



The Best Lifetime Ownership Experience

- Serving southern Illinois since 1979
- Owner managed and operated by the Carvell family for over 30 years
- 3 generations of Carvells – same store name, same store location!
- Reputation: Reliable, Knowledgeable, and Experienced
- Consistently offering products and services second to none in the pool & spa industry
- Hot Spring Spas - the only spa line certified by the National Safety Foundation (NSF) for overall safety & performance, Consumer Digest Best Buy year after year, and more!
- Free Spa Test Soaks (How fun is that?)
- Professional, knowledgeable sales and service staff. We attend training every year.
- Free on-site planning and site evaluation, assistance with electricians, deck builders, etc.
- Free step-by-step guide to prepare you for spa delivery
- Follow-up courtesy calls after every spa delivery or service call
- Authorized Hot Spring Warranty Service Center
- PoolCo “Quick Response” Service, Full-time spa service technicians who maintain customer records of all purchases and service calls
- Straight forward warrantee – **IN WRITING – NO DEDUCTIBLE OR TRIP FEES – EVER!** (a PoolCo Exclusive)
- Factory trained service technicians, employed by PoolCo
Labor NEVER SUBCONTRACTED!
- PoolCo is part of the 950-strong member Hot Spring Dealer Network, each having access to sophisticated “DeTECHtive” diagnostic tool
- Bonded (Insured)
- Drain & Refill services available
- Hot Spring TRADE-IN program, your spa retains the highest trade-in value in the spa industry. Hot Spring Spas been making the world’s greatest hot tubs since 1977!
- Ultimate Energy Efficiency – THE Energy Smart Spa
– Third party documented low energy consumption.



PoolCo Guarantees it!

