Palmetto Reef Service Agreement

The customer is responsible for completing the following tasks in the time in between services completed by Palmetto Reef LLC:

**CUSTOMER RESPONSIBILITIES:**

* Scraping glass so no hard algae builds up
* Checking water parameters at home (bring water sample to store for testing)
* Maintaining water parameters by dosing
* Keeping fish fed **(DO NOT OVERFEED)**
* Keeping coral fed
* Emptying skimmer
* Changing filter socks
* Topping off tank with RODI Water to maintain stable salinity
* Scheduling next service through Set More link

([https://palmettoreefservice.setmore.com](https://palmettoreefservice.setmore.com/) )

* Request any additional services **prio**r to arrival of service technician

**WHAT TO EXPECT FROM A SERVICE CALL:**

* Monthly 20-25% water change by siphoning of sand
* Light cleaning of aquarium glass front and side
* Emptying of Protein Skimmer

Additional aquarium cleaning services are available and must be scheduled in advance with one of our service technicians . Prices will vary depending on tank size. Please call for estimates!

* + **Hard Algae Cleaning**- this is performed with a specific razor to get hard algae off of the glass of the aquarium.
  + **Coral Spot Feeding** - can be performed with your food, or we can use our own. Each coral is spot fed with a pipette.
  + **Re-Rockscape**: This must be performed along with a water change. Saltwater additional.
  + **Rock Dipping**- Rocks will be dipped or scrubbed to get algae off or kill bad bugs. Saltwater is additional.
  + **Coral Glueing**: Price varies depending on coral amount. We can bring glue or we can use yours.
  + **Basic Equipment Install or Re-Wiring**: $125 per hour.
  + **Light Neptune Apex Install:** Includes 2 probes .Price is $250.
  + **Hard Neptune Apex Install**: Includes 4 probes. Price is $500.
  + **Dosers and other apex Ad Ons**: $125 per hour

**Rates**

* Normal Service and Maintenance and Equipment Install:
  + $125 an hour (includes travel time)
    - Saltwater is $1.50 a gallon, and is not included in $125 rate.
* After hours service: Call Dan at (864-621-9221)
  + $250 an hour
* Tank Moves/Delivery and Installs
  + By estimate Call/Text:
    - (803)-414-4223 Will Garnett
    - (864)-621-9221 Dan Moore

**Available Service days/hours:**

Wednesday 8am-7pm

Thursday 8am-7pm

Friday 8am-7pm

Saturday 8am-7pm

Sunday 8am -6pm

TERMS & CONDITIONS

\*Payment is Due upon completion of service in the form of personal check, cash, or card.

\*Any Invoices unpaid by completion of service is subject to a 5% interest per day.

\*An invoice will be provided either in hard copy or email detailing the services performed.

\*In the event a task is not able to be completed due to complication or technical difficulty the customer will not be charged until the service is completed.

Customer Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Manager Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Manager Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_