

9 Aug 2010

Hi Garry

I just wanted to drop you a short note to say thank you for your excellent service and to comment on the high quality of your goods at such good prices.

When our above ground pool went green this summer (first time this has happened in 4 years) after shocking it, and trying to filter it with the cartridge filter pump that came with it, I started searching the internet for advice. I came to the conclusion the cartridge filters are ok but not ideal. Looking around for alternatives I came across your small pump/ sand filter combination which looked great value for what it is. You very kindly then spent the best part of an hour answering my questions on the phone at which point I decided to order a pump/filter which you advised would take a few business days to arrive. It arrived the next day! I appreciated the fact you did not promise it would be an instant fix! In addition I ordered a vacuum head and pole and other bits and pieces (at a very competitive price) which again I was very pleased with the quality of, especially compared to that of the maintenance kit included with the above ground pool. Over the next few days on an almost daily basis you again very helpfully continued your advice via email with prompt responses.

The pump/filter and other parts ordered all did exactly as expected and the quality seems very good with all the necessary o-rings, connectors, jubilee clips, etc. The output of the pump is very much better compared to that which the pool came with. Cleaning the filter by being able to backwash rather than take out a paper cartridge and wash it is also very much easier and less messy. The amount of green "stuff" backwashed out of the filter each time was also impressive.

The pool is now crystal clear (I see where the name of your company comes from!).

So thanks again for such great service and your time for what is a very small item in terms of cost compared to many of the items you sell.

I look forward to using your company in the future for all our pool purchases.

Kind regards

Laurence (Kent)