

**IPSSA Claims**

**Report From 1/1/18 through 1/5/21**

ReportedDate	Description
12/22/2020	Lawsuit Damage to Finishes - Plaintiff claims pool tile was defectively installed and damaged
12/14/2020	OI was a Subcontractor for claim CRPG11000V3308
12/11/2020	Customer's pool developed scaling. Customer seeks \$2850 to polish plaster and acid wash pool.
12/2/2020	OI's client unhappy with workmanship.
12/1/2020	OI has been sued for multiple disputes with a neighbor including operating a business from his home
11/13/2020	The pool builder has made allegations that the pool chemicals are not being monitored and installed correctly by our OI and that's why the plaster is breaking down.
11/13/2020	During the installation of a heater the gas line broke
11/12/2020	Pool popped up
11/3/2020	Spa overfilled in between coping and fiberglass due to issue with valve return
10/29/2020	Client unhappy with OI workmanship
10/29/2020	Water was left running from 4pm until 9am next day when OI's client turned it off. Water got inside house.
10/23/2020	OI's client unhappy with work, claims family dog got sick due to OI leaving chemicals behind.
10/2/2020	OI's client has had a leak under the house foundation for 8 years. He blames the pool service.
10/1/2020	In July OI treated Claimant's pool for white streaks due to a chemical imbalance; In August OI performed an Acid Wash that now caused brown streaks and etching on surface of pool.
9/21/2020	OI was hired to provide leak detection and when he started inducing air pressure in main drain, within seconds an air bubble formed under pool and cracked/ split fiberglass pool
7/16/2020	Gallon of muriatic acid was purchased in store and spilled in customer's vehicle during transport. Customer states it destroyed interior of vehicle.
7/16/2020	OI insured installed a booster pump. Was advised today that a hose came loose and flooded an equipment room and an adjoining bath, shower (external pool house)
7/10/2020	Improper repairs to the spa. Vendor claiming work was done on two occasions, but they were not, causing leakage into the units below.
6/22/2020	Legionnaire's bacteria was found in the spa
6/9/2020	OI was hired as a Sub. to clean a fountain. Under the drain was an underground parking structure and flooded the parking structure.
4/16/2020	OI emptied an indoor spa to do work on and when he went back the next day, it had lifted approx. 1 inch out of the ground.
4/7/2020	Legionella found in spa
3/23/2020	OI replaced the diverter and cover on a leaking pool / spa suction valve. When reinstalled the valve actuator OI failed to turn it on causing the cover ripped the cover track out of the wall.
3/17/2020	Gate was left open by employee and dog ran out
3/5/2020	OI's client is blaming OI for leak in main line & pool return line although he did not work in that plumbing. OI did a skimmer repair back in Oct.2018. a year later Client contacted OI to report possible leak. OI did multiple test which results were negative for leak in his work. OI took over pool service did multiple bucket test.
3/2/2020	OI drained fiber glass pool 2/19/20 and pool popped up.
2/19/2020	OI was performing the initial digging and hit a power line. Unknown estimated cost of damage.
2/19/2020	Hotel guest sustained injuries after using a hot tub recently serviced by OI
2/12/2020	See summons
1/28/2020	*DISREGARD CLAIM TRAINING SAMPLE*
1/28/2020	OI has a claim with his client's carrier (Allstate)
12/11/2019	OI began servicing client's pool after it was plastered in 2017. In early September Client mentioned etching in plaster and steps. Service was stopped in 9/23/19. OI mentioned etching is pretty aggressive.
11/27/2019	OI's was doing normal brushing on north end of the pool and a piece of plaster peeled off. OI states plaster is at least 30 years old.
11/25/2019	Loss of income - Tornado North Texas
11/19/2019	OI states he was kicked off job & later received court documents.
11/13/2019	Loss of income
11/7/2019	OI Kevin Bana had chemicals leak on the way to the pool causing decoloration on concrete next to deck.
10/9/2019	See notice of entry of judgement attached
9/30/2019	Claimant complains that failure to fully drain pool of acid wash caused discoloration in pool.
9/24/2019	Lawsuit re: copyrights

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9/23/2019	Discoloration of plaster, streaks caused in plaster possibly due to calcium sitting at bottom of the pool too long. OI states there was a pump in pool that did not have proper suction.
9/6/2019	Our insured turn water on at a vacant house to fill pool. Plumbing was disconnected and water caused damage to house.
8/27/2019	Tear on automatic (spa) cover only
8/21/2019	OI's employee threw trichlor algae into pebbletek pool and it caused staining. Jay Galenda -Haro Bryan did stain removal treatment the following week and it looked to OI as if they were gone. OI's has open claim with builder of pool.
8/14/2019	OI Left water running at clients home. No damage was done just high water bill.
8/6/2019	Pool company emptied drain line from pool into sewer line in the driveway. This resulted in backup in the home and subsequent damages to property of both tenant and owner.
8/1/2019	Acid Wash Claim
7/19/2019	OI was getting chemicals out of truck and accidentally dropped & mixed chemicals which caused fire. Once OI had contained fire he realized he had mixed about 80lbs of shock with water on his truck. To avoid second fire or more damaged he promptly dumped chemicals on street which went to a city drain. Fire department was called & report was taken .
7/18/2019	Customer is suing our insured in small claims court for unspecified damages at \$3900.
7/1/2019	Life insurance claim
5/29/2019	Fountain tile damaged from Acid.
5/10/2019	Mike called to advise that on Monday, May 6th he drained water out of a pool. He received a call from the Homeowner today that the pool had raised out of the ground up approximately 2 feet.
5/9/2019	Client claims that OI drained the pool for a pool remodel and didn't put well points in it and ended up with the pool cracking along with other issues.
5/7/2019	OI was draining pool and hose burst causing flooding in one of the den's rooms. OI was advised by client to leave broken hose there for inpection purposes.
4/23/2019	OI's client Carlos had a green pool, OI drained it to the drain that client requested he used. Drain backed up overflowed. Flooding sideyard flooded as well as neighbors house.
4/9/2019	Loss of earnings due to fire
4/3/2019	OI serviced pool and notice spa was low and it was check Jandy valves, but problem was Check valves. When OI notified client there was already damage to plaster
3/27/2019	Guest and children suffered chemical burns in the spa/hot tub. See document attached.
3/8/2019	OI was in auto accident involving 7 injured parties and 8 items of property damage. Mercury wishes to exhaust all coverage resourses.
2/6/2019	OI was brushing a pool at HO residence and a couple of hours later received a call that the vinyl liner pool had a leak.
2/5/2019	Haz Mat
2/5/2019	Water level dropped in between pool services chemical tab floater stained the top step of the pool. OI states that client mentioned she had turned auto-fill off.
1/31/2019	Please see attached lawsuit vs. Carlos Cazares
1/28/2019	OI's customer was unhappy with plastering job. Plaster started developing white stains. OI tried to fix it several times by draining pool and sanding it, client remains unhappy with workmanship.
1/25/2019	OI did not close the gate all the way and the Customer's dogs got out and was bit by another dog. Customers dog needed surgery.
1/25/2019	Loss of income due to fires.
1/15/2019	See summons
1/11/2019	Spa chlorinator malfunctioned. Spa users want reimbursement for damaged clothing
12/19/2018	Loss of earnings due to fires.
12/12/2018	Union fitting broke flooding equipment room. Insured installed union
12/12/2018	\$1.00 payment - Jandy heat pump was picked up from SCP today and was transiting to the customers house for installation. It flew out of insureds truck when a semi truck past them and destroyed it.
12/10/2018	Loss of earning due to fire.
12/6/2018	Loss of earnings due to fire.
12/5/2018	Loss of earnings due to the fires.
12/4/2018	Loss of earnings due to fires. Insured's client's home burned.

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12/4/2018	Loss of earnings due to fire. Home lost during Woolsey.
12/3/2018	Loss of earnings due to fires.
12/3/2018	Customer says insured added strong sanitizer (Cal Hypo) to the pool managing steps. Pool has been repaired at \$3000
11/30/2018	Loss of earnings due to fires. Insured's client's home was destroyed by the recent fires.
11/30/2018	Loss of earnings due to fires.
11/20/2018	Loss of earnings due to fires. Insured's client lost her home in Agoura Hills during the fire.
11/15/2018	Loss of earnings due to the fires.
11/5/2018	Our insured sub contracted a deck painting job. Deck surface is now lifting. Estimate \$1300.
11/2/2018	Customer says our insured etch plaster. Plaster is about 8 years old. Plaster was damaged when our insured began service.
10/31/2018	\$16,426.07 PAYMENTS - OI services the fountain on the property. The lid popped off of the pump and when the pump shut off it flooded underground vault.
10/26/2018	Homeowner claims there is extensive damage to the plaster
10/16/2018	Insured's shop was vandalized. Rocks were thrown to shop breaking windows. Contents loss policy # PSSA1100050-14.
10/16/2018	\$10,582.00 PAYMENT - Plaster stained and etched.
9/28/2018	OI has been servicing this above ground spa for the past 3 years. He'd been cleaning the cartridges as needed but He didn't know there was a micro filter fell apart inside and the debris caused damage internally.
9/28/2018	\$14616 Loss Reserve payment - Our insured has been sued in Small Claims Ct for a stain on pebble tech. Hearing date 11/5/18
9/7/2018	\$1400.00 payment - Customer says our insured turned off circuit breaker to irrigation. OI denies ever turning off breaker. Customer wants \$28,025 for damaged hedges
8/31/2018	Truck driven by Tyler Harney spun out of control hit other vehicles and spilled chlorine as well as other liquid chemicals.
8/31/2018	-- talked to Steve Snider who confirmed check was issued 7/3/19 for Hazmat
8/31/2018	Customer says poor service resulted in burnt out motor. Customer demands \$3733.
8/30/2018	Failed to shut off valve at the pump basket which caused tank room to flood.
8/23/2018	\$1030.23 PAYMENT - Our insured performed a Start Up on pool and the HO noticed some fading of plaster.
8/20/2018	Insured left water running at a residence and homeowner incurred additional cost on water bill. Insured asking to be reimbursed what he paid homeowner.
8/13/2018	Truck was stolen in Palm Springs, insured had all of the costumers gate key's in the truck.
8/8/2018	Our insured is sued for vandalism, removing and damaging pool equipment.
8/8/2018	Insured was working on remodeling the pool. They drained the water onto the yard. Insured did not notice any abnormalities while on site. HO claims water went downhill overnight causing a portion of the retaining wall to give in
7/31/2018	Homeowners pool was left drained for 4 days under 100+ degree temperature. There is now cracking in the 2.5 year old plaster.
7/30/2018	Pool user states she received a rash from pool chemicals
7/26/2018	Insured mistook drain with Bomb shelter opening. Flooded bomb shelter
7/9/2018	OI employee was cleaning filter, and the laundry cleanout in the garage is tied to the pool clean out. The valve was not closed prior and flooded the garage damaging homeowners belongings.
6/26/2018	Insured hit the wrong breaker (not marked) and killed fish in pond.
6/13/2018	In the process of servicing pool our insured tripped and dropped a cup of chlorine granules into fish pond, killing 14 fish.
6/4/2018	Insured is remodeling a pool and pool is cracking. Job was started around 5/25/18. Remodeling consisted of new plaster and tile. Work was performed by company employee - Jeron Spray.
5/31/2018	Customer states that our insured stained plaster.
5/9/2018	Damage to 2 pumps, filter, 2 valves, salt cell and panel. Capacitor blew on motor. Employee left bare wires in contact with metal motor cover creating fire at equipment. Damage to equipment.
5/1/2018	House fire.
4/12/2018	Our insured provided an acid pad to remove stain. Acid pad damaged plaster.
4/9/2018	Over chlorination resulted in damaged heater. Est - \$1800.00

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4/9/2018	EE (Austin Baker) put in Tri chlor Tabs in the spa over several months span which caused stain and deterioration of the head rest and spa cover in an above ground spa.
4/4/2018	Customer states that our insured failed to drain solar panels during freeze. Freeze damaged 6 solar panels.
3/14/2018	People have contracted legionnaires disease. Legionnaire's was found in the hot water heater (not pool related). The pool/spa tested negative for the bacteria.
1/29/2018	Covered member performed a chlorine wash on a pool and a couple days later, the plaster was bubbling.
1/8/2018	Member drained pool water into drain, and water backed up in the house. Carpet and floorboard damage.