

CUSTOMER MANUAL



AQUA

Your Pool, Our Priority:
A Homeowner's Manual for
Aqua to learn how use our
app to schedule, track, and
maintain your pool perfectly.

Chemical Balancing

Fixed Payments

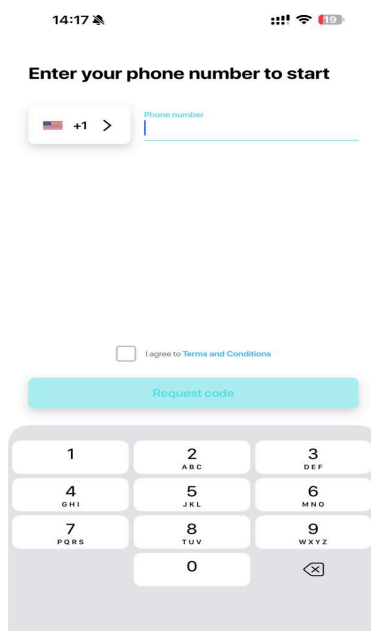
Trusted Professionals

Welcome to Aqua

Aqua connects homeowners with trusted pool cleaning professionals, offering fast booking and reliable maintenance services. This guide explains how to register, request a service, manage payments, schedule cleanings, and access support. The Aqua App is your main tool to manage your pool service from start to finish.

1. Create or Log In to Your Account

- Download the Aqua app and enter your phone number.
- Verify your account using the authorization code sent via SMS.

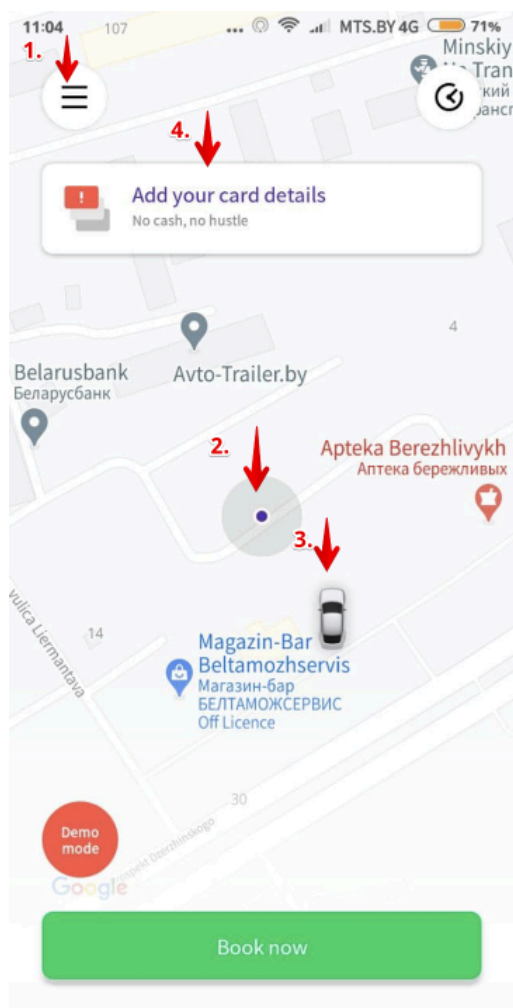


2. How to place an order from Customer app

Placing orders with Customer app is easy! Let's go through a step-by-step process of creating a sample order.

Main screen allows you to review:

1. profile "Side menu"
2. your physical location on the map
3. vehicle availability within the minimal pick-up radius
4. option to add your first credit card.



In case you need to place a pre-order:

1. tap on the “Clock” icon at the bottom right corner of the app
2. select the day and time you need the service for
3. confirm by tapping on “Set up your order”.

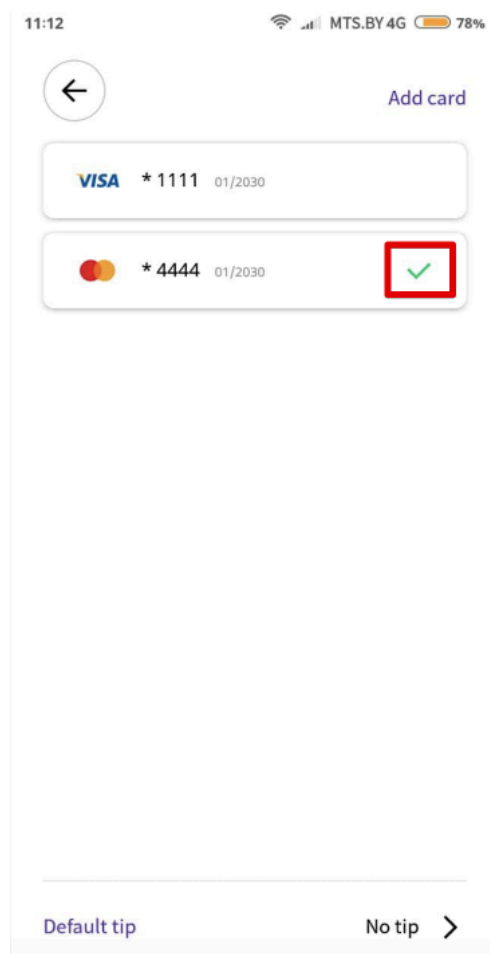
Let us create a booking for now!

1. Tap on “Book now” to start setting your order up.
2. On the second screen your physical location is set as “Pick-up” by default. However, in case you need a different Pick-up address just tap on the field and update it in the address line or “Set point on map”.
3. The next step is to select the service you need, so that it is marked with a “green” frame. Tap yet again on the pre-selected service to check full service details.
4. In case multiple payment methods are allowed you may also pre-define how you are willing to pay. Just tick the preferable payment method within the list of available ones.
5. Once you have specified the service and the preferred payment method tap on “Set pick up”.

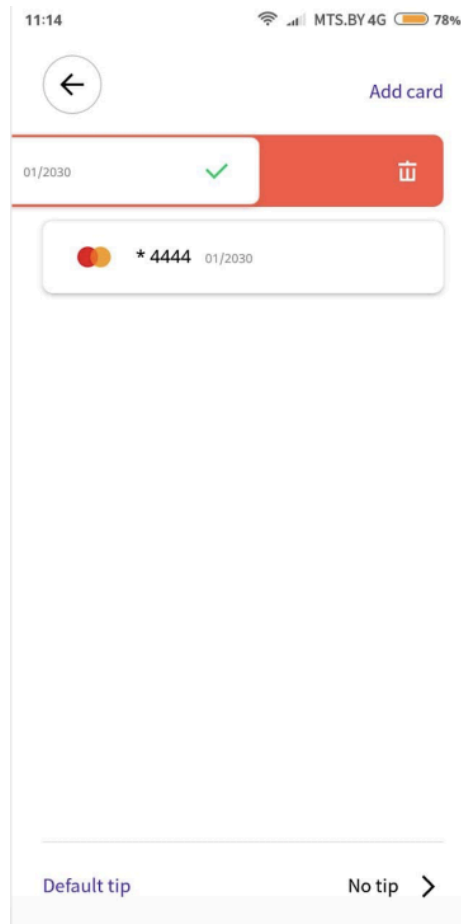
All you have to do now is wait for the assigned cleaner to do the service.

3. Payment methods

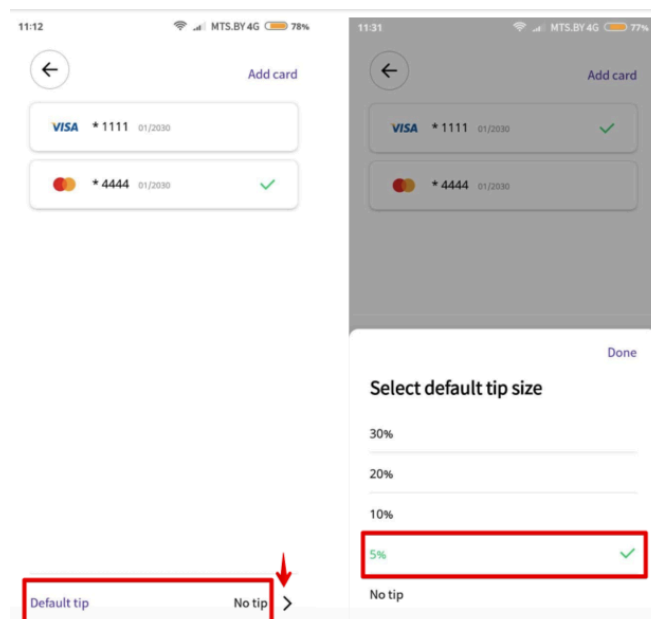
1. Tap on the “More items” icon of your customer app and find the “Payment methods” folder in your side menu list. Access the folder to add your first card.
2. Tap on “Add card” and specify valid card credentials. Finalize by selecting “Add card” at the bottom of the screen and, upon validation, the card will be added.
3. Every last added credit card is set as “Default”. This means that it will be charged at the end of the trip for services operating on credit card payment methods.
4. You can set a new default credit card by preselecting it with a tap. At this point the green “checkmark” appears in front of the card and the card is set as default.



- To delete a card swipe left and the card will be automatically removed.



- In the "Payment methods" tab you can also specify the default "tip" % to be applied for trips on the credit card payment method. Just select the % you need and it will be automatically added to all your trips. Default tip value mabe adjusted at any time.



4. Saved places

- Menu → Settings → Saved Places.
- Tap 'Add Place'.
- Enter address or pin location on the map.
- Name the location (Home, Rental Property, etc.)

10. Support & Contact

For problems with the app, account, or payments, write to support@myAqua.me.