

Info-Excavation

- For any renovation requiring heavy equipment, the customer must also obtain authorization from public utilities (Info-Excavation) to ensure that no underground lines, wires or conduits are located within the future building site of the swimming pool. You can inquire about this information by calling Info-Excavation at 1-800 663-9228 or via their web site, info-ex.com/pool
Info-Excavation will take care of your request much quicker with online requests. You will receive a confirmation email with a 10-digit number from Info-Excavation. You will have to send this document to permis@trevi.ca along with any other documents that will be sent to you by members of the possible services in your area (Énergir, Bell, Videotron, HQ and others).

IMPORTANT

The selected zone that will be checked by Info-Excavation must include the whole yard (front and back) and not only the zone where the pool will be installed.



Payments

- The customer is responsible to make the required payments following the terms of the contract for the various steps of the project. Any add-ons or modifications must be immediately paid or added to financing to avoid delaying the work.

For customers in [Ontario](#), please refer to the Ontario section of this document for additional important information concerning your project.

TEMPORARY FENCE

Depending on the current fence on the property, the customer may need to purchase temporary fencing to secure the work site during the project. The temporary fence must be on site at the start of the work.

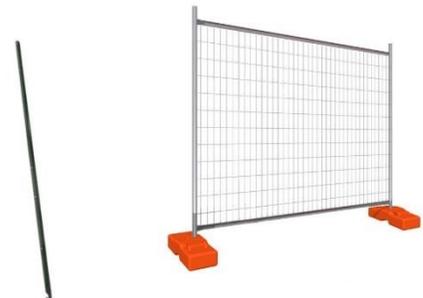
Snow fence

- Most municipalities will require a snow fence, 48 inches tall, installed with steel T-posts. These can be purchased at most local hardware stores. Most projects will require approximately 4 x 50 ft rolls of fence and one post for every 5 feet. These quantities depend on the project and property



Steel construction fence

- Certain municipalities will require that a steel construction fence be used to secure the work site. The customer is responsible to verify with the municipality if this is the case and to rent the correct amount of fencing to secure the site the day of the excavation. This fence can be rented from most tool-rental companies.
- The rental company must deliver the fence and install it properly around the pool and entire sidewalk.
- The quantity of fence must be enough to not impede in the area that the work will be done.
- **If the fence is delivered before the excavation, it is important that it is not installed in the way of the equipment or the work to be done.**



IMPORTANT

We recommend to refer to your fence contractor for the temporary fence as they often rent them out to customers.

TECHNICAL INSPECTION

Major renovation

If your pool renovation requires breaking or pouring concrete, it is considered a major renovation. For this type of project, a project manager will visit the property ahead of the project to inspect the project and access to the property.

- During the inspection, the project manager will determine the feasibility of the project. Trevi reserves the right to modify or cancel the project depending on the state of the pool, sidewalk or property.
- If it is determined that additional work and materials are needed to adequately execute the project, the project manager will supply a quote followed with an appendix to the contract. The customer must sign and pay the appendix before the work can begin.
- The cost of any additional work needed is the customer's responsibility.
- If the additional work recommended is determined necessary and the customer refuses the work and/or their cost, Trevi reserves the right to cancel the project entirely.
- The project manager will not be able to confirm the quality of the pool floor during the inspection.
- The pool must remain full of water until the work begins.
- It is possible that the need for extra work or materials is only determined on the day the work begins (when the liner is removed). The customer remains responsible for the cost of any extra work even if this was not determined during the technical inspection.
- In all scenarios that the customer refuses work, that is determined necessary, all incurred costs will be charged to the customer.
- Additional work may affect the start date of the project. The type of work and weather affects the project timeline.
- Trevi is not responsible for any damages to existing equipment, materials or property during the renovation process.

Concrete sidewalks

If an existing sidewalk must be demolished during the renovation, the following items must automatically be changed:

- The skimmer
- The return jets
- All the pool's piping under the sidewalk

Liner measuring

A specialised technician will take precise measurements to manufacture the liner.

- If the measurements differ from the size on the contract, the contract will be modified and the price will be adjusted.
- The technician will attempt to verify the type of material the floor is made from (sand, concrete, grout). If the floor is made of sand, a concrete floor must be added to the contract. Trevi will not change a liner on a sand floor. If the floor is made of grout or concrete, it is still possible that a new concrete floor is required depending on its condition when the liner is removed. The cost of the work determined necessary is the customer's responsibility.

TECHNICAL INSPECTION (continued)

The project manager

- It is highly recommended to prepare questions for the project manager before the inspection.
- The project manager does not plan or coordinate the various appointments for the project. The planning department will contact the customer by email for all appointments. For questions concerning an appointment, the renovation department can be reached using the correct email below.

Due to uncontrollable factors like weather and concrete supplying, appointments will only be confirmed by email, the day before the appointment.

We ask that the email address associated to your contract be exact and monitored closely during the project.

- The project manager will not be present during the renovation appointments. Each team has an on-site supervisor that is responsible for their work.
- We recommend to always refer to the detailed work description document or our online FAQ for questions concerning the project. If these resources do not provide enough information to answer the question(s), please communicate, by email, with the renovation office or the project manager depending on the information needed.

	Montreal area	Quebec area (Quebec and Levis)
Permits and important documents	permis@trevi.ca	renovationqc@trevi.ca
Renovation questions	creusee@trevi.ca	renovationqc@trevi.ca



Your questions,
our solutions.

help.trevi.ca



ACCESS

The access represents the area where the heavy equipment and other Trevi teams will pass to execute the work on the project. The access must be available during the entire project.

Preparing the access

- The project manager will inspect the access to determine what prep-work needs to be done before the work begins. (Remove fences, trees or any other obstacles that could hinder the access of the equipment.
- The customer is responsible for all the work needed for the equipment to pass and execute the work. If the prep-work is not done upon the arrival of the team, fees will apply.
- If a shared fence needs to be removed to allow the equipment to pass, the customer is responsible to obtain written permission from the neighbor and to remove this fence.
- If it is determined that the machinery included on the contract is not adequate to execute the work (size, obstacles, slopes etc...) an appendix for the correct equipment must be made, signed and paid immediately to avoid delaying the start of the project.
- The distance between the pool location and the nearest place a dump truck can park could affect the cost of the smaller equipment. This cost will be evaluated during the access inspection.

Access permission

- If the equipment must pass on a neighboring property to gain access to the project, the customer is responsible to have, on-hand, written permission from the owner(s) of the property or properties in question.
- The customer is responsible for any restoration or repairs of the property used for the access.

Protecting the access

- A project manager will give recommendations for protection however; these recommendations do not remove all risk. Trevi is not responsible for any damages in the access or the work location.
- The customer is responsible to adequately protect all elements of his property at risk in the access for the equipment. Vegetation surrounding the access and work zone must also be protected in order to avoid damages from the equipment and its exhaust gasses.
- If the access for the excavation equipment is on asphalt, concrete or paver stones, Trevi strongly recommends that the client should plan to protect the surface with ¾-inch plywood sheets to try to minimize the risk of damage. Trevi will not assume responsibility from damages that may occur.
- It is not useful to attempt to protect a lawn. The protection will break under the weight of the equipment and the grass will be damaged anyway.
- The customer must verify the quality of the home's foundations located near the access of all excavation equipment. Trevi is not responsible for any damages that can occur to the foundations near the access.

The customer is entirely responsible for the quantity and type of material used to protect the access. Trevi is not responsible for any damages caused during the project regardless of preventative measures.

ACCESS (continued)

Permit to temporarily occupy public property

- Certain municipalities will require that a permit to temporarily occupy public property be requested during steps that machinery or stone is present on the street or an alleyway.
- The customer is responsible to verify if this is needed and to request this permit.

Duration of access

- The access preparation must be completed before the arrival of the excavation team.
- The access must be available until the very end of the project.
- In the event that the access is no longer available during the project, the customer is responsible for the cost of extra labor or special equipment needed to complete the work.

ELECTRICITY

If any electrical equipment is to be installed, the customer is responsible to contact a certified electrician to plug it in. This work must only be done after the equipment is installed towards the end of the project. If the services of an electrician mandated by Trevi are included in the contract, the customer will be contacted for the appointment.

Information for your electrician

- The following two pages should be handed to your electrician for him to order the appropriate material.
- This information is strictly for information purposes and we recommend that you always follow the electrician's recommendations. The type of wire used for the installation will also be up to the electrician.
- The customer is responsible for scheduling an appointment with an electrician and ensuring that all the electrical work is done once the equipment has been installed on the slab and the ground is installed.

WARNING

Do not plug the light directly into an outlet. The light must be wired using a compatible transformer supplied by Trevi.

Failure to follow this procedure will result in a damaged light. Replacement of the light will be at the customer's cost.

The electrical connection

- The pump must always be installed with an on/off switch to a 230V outlet. A pump installed outdoors, within 10 feet of the pool, requires a GFCI breaker, at the customer's expense.
- An electrical panel is mandatory for any installation inside a shed.
- NOTE: Wire gauge may vary depending on the distance separating the installation and the home's electrical panel. Furthermore, wire gauge may vary if you choose to add an electrical appliance such as a heat pump.
- An in-ground pool pump is not equipped with a power cord. This wire must be supplied by an electrician, and can only be connected by an electrician at the time of installation. You will need a 120V/15 amp electrical outlet to power your LED light (120W or 300W).

The chart on the next page is provided as an indication only, in order to give you a general idea. Trevi strongly recommends that a certified electrician determine the exact information following the current applicable legislation for your province (RBQ, ESA). Trevi will not assume any responsibility for the electrical work.

ELECTRICAL CHART

Pumps and accessories

Pumps			
Item	Amps	Voltage	Wire
Power Flo 1.5	15	110/220	To validate by an electrician
Power Flo 2.0	20	110/220	To validate by an electrician
Super pump 1 hp Hayward	20/15	110/220	To validate by an electrician
Super pump 1.5 hp Hayward	20/15	110/220	To validate by an electrician
Super pump 2 hp Hayward	20	220	To validate by an electrician
Super pump II 1 hp Hayward	20/15	110/220	To validate by an electrician
Super pump VS Hayward	15	220	To validate by an electrician
Tristar 1/2 hp Hayward	15	220	To validate by an electrician
Tristar 3/4 hp Hayward	15	220	To validate by an electrician
Tristar 1 hp Hayward	15	220	To validate by an electrician
Tristar VS Hayward	15	220	To validate by an electrician
Supermax VS Pentair	20/15	110/220	To validate by an electrician
Interliflo VS Pentair	15	220	To validate by an electrician

WARNING :

Do not plug the light directly into an outlet. The light must be wired using a compatible transformer supplied by Trevi.

Failure to follow this procedure will result in a damaged light. Replacement of the light will be at the customer's cost.

Lights and accessories			
Item	Amps	Voltage	Wire
ATOM-12 light (Transformer needed)	15	110	To validate by an electrician
GAIA-22 light (Transformer needed)	15	110	To validate by an electrician
Laminar jet Pentair (Transformer needed)	15	110	To validate by an electrician
Ozone generator	15	110	To validate by an electrician
Salt system	15	110	To validate by an electrician
Waterfall with lights	15	220	To validate by an electrician

Heat pumps

Heat-pumps			
Item	Amps	Voltage	Wire
50 000 BTU MOOV	20	220	To validate by an electrician
65 000 BTU MOOV	25	220	To validate by an electrician
90 000 BTU MOOV	30	220	To validate by an electrician
110 000 BTU MOOV	40	220	To validate by an electrician
140 000 BTU MOOV	50	220	To validate by an electrician
40 000 BTU Hayward	20	220	To validate by an electrician
50 000 BTU Hayward	20	220	To validate by an electrician
55 000 BTU Hayward	30	220	To validate by an electrician
65 000 BTU Hayward	30	220	To validate by an electrician
70 000 BTU Hayward	30	220	To validate by an electrician
75 000 BTU Hayward	30	220	To validate by an electrician
80 000 BTU Hayward	50	220	To validate by an electrician
95 000 BTU Hayward	50	220	To validate by an electrician
110 000 BTU Hayward	50	220	To validate by an electrician
125 000 BTU Hayward	50	220	To validate by an electrician
140 000 BTU Hayward	50	220	To validate by an electrician
70 000 BTU Pentair	40	220	To validate by an electrician
90 000 BTU Pentair	50	220	To validate by an electrician
108 000 BTU Pentair	50	220	To validate by an electrician
125 000 BTU Pentair	50	220	To validate by an electrician
140 000 BTU Pentair	50	220	To validate by an electrician
40 000 BTU TRÉVI	20	220	To validate by an electrician
50 000 BTU TRÉVI	20	220	To validate by an electrician
65 000 BTU TRÉVI	30	220	To validate by an electrician
80 000 BTU TRÉVI	40	220	To validate by an electrician

Heaters

Gas heaters			
Item	Amps	Voltage	Wire
125 000 BTU DIGITAL Pentair	15	120	To validate by an electrician
200 000 BTU DIGITAL Pentair	15	120	To validate by an electrician
333 000 BTU DIGITAL Pentair	15	120	To validate by an electrician
400 000 BTU DIGITAL Pentair	15	120	To validate by an electrician
150 000 BTU DIGITAL / PROPANE Hayward	15	120	To validate by an electrician
300 000 BTU DIGITAL / PROPANE Hayward	15	120	To validate by an electrician
400 000 BTU DIGITAL / PROPANE Hayward	15	120	To validate by an electrician
150 000 BTU DIGITAL / NATURAL Hayward	15	120	To validate by an electrician
300 000 BTU DIGITAL / NATURAL Hayward	15	120	To validate by an electrician
400 000 BTU DIGITAL / NATURAL Hayward	15	120	To validate by an electrician

THE RENOVATION

LINER CHANGE

Consists of emptying the pool, removing the old liner, installing the new liner and starting to fill the pool.

- The customer is responsible to clean out any debris in the pool before the Trevi team can empty it. If the pool is not cleaned before the arrival of the team, fees will apply for the removal of the debris and the customer remains responsible for the disposal of this debris.
- The old liner will be cut up into small pieces, tied up in bundles and be put in the customer's trash bin or bags. The customer must provide the bags. The team is not responsible for disposing of the old liner or the boxes for the new liner.
- The flanges and gaskets around the skimmer, return jets and lights will be changed.
- If there are small cracks in the pool's floor, these will be filled with quick setting concrete or can be covered with a geotextile carpet at the customer's cost. If major cracks are uncovered, the floor will have to be evaluated by the project manager to determine the work needed.
- Once the old liner is removed, if the pool floor is determined to be sand or grout, and is not adequate to install the liner, a new grout will be necessary therefor delaying the project timeline by 10 business days.
- If the existing coping is damaged or not capable of attaching the new liner, a new aluminium track will need to be installed below the existing coping. The original coping can only be replaced if the entire sidewalk is redone.
- The original trim on the step will be reinstalled unless it is damaged. If a new trim is needed, the cost will be charged to the customer.
- The customer must ensure access to :
 - The temporary fence and t-posts
 - A functional garden hose or water tanker truck
 - A functional electrical outlet and extension cord, long enough to reach the pool.
- In the event the property only has access to well water, the customer is responsible to book a water tanker during the installation of the liner.
- A blower will be installed between the liner and the wall to pull the liner tight to the structure.
- In the following days, our technicians will remove the blower hoses and install the skimmer and water return casings.
- If the blowers stop unexpectedly, you must immediately shut off the water supply to avoid having folds appearing in the liner. You must contact who will send a technician to address the issue.
- When you turn off the blowers, do not forget to turn off the water supply, as the blower hose will be stuck and the water will need to be lowered to remove it.

DO NOT switch off blowers at night if the appropriate water level has not been reached

IMPORTANT

The customer must turn off the water and the blower once the level of water has reached 18 to 22 inches in the shallow end (approximately the second step in the pool).



STEPS

Consists of installing a new step or replacing an existing step.

- During the technical inspection, if the size of the step differs from the size indicated on the contract, the contract and the cost will be adjusted. The new step will not be ordered until the payment is made.
- When installing or replacing a step, the pools sidewalk will have to be removed. The existing sidewalk will be cut on a minimum of 18 inches to a maximum of 40 inches on all three sides of the step (depends on the type of step and pool). The sidewalk will be replaced by hand mixing and pouring concrete from bags which will have a different color and texture from the original sidewalk. Trevi is not responsible for the different finish or color in sidewalk.
- If the sidewalk is made of pavers, the customer is responsible to remove the bullnose and pavers for a minimum of 24 inches all around the step. Some pools may have concrete underneath the paver, which Trevi will cut. The customer is responsible for reinstalling the pavers after the work is done. The pavers are likely to need to be leveled after the installation of the new step. Trevi is not responsible for any of the work relative to the pavers.
- If the installation of a new step or replacement of an old step requires custom parts to adapt the new step the structure of the pool, the customer is responsible for the cost of such parts.
- If the existing step has return jets in it, the old plumbing will be reconnected to the new step (unless the contract includes all new sidewalks and plumbing).
- The liner must always be changed when changing a step.
- Trevi will dispose of the old step.
- The material removed around the step will be used to backfill it after the installation.

CONCRETE POOL FLOOR

Consists of pouring a new concrete pool floor or raising the deep end of the pool.

- The access required is 48 inches wide.
- The new concrete floor will be poured on top of the existing floor, which will result in a loss of 2-4 inches on the depth.
- If the deep end is being raised, a quantity of gravel will be spread in the bottom of the pool followed by the new concrete floor. The bottom drain will be connected to a new drain with a PVC pipe. It is not possible to run a new drain pipe.
- The customer must indicate to the project manager the desired depth of the deep end.
- Please note that concrete steps can be affected by weather conditions and concrete availability.
- Concrete curing time must be considered when planning the following step: curing time depends on the weather.
- The customer must ensure the team has access to a functional electrical outlet and garden hose.
- Shrinkage cracks may appear in the concrete. These cracks are common and cause no structural issues to the pool.
- The structure and bottom concrete can be poured in the rain or colder temperatures.

POOL STRUCTURE

Consists of repairing, replacing or leveling the pool panels.

- If pool panels are damaged, the favored repair will be to add a steel plate on the inside of the pool. The cost of this repair varies and will be evaluated on site. The steel plates are fastened to the existing structure with screws and the screw heads will be covered with duct tape or a geotextile carpet along the entire wall. The tape and geotextile are to help minimize the appearance of screw heads in the liner however; this does not eliminate that possibility. Trevi is not responsible for the appearance of screw heads under the liner.
- If the panels cannot be repaired using a steel plate, they will have to be replaced. The sidewalk facing the panels to replace along with the next panel on each side will have to be demolished and removed. After the work, the sidewalk will be replaced by hand mixing and pouring concrete from bags which will have a different color and texture from the original sidewalk. Trevi is not responsible for the different finish or color in sidewalk.
- If certain panels are no longer plumb and must be adjusted, the sidewalk facing the panels to repair along with the next panel on each side will have to be demolished and removed. After the work, the sidewalk will be replaced by hand mixing and pouring concrete from bags which will have a different color and texture from the original sidewalk. Trevi is not responsible for the different finish or color in sidewalk.
- If the sidewalk is made of pavers, the customer is responsible to remove the pavers and bullnose prior to the work and reinstall them afterwards.
- If specific parts are needed during to complete the repair of the structure, the parts will be charged to the customer.
- During the work, the pool's existing backfill will be removed and placed on the property to alleviate the pressure on the structure. The same backfill will be put back around the pool following the repair. If additional material is needed, it will be charged to the customer.
- A pool can usually be leveled if the highest to lowest part of the structure is 2 inches or less. Even when the level difference is within 2 inches, Trevi reserves the right to opt out of attempting to level the pool if it is determined that the structure is at risk of continuing to move. Other options will be recommended.
- To level a pool, the entire sidewalk must be demolished, removed and re installed. The customer is responsible for the cost of this work.
- If the pool sidewalk is made of pavers, the customer is responsible of removing the entire bullnose and sidewalk before the work is to be done.
- Steel plates will be used to level the pool by fastening the plates at the top of the structure. The steel plates are fastened to the existing structure with screws and the screw heads will be covered with duct tape or a geotextile carpet along the entire wall. The tape and geotextile are to help minimize the appearance of screw heads in the liner however; this does not eliminate that possibility. Trevi is not responsible for the appearance of screw heads under the liner.

PLUMBING AND FILTRATION EQUIPMENT

Changing a skimmer or return jets

- When installing or replacing a step, the pool's sidewalk will have to be removed. The existing sidewalk will be cut on a minimum of 18 inches to a maximum of 40 inches on all three sides of the step (depends on the type of step and pool). The sidewalk will be replaced by hand mixing and pouring concrete from bags which will be a different color and texture from the original sidewalk. Trevi is not responsible for the different finish or color in sidewalk.
- For a return jet, an opening of 12 inches by 12 inches is going to be cut. There are 2 options to cover this opening:
 - A square plastic cover (skimmer cover)
 - Hand mixing and pouring concrete from bags which will be a different color and texture from the original sidewalk. Trevi is not responsible for the different finish or color in sidewalk.
- If the pool sidewalk is made of pavers, the customer is responsible of removing the entire bullnose and sidewalk before the work is to be done.
- The existing backfill material will be placed back in after the skimmer or jet is changed.
- Trevi installs Hayward SP1085 skimmers. If the existing skimmer is a different model, the cost of a steel plate to adapt the new skimmer will be charged to the customer.
- When changing a jet, it is possible a steel plate is needed if the panel is damaged. The cost of a steel plate to reinforce the panel will be charged to the customer.
- All steel plates are fastened to the existing structure with screws and the screw heads will be covered with duct tape or a geotextile carpet along the entire wall. The tape and geotextile are to help minimize the appearance of screw heads in the liner however; this does not eliminate that possibility. Trevi is not responsible for the appearance of screw heads under the liner.
- New skimmers and jets will be connected to the existing plumbing. It is recommended to request a service call for a pressure test following the filling of the pool. The cost of the pressure test is the customer's responsibility.
- A pressure test consists of capping the lines and injecting air to find leaks. If a leak is found, it can be repaired at the customer's expense. A service call can be placed on our website at trevi.ca

Plumbing

- The bottom drain pipe cannot be changed. If a leak is detected in the bottom drain pipe, the drain must be condemned with a plug inside the drain bowl.
- When replacing all the plumbing, the new pipes will pass round the pool on the surface of the backfill. A trench will be dug from the pool to the filtration equipment. The customer must ensure that any obstacles in the path of the trench is removed before the work begins.
- Trevi is not responsible for any damages to the existing equipment during the installation of the plumbing to this equipment.

New equipment

- When installing new electrical equipment, the customer is responsible to have an electrician disconnect the old equipment before the day of the installation. The electrician will need to come back to plug in the equipment after the installation.
- The customer is responsible for disposing of the old equipment.
- Trevi does not move equipment to another location and will not work on any equipment that is installed inside the house or basement.

The installer will determine the equipment's configuration during the plumbing installation. Certain types of equipment require specific clearance to ensure efficiency.

LIGHTS

Consists of installing new lights or replacing existing lights.

- Replacing an existing light consists of changing the light flange and gasket. Depending on the availability of parts for certain lights, it is possible that some existing parts be reinstalled. If the bulb needs to be changed, the customer must have it with them and give it to the installer during the liner change.
- Trevi will not perform any electrical work. The customer must contact an electrician.
- Lumi-O brand lights are going to be installed by Lumi-O themselves. Lumi-O will send a technician in the 10 business days following the liner change to do so. The pool must be filled with water even if the light has yet to be installed.
- When installing or replacing a light, the pool's sidewalk may have to be removed. The existing sidewalk will be cut and removed. The sidewalk will be replaced by hand mixing and pouring concrete from bags which will be a different color and texture from the original sidewalk. Trevi is not responsible for the different finish in sidewalk. If the pool sidewalk is made of pavers, the customer is responsible for removing pavers before the work is to be done.
- If the new light is a different model, it will require that Trevi install a steel plate at the customer's expense. The steel plates are fastened to the existing structure with screws and the screw heads will be covered with duct tape or a geotextile carpet along the entire wall. The tape and geotextile are to help minimize the appearance of screw heads in the liner however; this does not eliminate that possibility. Trevi is not responsible for the appearance of screw heads under the liner.
- If the customer wants to condemn an existing light, Trevi will install a steel plate at the customer's expense. The steel plates are fastened to the existing structure with screws and the screw heads will be covered with duct tape or a geotextile carpet along the entire wall. The tape and geotextile are to help minimize the appearance of screw heads in the liner however; this does not eliminate that possibility. Trevi is not responsible for the appearance of screw heads under the liner.
- For the installation of a new light, the placement of the light must be specified with the project manager. Extra cost could be applicable depending on the pool and sidewalk configuration.

CONCRETE SIDEWALK

Demolishing the old sidewalk

- Damages to the step or the level of the step can occur during the demolishing of the sidewalk. If a new step is not on the contract and damages occur to the step, the cost of replacing the step remains the customer's responsibility.
- If a sidewalk needs to be demolished and removed, the access required is 48" wide. The sidewalk will be cut with a gas saw and broken using a jackhammer. The pieces of concrete will be transported by small equipment, to a truck in the street.
- The **access** must be free of any obstacles and the property margins must be clearly identified. All access preparation must be done before the excavation.
- If the access for the equipment is on asphalt, concrete or paver stones, Trevi strongly recommends that the client protect the surface with ¾-inch plywood sheets to minimize the risk of damage.
- The customer is entirely responsible for the quantity and type of material used to protect the access. Trevi is not responsible for any damages caused during the project regardless of preventative measures.
- If the work involves adding extra sidewalk that was not previously present, the access required is 7 feet wide to allow the heavy equipment to access the property and prepare the base. Fees for a designer must also be added to the contract, as a plan is needed.
- Trevi is not responsible for any damages to the property during the preparation of the property, demolishing or pouring of concrete. The customer is responsible to remove and/or protect any object or surface at risk in the work area.

Formwork

- Consists of installing the formwork, gravel and metal wire mesh for the sidewalk. This step may take more than one day, depending on weather, time of day, quantity of sidewalk and property conditions.
- If the property conditions cause restrictions in the execution of the sidewalk installation (slopes, retaining walls...etc), Trevi reserves the right to modify or cancel the configuration on the plan.
- If extra labor or material is required to execute the work, these will be charged to the customer.
- If Trevi pours a concrete base for a garden shed, the customer is responsible to supply the plans and exact dimension of the shed (check with shed manufacturer) to ensure that slab is consistent with manufacturer's specifications.
- No modifications to the paver plan can be made following the planning of the excavation.
- In the event that post-excavation modifications are necessary, the customer is responsible for any preparation work and cost relating to the modifications.
- If specialized equipment is required due to the properties or the access' conditions, the cost of the equipment will be charged to the customer.

CONCRETE SIDEWALK (continued)

Pouring the sidewalk

Subject to favorable weather conditions.

- Trevi is not responsible for any marks that may appear in the concrete as it dries (such as animal paw tracks, leaves or other natural occurrences). The customer must ensure that pets do not walk on the sidewalk while the concrete is being poured, and until the concrete is completely dry.

Depending on weather conditions, thin cracking known as shrinkage cracks may appear in the concrete sidewalk. These cracks happen when the concrete cures but cause no structural issues to the sidewalk. Shrinkage cracks are not covered by warranty.

Removing formwork and cutting joints

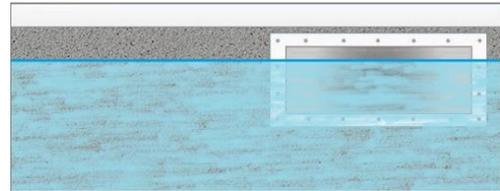
- In the days following the pouring, a team will come back to remove formwork and cut contraction joints in the sidewalk.
- Cutting the sidewalk will cause a lot of dust. We recommend the windows on the house be closed.

Customer's responsibilities

- Spraying the sidewalk is to slow the curing process, allowing the concrete to cure evenly. When the outside temperature is above 10 degrees C, it is important to spray the sidewalk for the best possible results. It is especially important to do on warm, sunny days. Spraying is not needed in the night when the sun has set.
- When spraying the sidewalk, use the "Mist" function on a watering gun following these instructions:
 - **Below 10 degrees C : No spraying needed**
 - **11 degrees C and above: Water the entire sidewalk 4 hours after pouring. Repeat the watering every 2 hours for the next 48 hours.**
- The customer is responsible to backfill the sides around the concrete sidewalk to prevent water from penetrating beneath it and causing it to heave or crack as it freezes. Backfilling must be done after the sidewalk is complete. The final height of the ground beside the sidewalk must be 2 inches lower than the surface of the sidewalk. The customer is responsible to proceed with the properties restoration in the same season as the project ends to avoid erosion of the backfill around the pool or under the sidewalk.
- As snow is a natural insulator, the customer must avoid removing snow during the winter as a protective measure.
- In order to maintain the warranty on the sidewalk, the customer must never use any type of abrasive products on the pool sidewalk (i.e.: animal urine, salt, gravel, etc.)
- The customer must wait a minimum of 14 days before installing a fence on the sidewalk. Trevi is not responsible for any damages caused by the installation of a fence.

FOLLOWING THE RENOVATION

Once the pool is full of water and in function, it is the client's responsibility to bring 500 ml of water to have it analyzed in-store, free, each month and to keep the written results for warranty purposes.



The appropriate water level in the pool should be around $\frac{3}{4}$ up the face of the skimmer

Customer access

In section [Customer Access](#) you may download, all warranties, use and maintenance guides, procedures and other documents relating to our products, including the construction specifications for inground and online payment. Also available, online payment, online purchase of opening and closing services and online inscription for opening and closing courses.

A screenshot of the Trévi website's customer access page. The page has a blue header with navigation links: ACCUEIL, MON PROFIL, DÉCONNEXION. Below the header is the Trévi logo and a user profile section showing 'Bonjour' and 'Numéro client: 1000'. The main content area features several service icons: 'Historique d'achats', 'Appel de service', ' Paiement En Ligne', 'Guides d'Instructions', 'Demande d'ouverture et fermeture à domicile', and 'Horaire des cours en magasin'. At the bottom, there is a footer with the slogan 'LES SOCIÉTÉS LES MIEUX GÉRÉES' and a grid of links for 'NOS MAGASINS', 'CARRIÈRE', 'SERVICE À LA CLIENTÈLE', 'NOS BROCHURES', 'POLITIQUE DE LIVRAISON', 'POLITIQUE DE RETOUR', 'POLITIQUE DE CONFIDENTIALITÉ', and 'CONDITIONS GÉNÉRALES'. The footer also includes the 'SIÈGE SOCIAL' address and contact information, along with social media icons for Facebook, YouTube, LinkedIn, and Instagram.

ONTARIO

Request a locate with Ontario OneCall

- Customers must also obtain authorization from public utilities to ensure that no underground lines, wires or conduits are located within the future building site of the swimming pool. You can inquire about this information by calling **Ontario One Call**.
- The locate request must be made 2 to 4 weeks before the start of the project to avoid delays.

1-800-400-2255

ontarioonecall.ca



Locate documents must be sent to permis@trevi.ca

Construction permit

- The customer must request a construction permit from their municipality and obtain it prior to work beginning. In some cases, the municipality will have other requirements to meet.
- The customer is responsible to meet any requirements along with the fees associated to them.
- There are two different permits needed (construction and electricity)
- Certain areas, including Ottawa, will require that a permit be pulled for using the sidewalk on the city's part of the property. The customer is responsible to verify if it is needed and request this permit.

ESA electrical inspections

- The customer is responsible to contact an Ontario certified master electrician for the electrical work related to the pool.
- The customer must also contact ESA (Electrical Safety Authority) to request that all the electrical work is inspected and approved. Inspections are required at multiple steps;

- If the pool has a concrete sidewalk, the rebar in the sidewalk will also need to be grounded, inspected and approved by ESA.

The concrete cannot be poured until we receive the official ESA approval

- Following the installation of the equipment, the electrical work must be done by a master electrician. It must then be inspected and approved by ESA.
-

ESA 1-877-372-7233

Esasafe.com



IMPORTANT

The ESA approval must be sent to: permis@trevi.ca

NEED HELP ?

Our mission being to optimize customer service and to avoid long waits on our telephone lines during busy season, we ask that customers prioritize communication by email. This allows for quicker and accurate responses.

	Montreal area	Quebec area (Quebec and Levis)
Permits and important documents	permis@trevi.ca	renovationqc@trevi.ca
Renovation questions	creusee@trevi.ca	renovationqc@trevi.ca

Due to uncontrollable factors like weather and concrete supplying, appointments will only be confirmed by email, the day before the appointment.

We ask that the email address associated to your contract be exact and monitored closely during the project.

For customers in **Ontario**, please refer to the Ontario section of this document for additional important information concerning your project.



**Your questions,
our solutions.**

help.trevi.ca

