

FEEDBACK REPORT *for* Pure Swim Inc.



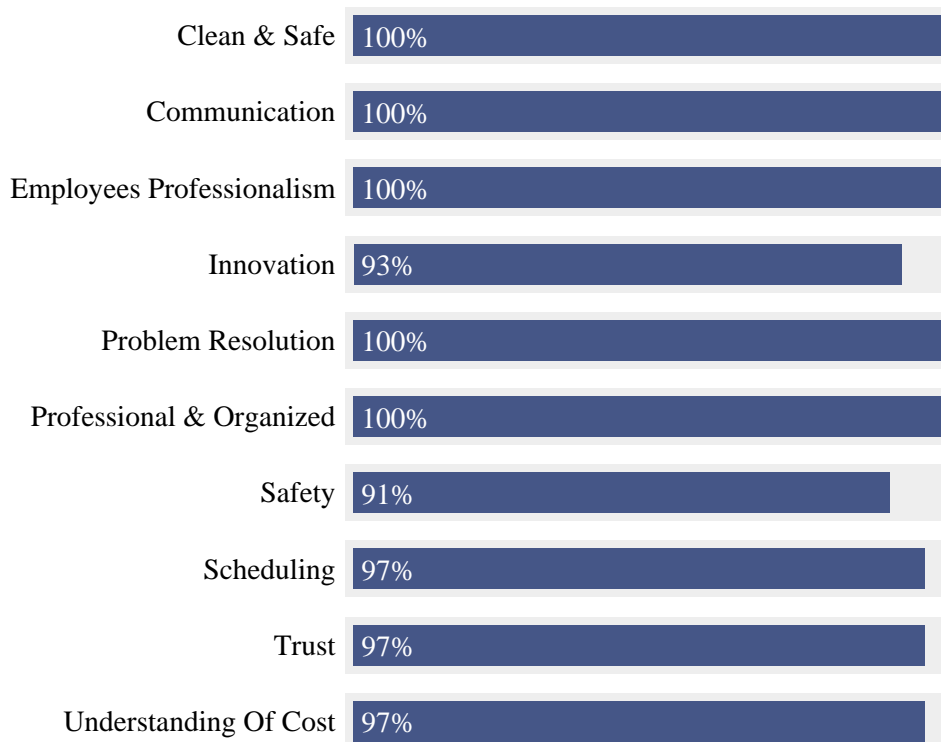
Customer Feedback Summary

Of 46 surveys sent, 33 were responded to

25852 McBean Pkwy, Ste
505
Valencia , CA 91355
(661) 803-9919

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember,
Pure Swim Inc. relies on our
customer surveying to help them
deliver an exceptional customer
experience.



Recent Reviews & Published Comments

COMMENT

Additional Comment
Sep 21, 2018

Super efficient, white glove client treatment, very responsive to call back, super polite and great customer care and attitude toward client.

COMMENT

Additional Comment
Sep 21, 2018

Cleaning tiles with a brush on a regular basis so that there is no build up of calcium in the tiles

COMMENT

Additional Comment
Sep 20, 2018

They generally do a great job, Carlos and Rich are transparent and responsive and straightforward.

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REVIEW

C.M.J.

Sep 19, 2018



We always wanted a pool service that didn't need our attention! Pure Swim allows us to enjoy our pool without having to manage the process. Now, our water sparkles and has a pleasant "feeling" when swimming. The technicians perform their work inconspicuously so that it appears that the pool is taking care of itself... which is exactly what we wanted! :)

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COMMENT

Additional Comment

Sep 19, 2018

We met with the owner before signing an agreement. He impressed us with his knowledge of the industry and ability to discuss all aspects of pool care. He assessed our current equipment and didn't try to "upsale" us on additional tools or options. Our time w/ the owner felt very honest and straightforward which convinced us that we'd found the right company.

COMMENT

Additional Comment

Sep 19, 2018

We haven't had any issues w/ our service. I'm sure if we needed to meet with the pool technician we could schedule a time to do so, but he comes early in the morning before we wake up - just the way we like it!

REVIEW

Tom M.

Sep 19, 2018



great at maintaining a salt water pool

COMMENT

Additional Comment

Sep 19, 2018

dealing with the equipment

COMMENT

Additional Comment

Sep 19, 2018

I trust that they have up to date and accurate information and knowledge of current cutting edge technologies, and they consistently show up on the designated day/time.

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COMMENT

Additional Comment
Sep 18, 2018

The technician is responsive to my questions

COMMENT

Additional Comment
Sep 17, 2018

They are responsive when I have issues with my equipment. They are timely and professional and do a great job.

COMMENT

Additional Comment
Sep 17, 2018

My pool is perfect and they are 100% reliable

COMMENT

Additional Comment
Sep 16, 2018

Trouble shooting

COMMENT

Additional Comment
Sep 16, 2018

None

COMMENT

Additional Comment
Sep 14, 2018

Through Pure Swim's innovation and recommendations I can always trust, I have a chemical-free pool. It's increased our enjoyment of the pool/spa exponentially. Pure Swim is one of the last of the throw-back companies that actually values the relationship of their long-term customers. That kind of customer service is getting very rare these days.

COMMENT

Additional Comment
Sep 14, 2018

Rich, the owner, always gets personally involved if I'm having a problem. He always makes sure that the work is performed to the highest standard.

COMMENT

Additional Comment
Aug 28, 2018

I definitely recommend Pure Swim & Rich Gallo. Joe, my long term weekly service tech, very quietly services pool, keeps pool in excellent condition & is very courteous.

COMMENT

Additional Comment
Aug 28, 2018

Pure Swim has been servicing my swimming pool for 10-11 years and always to my satisfaction. No complaints.

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COMMENT

Additional Comment
Aug 28, 2018

When my pool has experienced any type of issue, Rich has always responded to my calls quickly and has repaired problem in timely service.

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COMMENT

Additional Comment
Aug 28, 2018

When I problem occurred they promptly the issue.

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REVIEW

Kevin
Aug 24, 2018



Pure Swim has been excellent to work with done a terrific job satisfying all my customers and family members.

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COMMENT

Additional Comment
Aug 24, 2018

Knowledge, promptness and workmanship.

COMMENT

Additional Comment
Aug 24, 2018

I highly recommend Rich and his staff at Pure Swim. They are very diligent and know everything there is to know about pools, pool equipment and pools service.

COMMENT

Additional Comment
Aug 21, 2018

None

REVIEW

Abbott B.
Aug 21, 2018



Simply the best pool service of which I am aware; had another service that was used by several friends and was "fine". Switched to PureSwim at the urging of a friend and have never been happier. Have serviced my pool now for over four years; great experience all the way around. Cannot recommend highly enough.

COMMENT

Additional Comment
Aug 21, 2018

The pool is always gorgeous; the fix emergencies ASAP.

COMMENT

Additional Comment
Aug 21, 2018

Use them!

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Pure Swim Inc.



COMMENT

Additional Comment
Aug 21, 2018

Service is good and schedule is always adhere to

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COMMENT

Additional Comment
Aug 16, 2018

For all the questions asked and given a 4 to.

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COMMENT

Additional Comment
Aug 16, 2018

They haven't.

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