

BUYER'S GUIDE AND CHECKLIST

Following is a checklist that you can use to help you select the reliability of a dealer and whether they are capable of backing their business. A reliable dealer will not mind you asking these questions or your inspection of their premises as you make a decision on where to buy.

If, after reading the following checklist, you still have questions, please feel free to contact Ultra Modern Pool & Patio at 316-722-4308 and we will be more than glad to help you with your decision.

YES NO PART I

- Has the company been in business for three or more years?
- Have they been in business in the city that long?
- Have they used the same name during that time?
- An established business will have a building large enough to house their stock, equipment and have one or more on display. Beware of a company that operates out of an office only. Fly-by-night companies only have an office, only send salesmen to your house, and will not allow you to come to them. Does your dealer's establishment look impressive and will they allow you to see it?
- Are they licensed & insured.
- Does this dealer have parts for what he sells? Ask to see them.
- Do they have a service department? Look for yourself.
- Do they sell chemicals and accessories? If so, they will be visible within the store.
- Are service technicians APSP Tech I and II trained? Ask to see credentials.
- Is the company a member of the Association of Pool & Spa Professionals? (the trade association for pool dealers).
- Is the company a member of the Better Business Bureau?
- Professional help available by telephone versus an answering device to record your name.
- Are they open year round?

If the company can pass the test above, then you can start talking about pools. Your test of the dealer is not yet complete. Go on to Part II.

YES NO PART II

- Can the salesperson explain fully the advantages and disadvantages of the different pools they have to sell?
- Are they high pressure sales people?
- Do they "knock" another company or product which you believe to be reliable?
- Does the salesperson make available the warranties, literature, pictures and any other visual aids that will help you make an educated decision?
- If the salesperson cannot answer your question, do they find the answer before you leave?
- Do you fully understand what equipment comes with the package and what the options are? If not, ask.
- Can the salesperson answer, to your satisfaction, all your questions about chemicals, operation, the equipment, and any other questions you may have?
- Can they answer all questions about financing?
- Did your salesperson know what he/she was talking about?
- Does the company offer free water testing?
- Does the company provide training classes or films for their customers?