



Waterloo Biofilter Wastewater Treatment System Service Contract - Remote Monitoring

Owner(s): _____

Biofilter Address: _____ **Lot#:** _____

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

Telephone(s): _____

E-mail(s): _____

(Paper Billing Fee of \$5.00 will apply if a valid email address is not provided)

Mailing Address: _____

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

Is the Waterloo Biofilter located at a Seasonal Site/Cottage? Yes No

Is the property only accessible by boat? Yes No

Upon receipt of this signed agreement, *Waterloo Biofilter Systems Inc.* agrees to inspect and service the Waterloo Biofilter Wastewater Treatment System and related components at the above Biofilter Address once a year. This contract will commence on the date signed below and will automatically renew annually unless written notification is received by *Waterloo Biofilter Systems Inc.* or the Owner. This contract does not include 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 pre-treatment tank health and recommend if tank needs a pump out
3. Clean effluent and/or inline filter, if required
4. Test operation of pumps and floats
5. Examine health of Biofilter treatment medium including colour and compaction
6. Visually inspect Biofilter effluent
7. Clean spray nozzles and promote even distribution over Biofilter medium
8. Take grab samples of effluent and test for cBOD and TSS as per the requirements in the Ontario Building Code (results will be provided to the Owner on the Maintenance Report)
9. If applicable; check charcoal filter(s) and recommend if charcoal needs replacing

10. Check control panel(s) operation and settings; check that panel is properly sealed and inspect for corrosion
11. Visual inspection of the leaching bed; moisture, grass cover, grading
12. Record findings on Waterloo Biofilter System Maintenance Report
13. E-mail report to the Owner summarizing inspection results and any recommendations or repairs
14. If necessary; consult with the Owner or occupant about best management practices

Emergency/Alarm Services:

- There will be a \$150 base fee, plus \$85/hour onsite, for emergency service visits that take place during regular business hours.
- There will be a \$200 base fee, plus \$105/hour onsite, for emergency service visits that take place during weekends, holidays, or outside regular business hours.
- Regular business hours are Monday to Friday, 8:00 a.m. to 4:30 p.m.
- After hours phone support is available Monday to Friday, 4:30 p.m. to 9:00 p.m. and weekends and holidays, 7:00 a.m. to 9:00 p.m.

Remote Monitoring Service:

- System monitoring and remote adjustments via the strongest available cellular network
- Alarm notification and system status alerts sent directly to, and monitored by Waterloo Biofilter
- Remote troubleshooting and error resolution
- No additional costs for error resolution that is completed remotely
- If unable to resolve error(s) remotely, emergency/alarm service fees will apply if an onsite visit is required

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

- Communication regarding service visits, reports, and invoices from *Waterloo Biofilter Systems Inc.* will be communicated to the Owner via e-mail. A paper billing fee of \$5.00 will apply if a valid email address is not provided.
- An email notification will be sent by *Waterloo Biofilter Systems Inc.* at the beginning of each service season to remind the Owner of the annual service. If the technician arrives onsite and is refused access to perform the annual service, the Owner will be charged the annual service fee, the contract will be terminated and reported to the local Chief Building Official, in accordance with the Ontario Building Code section 8.9.2.3.(3)(b).
- Access lids and hatches must be accessible and at grade for servicing.

- If minor repairs are needed at the time of service, the Waterloo Biofilter technician will complete these repairs. If the cost of additional repairs totals more than \$50 in materials, the owner will be consulted before repairs are completed.
- If improper operation cannot be corrected at the time of service, the Owner will be notified and given an estimated cost.
- If necessary, any mechanical unit or any parts will be replaced according to the *Waterloo Biofilter Systems Inc.* limited warranty program; see homeowners manual for details. Note that labour required to replace these parts is not covered by the limited warranty program.
- Freight charges to the supply source, or to any authorized repair station, are not covered under this agreement.
- The Owner acknowledges that the Ontario Building Code section 8.9.2.4.(3) requires that if the sample results exceed 20 mg/L for each parameter, re-sampling will take place within six (6) months. It is the Owner's responsibility to contact *Waterloo Biofilter Systems Inc.* if they wish to schedule an additional sampling. This additional sampling will be billed at the same rate as the annual service rate outlined below (see "Service Payment Terms").

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. This agreement only includes building access if required, and the Owner is present.

Best Management Practices

The Owner warrants that they have read, understand, and will abide by the following Best Management Practices. Please refer to your owner's manual, located on our website, for a detailed list.

A properly functioning wastewater treatment system plays a critical role in the health and safety of your local environment. To keep the system healthy and performing properly it is important to not have the following items discharge into the treatment compartments:

- Liquid fabric softener and detergent with bleach; use bleach separately and 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
- Hair

Important General Use Guidelines

- Repair any leaking household water fixtures immediately
- Divert all eaves trough, sump, pool and spa drain lines away from the system compartments
- Obtain approval from the designer/installer prior to regrading, building, landscaping or planting near the treatment system
- Never drive over or place heavy objects around the tanks or leaching bed



Service Payment Terms

Each year an annual service fee of \$495.00 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 credit card, cheque, or e-transfer. To protect our valued customers, all credit card information is kept secure and confidential. Please complete, sign, and return all pages of the contract.

Note that sites which are only accessible by boat will be charged an additional \$200 plus HST for their service visits.

Submit it by email: service@waterloo-biofilter.com, fax: 519-856-0759, or mail: Waterloo Biofilter Systems, 65 Massey Road, Suite C, Guelph, ON N1H 7M6

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 Owner to inform Waterloo Biofilter Systems Inc. The 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. If the Occupancy/Anticipated System Startup date is not completed by the Owner, then the first service visit will be scheduled 6-8 months after the date the contract is signed.

Please indicate any special instructions for accessing the system (ex: property is gated, entry code required, etc.): _____



Waterloo Biofilter Service Contract Payment Form

Please complete the payment information below. The credit card provided will only be charged after each service visit has been completed. The cardholder agrees to pay the amount agreed upon in the contract, and any charges related to additional services/repairs.

Cardholder Name: _____

Cardholder Signature: _____

Card Number: _____

Expiration Date (mm/yy): _____

CWV: _____

Waterloo Biofilter requires a valid credit card on file for services to be completed. If an alternate payment method is preferred, the card will not be charged, but will remain on file in our secure payment processing system.

If an alternate payment method is preferred, please select how the payment will be made.

<input type="checkbox"/> Interac E-Transfer to: accounting@waterloo-biofilter.com	<input type="checkbox"/> Cheque payable to: Waterloo Biofilter Systems Inc. 65 Massey Road, Suite C Guelph, ON N1H 7M6
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A copy of the maintenance report, invoice, and receipt will be e-mailed to the email address provided above.