

AEROBIC WASTEWATER SOLUTIONS

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Distributor
of

1-877-247-7643

AQUA SAFE

Customer: _____ Contract Begins: _____
Mailing Address: _____ Physical Address _____
City, State Zip: _____ Home Phone Number: _____
Plant Installation Date: _____ Installing Dealer: _____
Plant Model: _____ Plant Serial #: _____ Air Pump Serial #: _____

This agreement provides a comprehensive service program that will insure continuous, trouble free operation of your on-site wastewater treatment plant. As with any mechanical device, your on-site wastewater treatment plant requires periodic servicing to prevent major operational failures.

5-YEAR RESIDENTIAL SERVICE AGREEMENT---DRIP

We, *Aerobic Wastewater Solutions*, being the authorized *Aqua Safe®* Distributor for the State of Arkansas, offer a full service program that will keep your unit functioning properly and to detect major trouble before it starts. This service consists of the following for sub-surface drip applications.

1. Routine inspections **four** times a year or as required by the Arkansas Department of Health and the NSF.
2. All components of the treatment plant are checked, cleaned. These inspections shall include all requirements made by A.D.H. as well as those recommended by the equipment manufacturing. These inspections will not include repairs.
3. Labor is included to perform all of the above. Replacement or Repairs of a component will be billed on a material basis.
4. Maintenance items, such as air filters, are included in this agreement. Aqua-Safe warrants the system's air compressor for a limited pro-rated 5 year period thus: First two years – 100%, 2nd to 3rd year – 75%, 3rd to 4th year – 50%, and 4th to 5th year period 25% of the manufacturers list price, provided a five-year continuous service contract is maintained on the system. Pro-Rate applies to AS500-AS750 systems.
5. This service agreement is voided if not used according to the owner's manual. Discharging chemicals (drain cleaners, anti-bacterial soaps, bleach) or other foreign materials (tampons, feminine napkins, paper towels, plastics, other non-biodegradable material) into system which kill bacteria and cause system failure and/or resulting alarms will be paid for on a time, mileage, and material basis at the time of service. We strongly recommend the regular use of "Septictrine" as distributed by *Aerobic Wastewater Solutions* as a drain cleaner and system digestive enhancement. It contains enzymes that are specifically suited for digestion of paper (cellulose), grease, soap, and vegetable waste. They will significantly reduce sludge build-up.
6. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CONTROL ANTS OR ANY OTHER PEST WHICH WOULD RENDER THE SYSTEM INACCESSIBLE AT THE TIME OF INSPECTION.
7. The pump tank components, if so equipped and purchased from *Aerobic Wastewater Solutions*, are serviced under this service agreement. Pump failure after the initial two years is not included.
8. The service agreement does not cover damage caused by acts of nature, such as, but not limited to, power surges, lightening, floods, and ant in controll panel.
9. Sludge build-up in trash tanks and treatment plants will be monitored during the service calls. Homeowner will be advised when sludge reaches maximum levels for safe operation of the system. Pump services can be arranged at homeowner's knowledge and expense.
10. A free chlorine residual analysis and pH analysis will be made for each discharging system.

11. System containing a U.V. light will require one annual fecal lab test. This is not covered under the routine inspection and will be billed separate to the homeowner.

12. Service calls due to alarms will be **\$150.00** plus billing on a material basis.

Continuing service contracts are mandated by law. Arkansas Department of Health enforces Act 402, Section 14-236-106-c. which states:

“Any person, firm, corporation, or association, who violates any of the provisions of this chapter or any rules and regulations promulgated under the authority of this chapter shall, upon conviction, be deemed guilty of a misdemeanor and shall be punished by a fine of not less than one hundred dollars (\$100) nor more than one thousand dollars (\$1000).”

The Arkansas Department of Health Alternate Systems Manual states:

“Aerobic treatment plants are required to meet the same permitting and discharge requirements as other treatment schemes. Being a mechanical devise, regular, routine maintenance is absolutely necessary for continued performance. Owners of aerobic treatment plants must maintain a valid service contract with a certified individual or company. Licensed aerobic treatment plant distributors and sewage treatment plant operators certified through training provided by either the Arkansas Department of Pollution Control and Ecology or the Arkansas Environmental Academy meet this requirement. Licensed distributors must provide factory certified maintenance personnel and service. It is the responsibility of the homeowner to pay for all maintenance, effluent testing and records keeping.”

In accordance with the law as stated above, we offer this maintenance contract. There is no cost to the customer for this contract for the first two years. After the initial two years, the cost will be **\$100.00** plus applicable sales tax per routine inspection plus disposables (i.e., chlorine, UV light bulb, etc.) to be invoiced at the time service is rendered. Inspections will be performed every three months. In the event a customer should have a balance due from a previous inspection, the next scheduled inspection will not be made until the account is current. If this makes the scheduled inspection late, the Health Dept. will be advised as to why. You will receive a copy of the report that is sent to your local Arkansas Health Department to keep you informed of the progress of your system. If, for any reason, we are called to make a service call outside this contract, and the problem is deemed anything other than a manufacturing defect or malfunction, you will be charged a service call fee on a time, mileage, and material basis. This contract may be canceled at any time by either party upon written correspondence. We are required by law to notify AHD/ADEQ of any policy cancellation. If it is canceled before the first five years and a contract with another certified technician is not signed immediately, you will void the remainder of the 5-year warranty. NOTE: THE 5-YEAR PRO-RATED WARRANTY refers only to the air pump. You will not be required to sign a new contract to continue the service and inspections of your system.

Thank you for allowing us to serve you in this manner. We sincerely appreciate your business.

Sincerely,



Ronnie Reynolds

Aerobic Wastewater Solutions

I understand and accept the above service contract and agree to payment of services as set forth above.

Signature: _____ Date: _____

Do you have a dog that our service technician might encounter while servicing your system? _____

What is his/her name? _____

Is prior notification required to service your system? _____

I **REFUSE** the above service contract. Signature _____ Date _____