

COMMERCIAL CAPABILITIES & RFP SPECIFICATION

Specialist pool leak detection & underwater repair for commercial Florida properties

Company	Advanced Leak Detection, Inc.
Founded	1990 (as Pristine Pool Service)
State License	Florida State Certified Pool Contractor · CPC-056992
Service Area	Florida statewide · 13 regional hubs · 50+ cities
Core Specialty	Pool & spa leak detection, underwater crack injection
Commercial Clients	HOAs, resorts, theme parks, municipal, hospitality, country clubs
Insurance	General liability, workers' comp, commercial auto (certificates on request)
Headquarters	Altamonte Springs, Florida
Main Line	(407) 332-0078
Commercial Contact	commercial@advancedleak.com

This document is intended for procurement teams, facilities directors, and commercial decision-makers evaluating Advanced Leak Detection for ongoing or project-based commercial engagements. All material is current as of the document date below and subject to revision. Specific references, additional insurance documentation, and tailored scope proposals available on qualified commercial inquiry.

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1. Company Overview

Advanced Leak Detection, Inc. is a Florida-based specialist firm in its 36th year of operation, focused exclusively on pool and spa leak diagnostics and repair. We are not a general pool service company; we do not perform routine cleaning, chemical service, or equipment sales. We do one thing — find and fix water loss — and we do it for the largest and most demanding commercial operators in Florida.

The company was founded in 1990 by Joe Straight in Altamonte Springs, Florida, and has grown to 13 regional service hubs covering all major Florida population centers. Ownership has remained with the founder throughout the company's history. We are not a franchise. We do not outsource commercial work to subcontractors.

Operating Scale

Metric	Figure
Years of continuous operation	35+ years (since 1990)
Total repairs completed	100,000+ documented repairs
Regional service hubs	13 hubs across Florida
Municipalities served	50+ Florida cities routinely scheduled
Commercial segment share	Approximately 40% of total revenue
Customer rating (aggregated)	4.9 / 5.0 across 312 verified reviews

What We Don't Do

In the interest of clarity for procurement teams, we want to be explicit about the limits of our commercial service offering. We do **not** provide: routine weekly/monthly pool cleaning or chemistry service, pool equipment sales or replacement, new pool construction, deck resurfacing, or pool renovation. We refer these needs to partner firms. Our commercial value is concentrated in specialist leak work where experience and technique produce materially different outcomes than generalist contractors.

2. Licensing, Insurance & Certifications

State Licensing

Advanced Leak Detection operates under **Florida State Certified Pool Contractor license CPC-056992**, the highest-level state-issued credential for pool-related work. This license authorizes construction,

modification, and repair of swimming pools and related water facilities throughout the state of Florida. The license has been continuously maintained in good standing since issuance, with no board actions or disciplinary findings on record.

Insurance Coverage

Coverage Type	Limits	Notes
General Liability	\$2,000,000 per occurrence / \$4,000,000 aggregate	Certificate issuable to client
Workers' Compensation	Per Florida statutory requirements	All W-2 technicians covered
Commercial Auto	\$1,000,000 combined single limit	All service vehicles covered
Professional Liability	\$1,000,000	Errors & omissions coverage
Umbrella	\$5,000,000	Excess coverage over primary policies

Certificates of insurance naming client as additional insured (where commercially customary) issued within 1 business day of contract execution. Bonds available on request for specific engagements.

Certifications & Training

Field technicians complete in-house certification covering diagnostic methodology, underwater repair technique, equipment operation, chemical safety, and commercial site protocols. Dive technicians hold commercial diver certifications appropriate to confined-water commercial repair work. Senior specialists have an average of 15+ years tenure with the company.

3. Commercial Capabilities Matrix

The following capabilities matrix summarizes services available to commercial clients. All services are offered across our full service area. Commercial-tier accounts receive priority dispatch, written scope and schedule commitments, and dedicated project management.

Capability	Available	Notes
Leak detection diagnostics	✓	Primary service offering
Underwater crack injection	✓	Proprietary technique — no drain required
Pressure testing (plumbing)	✓	All circuits, isolated or combined
Dye testing (above/below water)	✓	Standard diagnostic component
Electronic listening device diagnostics	✓	Underground plumbing pinpointing
Hydrophone / hydrostatic testing	✓	Shell integrity confirmation
Skimmer, return, & fitting repair	✓	All common failure points
Underground plumbing repair	✓	Targeted excavation over re-routing where possible
Spa & spillover repair	✓	Specialist spa crew available
Vanishing-edge & feature repair	✓	Including trough and return system work
After-hours / overnight service	✓	Standard for hospitality / attraction clients
NDA-bound engagements	✓	Standard for confidentiality-sensitive work
Written warranties	✓	See Section 4
Regulatory / Health Dept. documentation support	✓	For municipal & public pool clients
Real estate / due-diligence inspections	✓	Same-day written report available

4. Written Warranty Terms

All commercial engagements include written warranty documentation issued with the invoice. Unlike competitors who offer vague satisfaction-based promises, our warranties are explicit, transferable where applicable, and cover specific remediation obligations on our part.

Warranty Structure

Warranty	Duration	Coverage
Leak Detection	60 days	If we certify a leak is absent and a leak is subsequently identified from the same source
Minor Repair	2 years	Covers fittings, seals, union replacements, and equipment-pad plumbing. Full replacement of equipment is not covered.
Major Repair	3 years	Covers underwater crack injection, skimmer repair, shell sealant work, and underwater pipe repairs.

Warranty Administration

No water-loss threshold is required to trigger warranty service — if the repaired source fails within the warranty period, the repair is re-performed. Claims are processed by the regional hub that performed the original work; response SLAs match original-dispatch SLAs for the contract tier. Warranty coverage is tied to the repair location and remains in effect if the property is sold, assuming ownership notifies us within 30 days of transfer.

Commercial Contract Enhancements

Commercial contracts may include enhanced warranty terms beyond the standard issue, including extended duration, priority response SLAs, scheduled re-inspection intervals, and blanket portfolio coverage for multi-property clients. Terms negotiated during engagement scoping.

5. Service Coverage & Dispatch

Service is organized into 13 regional hubs, each with dedicated dispatch, crew, and regional management. Commercial accounts are assigned a primary hub based on property location but have access to adjacent-hub resources for overflow, specialty work, or multi-property portfolios spanning regions.

Regional Hub	Area Code	Primary Service Area
Jacksonville / St. Augustine	904	Duval, St. Johns, Nassau, Clay, Flagler counties
Daytona	386	Volusia County & surrounding communities

Orlando	407	Orange, Seminole, Osceola, Lake counties
Melbourne	321	Brevard, Indian River counties (Space Coast)
Lakeland	863	Polk, Hardee counties (I-4 Corridor)
Tampa	813	Hillsborough, Pasco counties
St. Petersburg	727	Pinellas County & west coast
Sarasota	941	Sarasota, Manatee counties
Fort Myers	239	Lee County
Naples	239	Collier County
Palm Beach	561	Palm Beach County & Treasure Coast
Fort Lauderdale	954	Broward County

Response SLAs by Contract Tier

Tier	Emergency Response	Scheduled Service
Standard Residential	1–3 business days	3–5 business days
Commercial	Same day / next day	1–2 business days
Commercial Priority	4-hour SLA business hours	24-hour SLA
24/7 Contract	2-hour SLA any hour	Same/next day

6. Representative Commercial Client Segments

The following segments represent our active commercial client base. Specific client names are not disclosed in public materials as a matter of confidentiality policy — our commercial clients value discretion about their facility issues. References from named clients in each segment are available under NDA during the engagement evaluation process.

Master-Planned HOAs & Community Associations

Amenity center pools, clubhouse facilities, satellite neighborhood pools, lap lanes, splash pads, and spa installations for communities ranging from 200-unit developments to 5,000+ unit master-planned properties. Work typically includes scheduled annual inspection, leak diagnostics on demand, underwater repair, and warranty service with board-level reporting.

Hospitality — Hotels & Resorts

Resort amenity pools, rooftop pools, spillover features, vanishing-edge installations, and spa systems for luxury resort, boutique hotel, and branded hospitality properties. Work performed with operational discretion — overnight dispatch, NDA coverage, zero guest visibility standard.

Theme Parks & Attractions

Signature water features, hydraulic pool systems, show-element water integration, and supporting utility pools at major Central Florida attractions. All work performed during operational closure windows; guest-visibility prevention is a core service standard.

Private Clubs & Country Clubs

Member-facing amenity pools, lap facilities, junior pools, spa installations, and fountain features at Florida's largest private clubs. Engagements typically include scheduled service calendar, written reporting to facilities committee, and warranty coverage through club budgeting cycles.

Municipal & Public Aquatic Facilities

Public pools, municipal aquatic centers, school district facilities, and county recreation installations. Work includes regulatory documentation support for Health Department requirements, public-bidding compliance, and reporting to facilities management authorities.

Commercial Real Estate & Property Management

Apartment complex pools, condominium amenity pools, and commercial property pool installations managed by third-party property management firms. Portfolio-level contracting available for management companies with multiple properties across our service area.

7. Commercial Project Workflow

Standard Engagement Process

1. Inquiry & NDA

Commercial inquiry received via direct line, email, or RFP. NDA issued or countersigned within 1 business day if confidentiality-sensitive engagement.

2. Scoping Call

30–60 minute phone or video scoping with facilities contact. Covers: property type, known issues, operational constraints, access limitations, scheduling window, confidentiality requirements, billing structure.

3. Site Visit & Diagnostic

On-site specialist assessment with full diagnostic protocol. Written findings delivered within 24 hours of site visit. Includes photographic documentation, leak source identification, recommended scope, and cost estimate.

4. Scope Proposal

Formal written proposal issued covering: diagnostic findings, proposed repair scope, timeline, pricing, warranty terms, insurance certificates, and any operational accommodations. Typically delivered within 3 business days of site visit.

5. Contract Execution

Client-executed contract or purchase order. Certificates of insurance naming client as additional insured delivered within 1 business day of contract execution. Pre-work scheduling confirmation.

6. Repair Execution

Work performed per agreed schedule with operational accommodations. Daily or shift-end status updates as appropriate for engagement type. Photographic progress documentation.

7. Completion & Warranty

Written completion report, warranty documentation, and final invoicing. Post-completion verification visit at 30 days (standard) for commercial tier. Warranty active immediately upon completion.

8. Ongoing Relationship

Post-engagement, commercial clients typically move to a scheduled-service relationship with annual or semi-annual inspections, on-demand diagnostics, and portfolio-level contract management as applicable.

8. Confidentiality & NDA Practice

Commercial confidentiality is built into our standard practice. Our commercial client base — hospitality, attractions, HOAs, private clubs — operates in environments where facility issues becoming public can produce disproportionate reputational or revenue damage. We recognize this, and structure our engagements to prevent disclosure risk.

Our Standard Practice Includes:

- NDA coverage available at inquiry stage — we will countersign client-issued NDAs or provide our own mutual NDA within 1 business day.
- Client names do not appear in public marketing materials, case studies, or reviews. Published case studies are redacted with client identifying information removed.
- Technicians sign employment-level confidentiality agreements covering all commercial engagement details.
- No photography or documentation leaves the job site except for our internal records, which are retained in a client-access-only repository.
- Media requests (in the rare event one occurs regarding a client facility) are forwarded to the client for response; we do not comment.
- Warranty service calls and post-completion follow-up follow the same confidentiality standards as the original engagement.

9. Pricing Structure Overview

Final pricing is project-specific and delivered in the scope proposal following site diagnostic. The following provides general guidance on pricing structure for commercial engagements.

Service Type	Typical Commercial Range
Diagnostic / Leak Detection (per visit)	\$450 – \$1,200
Skimmer / fitting repairs	\$350 – \$2,500
Underwater crack injection	\$1,500 – \$6,500
Underground plumbing targeted repair	\$1,800 – \$8,500
Vanishing-edge / feature system repair	\$2,500 – \$12,000
Spa / spillover diagnostics & repair	\$600 – \$4,500

Annual scheduled inspection (per pool)	\$350 – \$650
Portfolio contracts (multi-pool)	Negotiated — typically 15–25% below per-visit rates
Emergency / after-hours premium	+25% to standard rates (waived for Priority tier)

Ranges reflect typical work at Florida market pricing. Complex shell or structural issues, multi-day engagements, and engagements requiring specialty divers or underwater work may price above standard ranges. All proposals are itemized and delivered in writing before work is authorized.

10. Contact Directory

Primary Commercial Contact

Main Line: (407) 332-0078 (request Commercial Division)

Email: commercial@advancedleak.com

SMS: (321) 342-1020

Website: advancedleak.com

Response SLA: Qualified commercial inquiries receive response within 1 business day

Regional Hub Contacts

Region	Phone	Coverage
Jacksonville / St. Augustine	(904) 515-0078	North FL
Daytona	(386) 226-0078	Volusia
Orlando (HQ)	(407) 332-0078	Central FL
Melbourne	(321) 325-0078	Space Coast
Lakeland	(863) 802-0078	Polk / I-4
Tampa	(813) 226-0078	Hillsborough
St. Petersburg	(727) 467-0078	Pinellas
Sarasota	(941) 955-0078	Sarasota / Manatee
Fort Myers / Naples	(239) 330-0078	Lee / Collier
Palm Beach	(561) 370-0078	Palm Beach / Treasure Coast
Fort Lauderdale	(954) 210-0078	Broward

Final Note

This document is intended as a reference for procurement and commercial evaluation. Every engagement we perform is individually scoped and tailored to the property, operational constraints, and contractual preferences of the client. We welcome detailed RFP responses, reference requests, and site-specific scoping conversations.

To initiate a commercial engagement or request additional documentation (certificates of insurance, specific references under NDA, pricing for a defined scope of work), contact our commercial division directly.

Joe Straight

Founder, Advanced Leak Detection, Inc.

Serving Florida's commercial pool operators since 1990