

# POOL & SPA NEWS

hanley wood

## CPSC Considers Drain Cover Recall

By Rebecca Robledo What began as a complaint against one testing laboratory has grown into a full-scale investigation of virtually every drain cover on the market.

Spearheaded by the U.S. Consumer Product

Safety Commission, the probe could result in a range of measures. CPSC could merely require a change in the drain cover standard, or choose to recall thousands of units that have already been installed.

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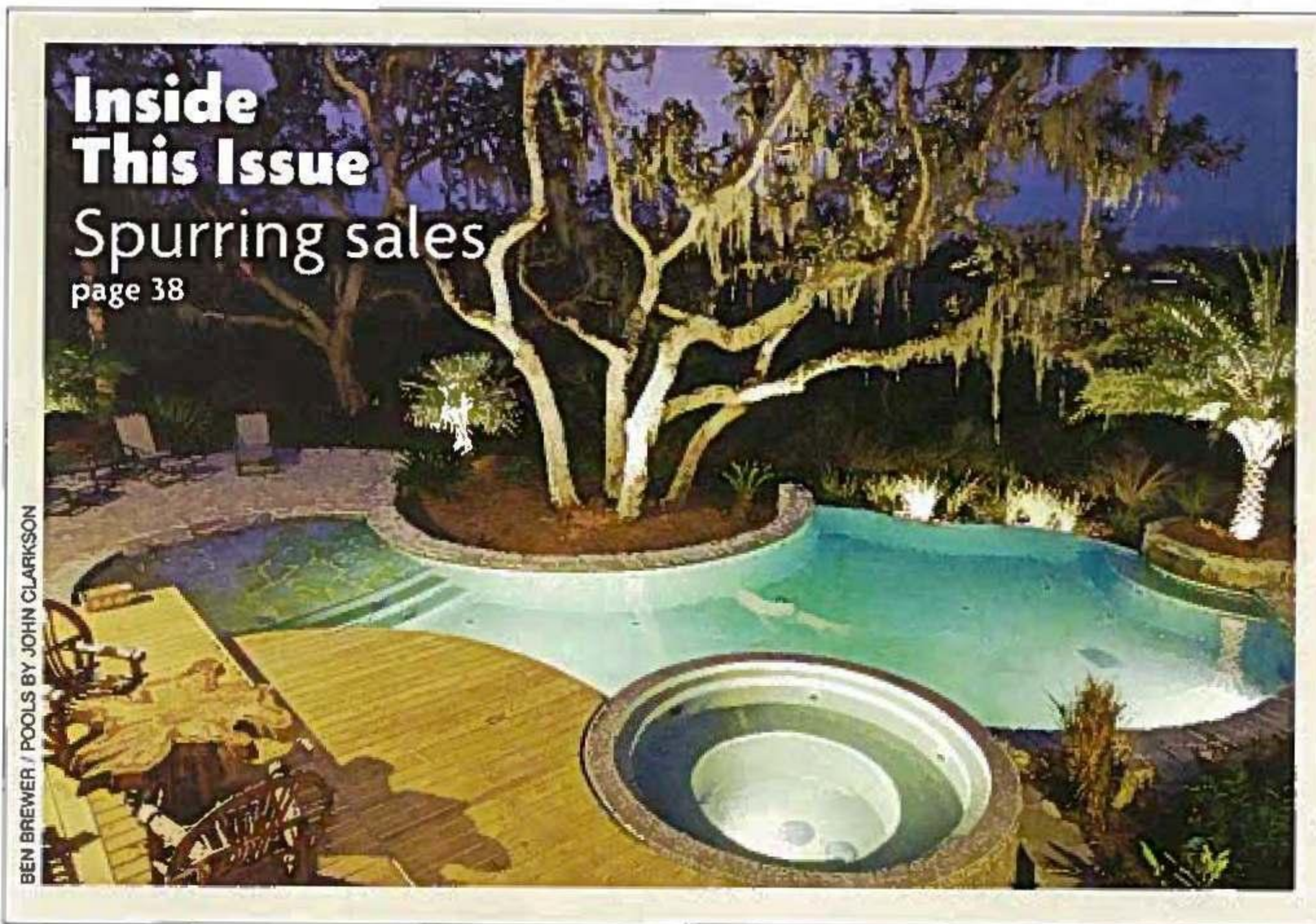
## Proposed Law Divides Industry

By Dan Schechner Industry professionals in Florida are split over a proposed safety law targeting commercial pools and spas.

"We've talked with the bill's sponsor and we have members on both sides," said Jennifer Hatfield, a Sarasota, Fla.-based lobbyist who heads up government affairs for the Florida Swimming Pool Association.

FSPA recently came out against HB 1409, however, and has called on its membership to notify lawmakers of their position.

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BEN BREWER / POOLS BY JOHN CLARKSON

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[www.poolspanews.com](http://www.poolspanews.com)

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Jordan Clarkson,  
Vice president  
and general  
manager,  
Pools by  
John Clarkson,  
Jacksonville, Fla.

#### Compensation

Our salesperson gets a blend of salary plus commission. I think that encourages him to be part of the process the whole way. If they're just paid commission and they collect when the pool is dug, then they have less incentive to participate, because they're not getting paid to be part of the process — they're being paid to sell.

#### Staying in line

The way we keep people from promising things we can't deliver is by having the salesperson look at a project through the whole process. So even though he's not an on-site supervisor, he's very involved with the client all through the project. If the salesperson or consultant knows they have to face that homeowner, they're less likely to bend reality. They're also going to be more understanding of the process. We encourage training on the construction part of it, so he knows how a pool is built and better understands the costs.

The salesperson also talks to the company owner or construction manager to make sure we can deliver what's

promised. We do that on anything out of the ordinary, anything that's newer to us. We have a very good team where we encourage communication, so we'll all meet and go through a particular design or detail. Maybe it's not the whole project, but say we're doing this fire feature and we have to figure out how we are going to make it work, how we are going to coordinate it.

We use a particular estimating system, so we have a way of accurately pricing pools. Then, when it goes beyond that, the salesperson will meet with a manager.

And once the project is sold, they have to turn it in for review. ■

