



Waterloo Biofilter Wastewater Treatment System Service Contract – Smart Panel

Owner(s):					
Biofilter Address:				Lot#:	
City:		Province:		Postal Code:	
Telephone(s):					
Email(s):	(Paper Billing Fee of \$5.00 will apply if a valid email address is not provided)				
Mailing Address (If Different):					
City:		Province:		Postal Code:	

Is the Waterloo Biofilter located at a Seasonal Site/Cottage?	Yes		No	
If yes, when does the property open/close?	Open Date:		Close Date:	
Is the property only accessible by boat? (**Additional Fees Apply)	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:

- Any visit outside of the scheduled annual service is considered an Emergency/Alarm visit
- There is a \$150 base fee, plus \$95/hour onsite, for emergency/alarm service visits that take place during regular business hours.
- There is a \$200 base fee, plus \$105/hour onsite, for emergency/alarm 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.

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. To allow for flexibility in the schedule to respond to emergency/alarm calls, a specific date/time cannot be provided.
- 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.

Sale of Property or Change of Ownership

The Owner agrees to notify *Waterloo Biofilter Systems Inc.* in writing by email: service@waterloo-biofilter.com, fax: 519-856-0759, or mail: Waterloo Biofilter Systems, 65 Massey Road, Suite C, Guelph, ON N1H 7M6, of any sale or change of ownership for the Waterloo Biofilter Wastewater Treatment System. If notification of the sale or change of ownership is not received by *Waterloo Biofilter Systems Inc.* and the annual service takes place, the Owner named on this contract is responsible for any charges incurred.

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

Remote Monitoring Service (Optional):

The Waterloo Biofilter Treatment System installed at your address utilizes a Waterloo Smart Panel. This allows for our optional remote monitoring service which includes:

- Full annual service and sampling as outlined on Page 1-2
- 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

Please select which service you would like to enroll in:

- Standard Contract: \$315.00 + HST annually
- Remote Monitoring Service: \$515.00 + HST annually

If no selection is made, the annual service fee will default to the Standard Contract rate and service.

Service Payment Terms

Each year the annual service fee 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.

**Note that sites which are only accessible by boat will be charged an additional \$200 plus HST for service visits and for emergency/alarm services.



Please complete, sign, and return all pages of the contract 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.)

If there is a property manager, please provide their name, phone number and email:



Waterloo Biofilter Service Contract Payment Form

Waterloo Biofilter requires a valid credit card on file for services to be completed. Please complete the payment information below. After the service has been completed, a copy of the maintenance report and invoice will be sent to the email address provided. The credit card will only be charged by Waterloo Biofilter if the account is past due.

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): _____

CVV: _____

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 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
---	--