

Keeping Up.

We sincerely hope all of the Purewater family of customers and staff are healthy and coping with current uncertainties. With the new Government of Ontario rules for business, we want to keep you posted on immediate changes to our operating procedures. We've had amazing, positive feedback and suggestions from staff and customers alike, and want to also offer our thanks for your continued support.



What's Up?

Our retail store is closed as a place to browse and shop in traditional fashion. We are able to serve you through telephone or email orders only. In the past week we've been smoothly filling lots of "curbside pickup" orders, which we remain delighted to fill. As we do not have an online "shopping cart" system, the procedure is a little bit old-fashioned but it works! Call ahead at 613-726-0099 (minimum 1 hour please) and we will prep &

pack the order for you. Call back when you are in the parking lot and we'll bring your goodies out to the car. Pickup hours are 9AM to 4PM, Monday to Saturday, we will be closed on Sundays for now.

Our water testing lab is CLOSED until further notice.

Note that we do not presently accept cash; debit or credit payment only.

Our service department offers product deliveries and hot tub repairs only. We've lowered our price for deliveries, if you want goods brought to your door, call ahead and we'll be happy to pack up your staples and bring them to you. We're able to offer 2-3 business day turnaround so do keep this lead time in mind. We can also deliver games tables such as table tennis or foosball, if the kids are getting stir crazy, but delivery is to your front porch or garage only, we are no longer going inside customer homes.

Our service coordinators will answer calls and emails from 9-4, Monday to Friday. We are not seeing clients in person at present, please call or email:

service@purewatermail.com.



We had seminars planned for April 29 (pool school) and May 13 (spa school). These dates are cancelled but check our website at www.purewaterpool.com for updates!



Opening Season

We plan to operate as closely to normal as allowed when opening season hits, with respect to supplying pool products and providing opening services when the weather breaks. Several customers have indicated concern as to whether we will be allowed to resume normal retail operations or work on swimming pools come May, and, short answer; we just don't know.

In light of uncertainty, of when quarantine conditions will lift, we are suggesting that concerned customers get their pool supply orders in now (for pickup or delivery).

We plan / expect to start pool openings as soon as allowed, and the order in which service was booked will be scrupulously followed; if you booked early, you will get your pool opened at the head of the queue, but we ask that you remain patient with respect

to the exact date and time as the Covid-19 situation resolves itself. If you want to go ahead and book service, by all means call us, but respect that dates assigned for pool work are, at present, an approximation based on multiple unknowns.

Once again, thanks for your patience, understanding, and patronage,

Team Purewater