

One Thousand Waves



experience guide



custom luxury swimming pools

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welcome to the One Thousand Waves experience

Hi, I’m John Horn, founder of One Thousand Waves, and I can’t wait to work with you on your new swimming pool. I founded this company in 2004 after seven years in the pool industry, and now with more than two decades of construction expertise I’m excited to create the swimming pool and outdoor living space of your dreams.

At One Thousand Waves, we believe in exceptional design, time-tested craftsmanship, and an outstanding customer experience. Each of our clients can expect:

- careful listening to their needs and frequent communication throughout the process
- meticulous planning and attentive, detailed supervision
- the highest standard of materials and expert craftsmanship
- a beautiful result

When you’re ready to build a first-class custom swimming pool, One Thousand Waves is ready to deliver.

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introduction 

where to start

choosing a builder

When you're looking for someone to build a swimming pool, it's important to meet with at least three or four builders. Look at their galleries, ask questions, and ask for referrals. Talk with individuals who have had firsthand experience with each builder. From there you can start to establish a relationship with a builder you feel you can trust.

One of the most difficult times in the decision-making process happens when builders offer conflicting information about design and technology choices. To better understand these differing perspectives, try and get a sense of the builder's or salesperson's background with the company. How much experience do they have in the industry? How long have they been working at their current company? How long has the company been in business? How old are the pools in the photos you're looking at?

Forming a trusting relationship with your builder will allow you to arrive at the right design together and will help you to feel more comfortable during the construction process.



getting to know us

mission

One Thousand Waves builds custom luxury swimming pools with a considered design approach that integrates the home and existing natural elements to create a harmonious outdoor living experience.

vision

One Thousand Waves strives to produce some of the most exciting swimming pool projects in the Austin area, combining striking design and maximized usability for long-term enjoyment.

core values



exceptional design

We thoughtfully design our pools to incorporate your vision, lifestyle, and environment for a seamless fit. Whether you desire an active area for family or a sophisticated retreat, your project is truly unique to you. Our goal is to work together to create a space where you'll want to spend your weekends every summer for the next 10 years and beyond.



time-tested craftsmanship

We execute our designs using exacting detail and structural integrity for pools with elegant simplicity and longevity. Drawing from over two decades of construction experience and using the highest quality materials, equipment, and technology, we'll ensure your pool is built to last and easy to maintain once the project is complete.



outstanding experience

We strive to build personal and trustworthy relationships with each client we serve as well as our talented crew of subcontractors. You'll see John, our founder, at your project site on a regular basis, taking care that our team works respectfully within your space during construction. We are a small business with a friendly and communicative mindset, meaning you get the attention and satisfaction you deserve and a transparent process from start to finish.

what we do

At One Thousand Waves, we design and build top-of-the-line custom luxury swimming pools, and we rebuild existing pools requiring major overhauls and renovations. Challenging and difficult sites are our specialty. We don't offer pool repair or servicing, although we'd be happy to recommend someone!



who we serve

We build pools in West and South Austin areas including Northwest Hills, Tarrytown, Barton Hills, Westlake, Lakeway, Driftwood, Dripping Springs, and all areas in between. Unsure if we serve your area? Contact us to find out.



our approach to pricing

Deciding on a budget may be confusing for first time pool buyers, as pricing varies widely across the industry. Our pools typically cost between \$80,000 and \$200,000, with an average price of \$125,000. We understand that not everyone has an unlimited budget for their project, so we're interested in helping you create the right pool for your budget range.

Why do our swimming pools sometimes cost more than other builders?

We view our pools as an investment in your home, and it shows in our workmanship. Our swimming pools are built to the highest standard, and we pride ourselves on the thoughtfulness and elegance of our designs. We don't cut corners. In order to achieve a beautiful design, a few more features may be required like a retaining wall or a more ergonomic walkway. It is important to us that we not sacrifice the integrity of the structure and how it operates, but we can also save you money down the road by avoiding structural problems and ensuring proper supervision during construction. In addition, we always use the best subcontractors we can find who use a higher grade of material and who take the time to get their work right.

Some other companies claim they can build a similar pool for less, but how are they achieving cheaper prices? Some companies are able to offer a less expensive option because they are operating on volume. That means you might have a construction manager who is juggling 60 projects at one time, and you may not get the personalized attention you are looking for. Other companies may sacrifice on design or quality to achieve a lower price.

We take a lot of care to ensure that our pools are budgeted properly and priced fairly for our customers, and our proposal will include a pricing breakdown to help you understand the costs.

the design difference





your free consultation

setting up for success

When you meet with John for your free consultation, it's important to establish a few facts and figures to get the best design for your dream swimming pool.

- What are your must-haves?
- What are your would-like-to-haves?
- What are your hopes and expectations for the budget, and what amount is too much to spend?
- How do you envision using your pool?
- What are your aesthetic tastes?

The most important aspect of this initial meeting is that all decision makers discuss their desires as fully as possible. John will look at your yard and home and get a sense of the space and aesthetic environment. He'll talk with you about your wish list and how your pool can function in harmony with your lifestyle. **Be open to recommendations from your expert.** Sometimes just a few tweaks can give you all of the functionality you desire within your budget range.

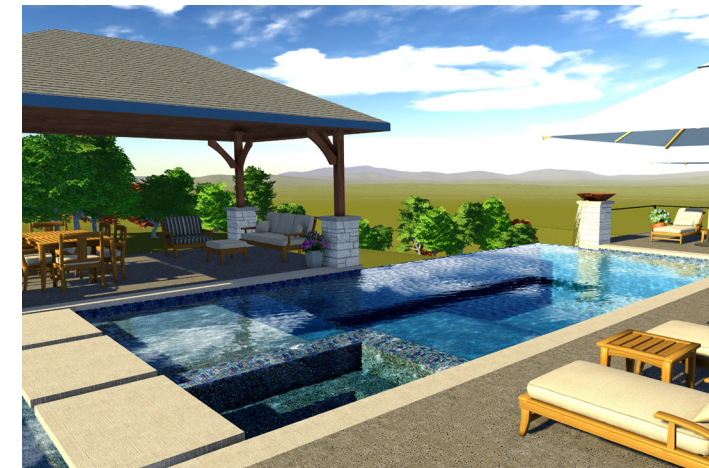
next steps

Once John has a good sense of what you're looking for in a swimming pool, you'll be asked to sign a non disclosure agreement, or NDA. Our designs are one-of-a-kind and thoughtfully created just for you, and a lot of effort goes into perfecting each detail. The NDA is required and necessary to protect us from other builders using our ideas, while you're still deciding who to choose. We appreciate your cooperation!

a beautiful design for you

After a few sketches and additional conversation as needed, John will create a beautiful 3-D rendering of your pool in our state-of-the-art Pool Studio software. This rendering can show your pool within the setting of your own yard—furnishings and all—giving you a sense of precisely what it will look like. We can even show you how it will look at any time of day or night with all of the lights and features.

At a second meeting, you'll review this rendering and discuss a budget range depending on different features and material choices. Look over the design carefully, and let us know what you think. We understand the design sometimes isn't perfect on the first try, so this meeting's purpose is to thoroughly discuss all of your options.



moving forward

arriving at the perfect design

At this point we have a preliminary idea with ballpark pricing. If you like where our ideas are headed, and you'd like to work toward exacting your design with One Thousand Waves, we'll request a \$2,000 partial payment toward your initial contract deposit. This earnest money tells us that you're serious about moving forward with One Thousand Waves and gives us the green light to proceed with at least 30 hours of refining and rendering, plus a detailed cost analysis of your project. Later, if you're not happy and decide not to sign a contract with us, we'll refund \$1,000 back to you and keep \$1,000 for the work we've done so far.

signing your contract

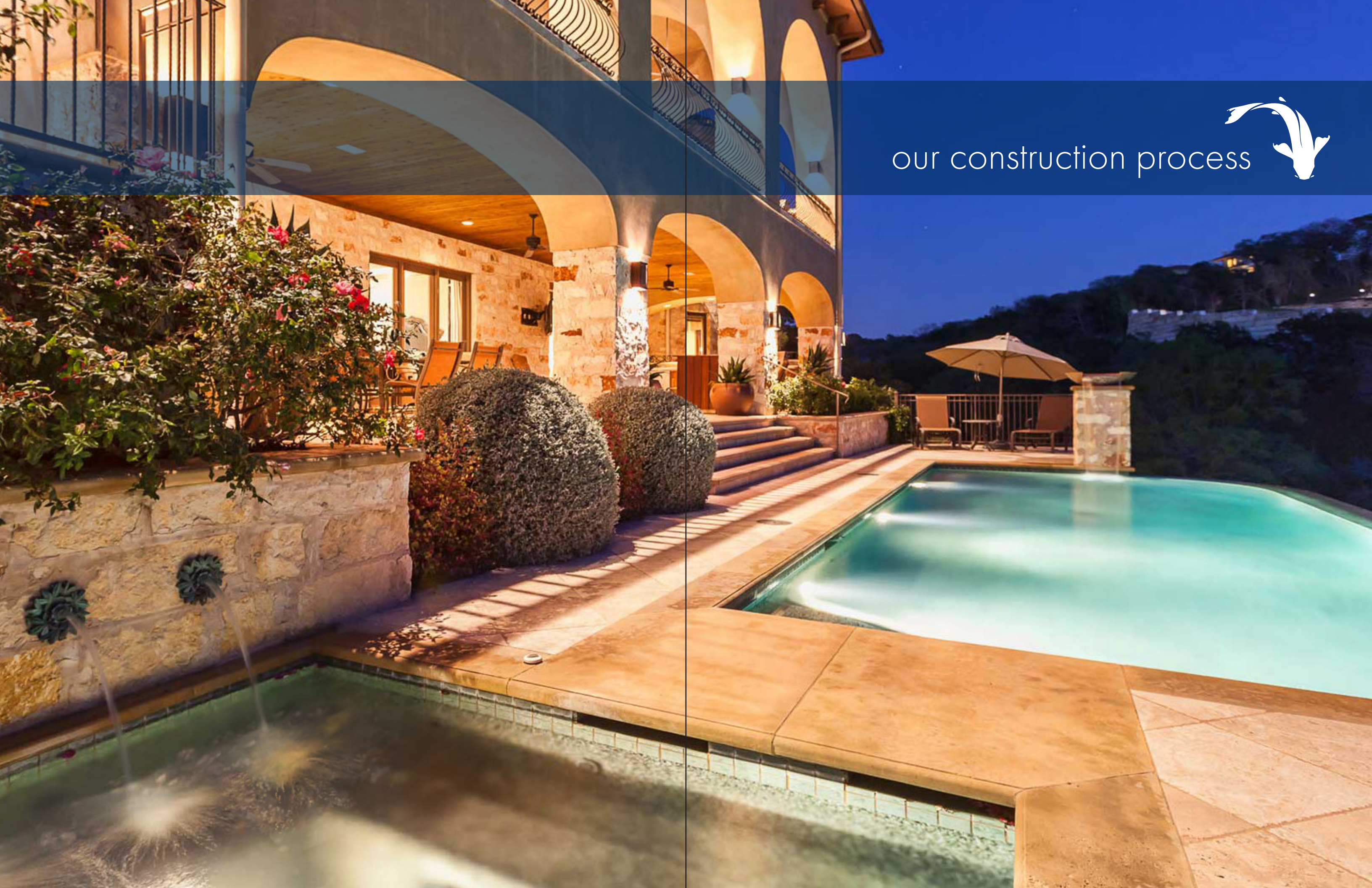
Congratulations! You're on your way to the outdoor living space of your dreams. Once John has worked with you to arrive at the design and price you're looking for, it's time to sign your contract and complete the initial deposit.

What if construction begins, and I decide that I want to make changes?

Changes in the middle of construction can be quite costly, so it is important that you take the time you need with John before signing your contract to fully execute the swimming pool design. Once construction begins, your pool will be built exactly as specified in your contract. The great thing about our turnkey contracts is that we will build your pool at the contract price, even if it ends up costing us more than we anticipated.

If you do decide you'd like to change something about your pool after signing the contract, don't worry. Change orders will include a signed addendum with an adjusted contract price for materials and labor, but we will not charge a change order fee the first time. Any design adjustments after the first change order may be subject to a change order fee at John's discretion depending on the scale of the changes.

our construction process



communicating expectations

phases of construction

After the contract signing and initial deposit, our pools are built in several phases which typically include:

- excavation
- steel
- plumbing
- gunite
- masonry
- decking
- equipment
- interior finish
- final details

We do our best to thoroughly explain each phase prior to its initiation and address any concerns you may have. Let us know what is important to you throughout this process. Do you have outdoor pets? What about your family and neighbors? Building a pool can be a major disruption to your life and your home, and our goal is to minimize the effects. We strive to provide a concierge service with care that is personal for you, your family, your space, and your neighbors.

our promise

Once construction is underway, unknowns and uncertainties may arise. Strange things can happen during construction! Our promise is to let you know what is happening every step of the way, so you know what to expect. **We encourage you to call or text us anytime if you have a question.**



hunter connor



When my husband and I started the process of looking for a pool builder, we use personal references only. We met with 6 builders, through that process we experienced the regular complaints of unresponsiveness and run around games. John Horn with One Thousand Waves was recommended to us by a close friend and their architect and he rose above all the others. The photos on his website are amazing but then again any builder can come up with a good photo of their pools. But let me tell you, this guy delivers. He was here throughout the entire construction process and came by any time we had questions. The pool only took less than 2 months to complete. He always answered our calls, texts, and emails immediately which doesn't seem too common any more. We would highly recommend John Horn with One Thousand Waves for your pool.



our team of subcontractors

it takes trust

We always use the best subcontractors we can find to ensure your pool is built to the highest standard, and we are proud of the personal relationships we have developed with them over the years. Some of our guys have been part of our crew for over 20 years, meaning we have worked well together with long-standing, mutually trusting relationships. We take care of our subs and they take care of us.

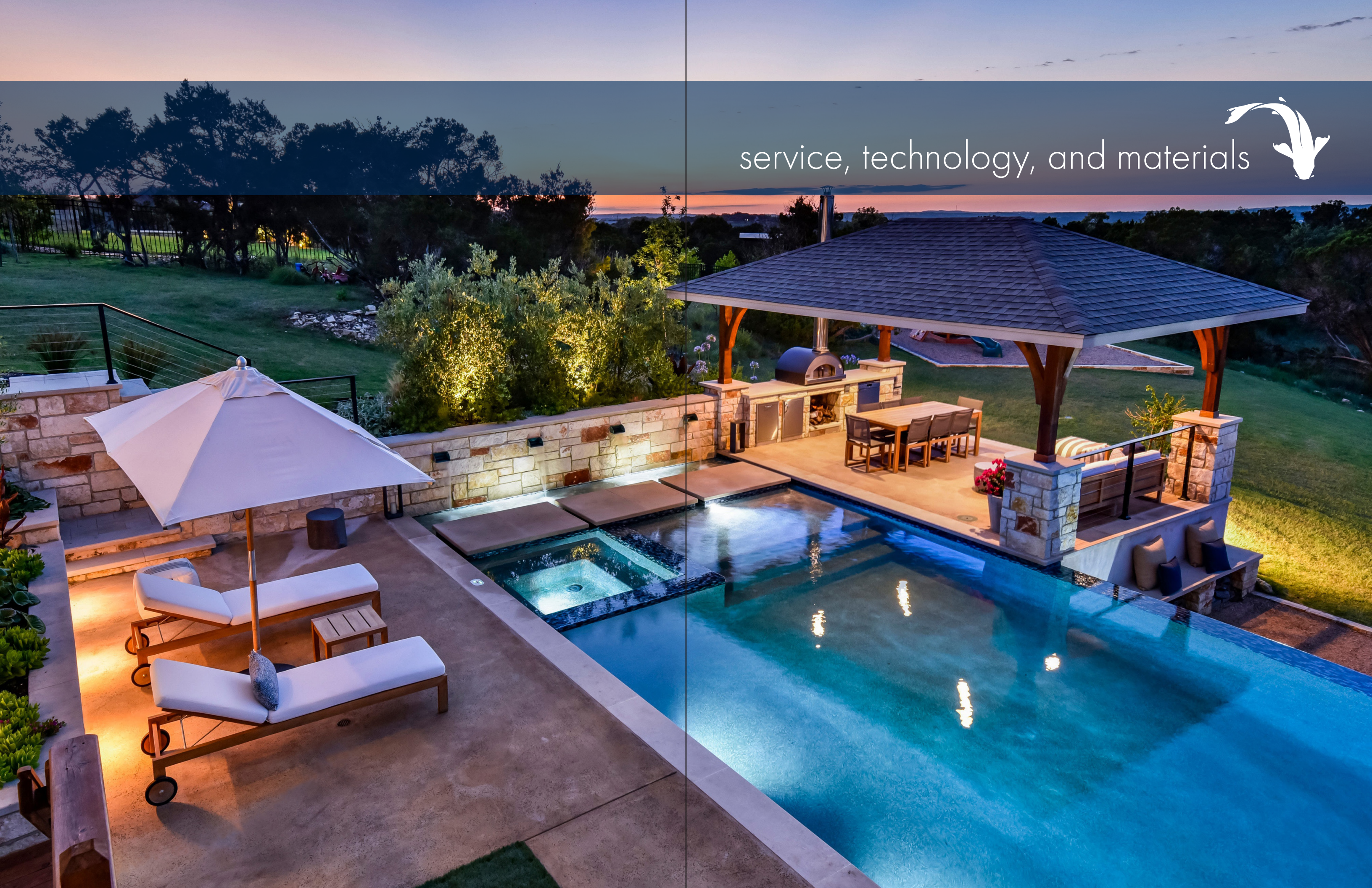
turnkey contract structure

Part of what makes our relationships so strong is our turnkey pricing and invoicing structure. As we complete each phase of construction, you'll receive an invoice for the finished work. This means you don't have to pay for everything up front, but we're able to ensure we and our subs get paid as work progresses. No one gets too far ahead in the process.

If one of our subs returns an invoice for their work and it's more than we expected, we take care of it and our clients never feel the burden. On the flip side, if our crew completes their work and a client hasn't yet paid for the phase, we've collected revenue along the way so our men won't suffer. Our goal is to make sure everyone is cared for.



service, technology, and materials





professional service

startup and pool school

Once your pool is finished, we'll send over a qualified service technician to start up the pool, which includes turning on pumps, brushing the pool regularly, and monitoring the chemistry. Throughout the next 30 days, we will continue these services, ensuring everything is working as expected. Your technician will also install hardware and plumbing fixtures and program the computers.

Next, your tech will schedule your pool school, which will take about an hour and a half. In this session, they will explain every aspect of the pool chemistry, maintenance, and how to operate your pool. Pool school can be overwhelming, so we recommend recording a video to refer back to later.

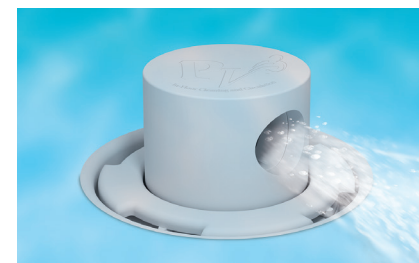
technology makes it easy

You've probably heard salespeople say that your pool can take care of itself, but pools require regular maintenance. Taking care of your pool is like housekeeping and needs to be done every week, but advancements have come a long way, and we're striving to make it easier than ever. All One Thousand Waves pools are set up to maximize efficiency for ease of use and maintenance. Even our most basic pools utilize a computer to turn systems on and off as needed and control safety features such as freeze protection, but you can also upgrade to a fully automated system with chemical control and monitoring.

The following pages will give you the lowdown on a few of our technology options that can make using and caring for your pool a breeze. Our state-of-the-art technology can reduce your maintenance commitment to simply emptying a few baskets and keeping up with some chemistry. And if you choose to continue professional service, it's even easier!

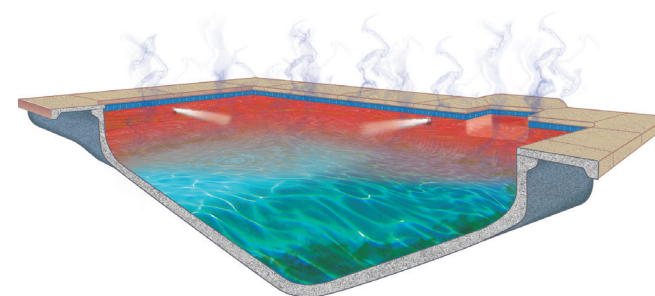
paramount in-floor cleaning system

Experience the freedom of a self-cleaning pool with the Paramount PV3 automatic in-floor pool cleaning and circulation system. Built directly into the pool floor and made to last for the life of your pool, PV3 is engineered to clean your entire pool including walls, floors, steps, benches, and even spas. The rotating cleaning nozzles work together to systematically sweep debris out of your pool through the main drain and skimmers. After about an hour, nearly every square inch of your pool will have been swept one time. When not operating, PV3 nozzles retract flush with the pool floor, becoming virtually invisible. There are no vacuum hoses left floating in the pool; all that's left is a sparkling clean pool that's ready to enjoy.



An Advanced Cleaning and Circulation System

In pools without a PV3 in-floor system, water circulates near the pool surface, where chemicals and heat are quickly lost into the atmosphere. This often leads to wasted chemicals, wasted heat energy, and several poorly circulated and algae-prone areas throughout your pool. PV3 improves circulation which has been proven by independent studies to create cleaner, healthier, and more comfortable pool water, while reducing the loss of chemicals and heating energy into the atmosphere.



Pool without PV3 in-floor system is poorly circulated, resulting in chemical and heat energy loss, as well as algae-prone areas



A PV3 pool has complete circulation of water and chemicals throughout with no algae-prone areas. The PV3 system extends the swim season by eliminating cold spots for more comfortable swimming and saves on chemical and heating costs for the life of the pool.

pentair pumps and effortless pool control

Pentair’s IntelliFlo pumps provide precise flow control, which means increased efficiency, savings, and performance. They’ve earned the U.S. Environmental Protection Agency’s ENERGY STAR® designation by being at least 30%-72% more energy-efficient than others in the industry.

And with Pentair’s IntelliCenter® control system, you can easily and intuitively manage the features of your pool and spa from anywhere in the world. Enjoying dinner downtown? Start up your spa so it’s ready to use when you get home. Away on vacation? Monitor the temperature, pool/spa heater, and lights from afar.

- Provides real-time email alerts
- Easy to use touchscreen interface
- Optional indoor control panel and wireless remote
- Check pool status with iOS® or Android® mobile devices, Apple Watch®, Amazon Echo®, or Google Home® smart speaker
- Remotely control spa jets, lights and light shows, blower, water features, and more



electronic water leveler

Jandy’s Levolor® K-2000 maintains a consistent water level in your pool by detecting low water conditions and automatically replacing water to a pre-set level. The electronic fill device is ideal for pool and spa systems where evaporation is common. It compensates for waves, and its exclusive lock-out feature will not overfill the pool. With no moving parts to break or rust, Levolor® ensures a reliable flow of water.



materials and method

getting it right the first time

In all aspects of our pool design and construction, one of our main priorities is to build your pool to last a lifetime. Not only do we use high quality materials and methods of construction for durability and structural integrity, but we want to make sure that you are happy with your choices in the future.

Choosing the right tile for your pool deck can mean the difference between burning feet in the hot Texas sun or being very comfortable no matter the triple-digit degrees. Ask us about our deck tile that stays cool to the touch and doesn’t radiate heat.

Another product we frequently use is StoneScapes® pool finish by National Pool Tile. This collection provides an extremely durable non-slip finish and offers a wide variety of gorgeous colors and comfortable textures.

our pools are forever

After over 15 years in operation, we are confident that your One Thousand Waves pool will last for years and years to come. Your pool includes a one year warranty, so if something breaks or any issues arise, we’ll come out and make repairs at no cost to you. In addition, most of the equipment we use also comes with a three year manufacturer’s warranty. If anything happens and your pool is out of warranty, please call us anyway! It never hurts to ask, and we are so confident in the integrity of our work that we may be able to provide a repair at no extra cost. We want your pool to far exceed your expectations.





One Thousand Waves, Inc.
Custom Luxury Swimming Pools
onethousandwaves.com