



Waterloo Biofilter Septic System Service Contract

Owner(s): _____

Address: _____ **Lot#:** _____

City: _____ **Province:** _____ **Postal Code:** _____

Telephone(s): _____

E-mail: _____

Is This a Seasonal Site/Cottage: Yes No

Upon receipt of this signed agreement, *Waterloo Biofilter Systems Inc.* agrees to inspect and service the Waterloo Biofilter Septic System and related components at the above Site Address once a year. This contract will commence on the date signed below and will automatically renew annually unless notification is received by *Waterloo Biofilter Systems Inc.* or the Owner. This contract does not include septic tank pumping costs, nor other items not specifically mentioned below.

Each Inspection and Service Includes the Following:

1. Check condition and safety of all tanks, enclosures, and access hatches
2. Examine septic tank health and recommend if tank needs pumping
3. Clean effluent and inline filter; if required
4. Test operation of pump chamber pumps and floats
5. Examine health of Biofilter treatment medium including colour and compaction
6. Visually inspect Biofilter effluent
7. Clean spray nozzles, ensure even distribution over Biofilter medium
8. Test operation of Biofilter tank pump(s) and floats
9. Take grab samples of effluent and test for CBOD and TSS as per the requirements in the OBC
10. If applicable; check charcoal filter(s) and recommend if charcoal needs replacing
11. Check control panel(s) operation and settings; check that panel(s) is properly sealed and inspect for corrosion
12. Check health of disposal bed; moisture, grass cover, grading
13. Record findings on Waterloo Biofilter Residential System Maintenance Report
14. Mail Report to the owner summarizing inspection results and any recommendations or repairs done
15. If necessary; consult with the owner or occupant about best management practices

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Waterloo Biofilter Systems Inc. and Owner further agree to the following:

- There will be a \$150 base fee plus \$85/hour onsite for emergency service calls
- If improper operation cannot be corrected at the time of service, owner will be notified immediately and given estimated cost and date of correction
- If necessary any mechanical unit or any parts will be replaced according to the Waterloo Biofilter limited warranty program; see homeowners manual for details
- Freight charges to the supply source, or to any authorized repair station, are not covered under this agreement

The owner agrees to give *Waterloo Biofilter Systems Inc.* the legal right of access to the premises for the purposes of servicing the Waterloo Biofilter Septic System during the term of this agreement. Access will be defined as any time service is needed or requested or whenever our service personnel schedule periodic inspections as per the contract requirement. This agreement does not include access to the building interior unless the control panel is located therein.

The owner warrants that they have read, understand and will abide by the following Best Management Practices.

Best Management Practices - please refer to the Homeowners manual for a detailed list.

A properly functioning septic system plays a critical role in the health and safety of your local environment. To keep the septic tank healthy and performing properly it is important to not have the following items flow through your septic system:

- Liquid fabric softener and detergent with bleach; use bleach separately in moderation
- Anti-bacterial and disinfectant products including tea tree oil
- Automatic toilet bowl cleaners and bleach pucks
- Chemical and industrial cleaners
- Water softener or purifier discharge/backwash
- Non-degradable products such as; bandages, cigarette butts, coffee grounds, condoms, cosmetics, dead pets, diapers, personal & baby wipes, feminine hygiene products, medication, paints etc.
- Food scraps (garburator)
- Oil and grease

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Important General Use Guidelines

- Repair any leaking household water fixtures immediately
- Divert all eaves trough, sump, pool and spa drain lines away from the septic system
- Always ensure tank hatches are accessible
- Obtain approval from the designer/installer prior to regrading, building, landscaping or planting near the septic system
- Never drive or place heavy objects above the septic system or disposal bed

Service Payment Terms

Each year an annual service fee of \$275.00 plus HST will be billed so long as the contract is in place. Billing will occur after the service has been performed. *Waterloo Biofilter Systems Inc.* will notify the owner of any change to the annual service fee. Payment is accepted by Visa or MasterCard. In order to protect our valued customers, all card information is kept secure and confidential. Please complete, sign and return the contract acceptance information below and the Payment Form (page 4).

Submit it by email: service@waterloo-biofilter.com, fax: 519-856-0759, or mail: Waterloo Biofilter Systems, PO Box 400, Rockwood, ON, N0B 2K0.

Accepted By Waterloo Biofilter Systems Inc.: _____

Date: _____

Accepted by Owner (please sign): _____

Date: _____

*Date of Occupancy/Anticipated System Startup Date: _____

*The first service visit will be scheduled approximately 6-8 months after the anticipated occupancy/system startup date. If the anticipated occupancy date changes it is the responsibility of the home owner to inform Waterloo Biofilter Systems Inc. The home owner will be required to pay the annual service fee if failure to communicate a change in occupancy/system startup date results in a service visit taking place before the system startup.

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Waterloo Biofilter Service Contract Payment Form

Please complete the payment information below. Payment for annual service will be collected after each service visit has been completed. A copy of the maintenance report, invoice, and receipt will be e-mailed to you directly. The cardholder agrees to pay the amount agreed upon in the contract. Any additional replacement parts or work required will be quoted to the homeowner for approval and billed accordingly.

Cardholder Name: _____

Cardholder Signature: _____

Card Number: _____

Expiration Date (mm/yy): _____

CVV: _____