



2155 Robertson Rd. Ottawa, ON K2H 5Z2

Tel: (613) 820-7556

Email: info@bradyspool.com

To Our Brady's Pool & Spa Care Customers,

In compliance with the stay-at-home order, our retail store is offering curbside pickup only.

You must pre-order your items before arriving at our store.

Please do not come to the store without receiving confirmation that your order is ready for pick-up.

WE WILL NOT BE TAKING 'DRIVE THRU' ORDERS FROM THE PARKING LOT.

CURBSIDE PICKUP PROCEDURE:

Visit our online store, <https://shop.bradyshottubsottawa.com/> to place an order for curbside pickup. Most orders are available same day. You will receive an email when your order is ready to be picked up.

CHEMICALS: If you cannot find what you are looking for or need advice on substitutions, please email administrator@bradyspool.com.

PARTS: We have worked to add the most common pool parts to our online store. If you cannot find what you are looking for, please email us a photo of the part you are needing.

We ask that you please visit our online store to order BEFORE attempting to call the store. Last year our phone lines were extremely backed up. Ordering online is the quickest and easiest way to get what you need!

WATER TESTING PROCEDURE:

Water testing is available through drop off. You must fill out the water test form (page 3) before arrival. If the proper paperwork is not filled out, we can not do your test.

We encourage you to bring your test in a recyclable container and not your regular water sample bottle. If the sample bottle is all you have, please leave yours and take an available replacement. You will not get your original bottle back.

Results timing will depend on the number of tests we receive. Due to this, we ask you only bring ONE sample during lockdown. Thank you.



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POOL AND HOTTUB SERVICE:

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. **Please be mindful of social distancing guidelines and keep 2 meters of distance between yourself and our staff at all times.** If distancing is an issue, please wear a mask to ensure everyone's safety. Our crews have also asked that you please leave your animals INSIDE when they come for service.

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.

Please call 613-820-7556 or email info@bradyspool.com for service inquires.



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WATER TESTING FORM

If we have not tested your water before we need to know ALL equipment (including brand) and pool size/litres

FIRST & LAST NAME: (Please provide all possible names on file)	
ADDRESS:	
PHONE NUMBERS:	
EMAIL:	
HOW LONG AS THE POOL BEEN RUNNING / HOW OLD IS THE HOTTUB WATER?	
WATER ISSUES?	
OTHER COMMENTS:	