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To Our Brady's Pool & Spa Care Customers,

We appreciate your patience and understanding during these uncertain COVID-19 times. We have been working hard to serve you despite the regulations put in place by the government. We now feel we have the proper safety measures in place to be allowed to open our doors.

Hot tub and SwimSpa Interest:

We encourage you to call the store and make an appointment for viewing! We want to make sure one of our sales associates is available to better serve you. Make an appointment during or after business hours, whichever makes you most comfortable.

Retail Store Operations:

CURBSIDE PICK UP:

We will continue offering curbside pick up as long as our customers want it. Our online store is available for many of your chemical needs and we encourage you to order through this method if possible. We generally fill these orders same or next business day.

Liquid Chlorine: Since it requires jug exchanges, we have kept liquid chlorine off of our online store. Please see new information and suggestions for Liquid Chlorine on page 2.

We require and request that you always order in advance and wait for our confirmation BEFORE coming to the store. This applies to both online and phone orders.

WATER TESTING:

Water testing is now available in store or through a drop-off bin outside.

If you choose to use our drop off bin, please leave the sample in a recyclable container and not your regular sample bottle. We cannot guarantee that you will get your same sample bottle back.

Pool and Hot tub Service Operations:

Since our services are outdoors and do not require person to person contact, we feel that our service technicians can safely do their work in your backyard.

If our crew's feel unsafe, we have given them permission to leave, and the appointment will be rescheduled as a second chargeable service call when available. So, in the best interest of everyone, please remember to practice proper social distancing and stay at least 6ft away from our staff.

If you have an indoor pool or hottub or can only gain access to your backyard through your home, we cannot service you at this time.

LIQUID CHLORINE

Since the process of liquid chlorine requires handling by many people, we are trying our best to put measures in place to keep both our customers and our staff safe:

1. **LIQUID CHLORINE CARDS:** At this time, we have decided to pause the acceptance and purchase of Liquid Chlorine punch cards. If you currently have a card, it will be honoured in the future.
2. **YELLOW CHLORINE BAGS:** We ask that you **DO NOT** leave your empty chlorine container in the yellow bag when for return. If you need to use them to transport the empty jugs in your car, we ask you remove them upon arrival. There will be a dedicated garbage bin available outside.

Our chemical supplier, Mursatt Chemicals, has also provided us with some excellent information on switching from Liquid Chlorine to Granular Chlorine. Doing this would eliminate swapping jugs and allow you to stock up on more supplies. This would in turn reduce the number of trips you would need to make to our store. If you would like more information, please let us know!

DID YOU KNOW?


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1.5kg of SUPER SHOCK offers the same shock treatment potential as 10 Litres of Liquid Chlorine


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7kg of SUPER SHOCK offers the same shock treatment potential as 50 Litres of Liquid Chlorine

- SUPER SHOCK has many benefits to consider compared to Liquid Chlorine
 - ✓ No degradation or loss of performance when stored
 - ✓ Longer shelf life
 - ✓ Stores more compactly
 - ✓ Easier to lift and carry
 - ✓ Easier to accurately measure desired dose without spillage and waste
 - ✓ Lower pH (11.0) than Liquid Chlorine (~13.0)
 - ✓ No jug to return to the store for refilling
 - ✓ A season supply can be purchased in one store visit
 - ✓ Well-suited for curbside service and home delivery

Our top priority is the safety of our customers and staff. We hope you can understand and help support our operating practices during this difficult time.