

Installer Inc. Letterhead

Waterloo Biofilter® Service Contract

This contract entitles:

Homeowner Name:

BIOFILTER Site Address:

City, Province, Postal Code:

Telephone, Fax Number:

to the following service for five (5) years from the date of installation of the Waterloo Biofilter® System.

Upon receipt of this signed agreement and payment of XXX dollars (\$XXX), *Installer Inc.* agrees to perform the following services during the term of this agreement (five years) and to service and inspect the Waterloo Biofilter® System and related components at the above address twice a year.

This contract does not include septic tank pumping costs, nor other items not specifically mentioned in sections 1–6 below.

System Service

1. Field examination every 6 months for unusual performance of septic tank, effluent filter, pump chamber, disposal bed, and Waterloo Biofilter® components, if there is access at time of inspection, and recommend repairs required or changes in homeowner habits, such as removal of disinfectant, fix leaking toilets, etc.
2. Adjustment of pump switches and control panel settings and clean nozzles as needed.
3. Cleaning of effluent filter and recommend if septic tank needs pumping.
4. Mailed report of inspection and recommendations or repairs done to the homeowner.
5. Consultation with the homeowner or occupant about water consumption, cleaning, cooking, and disposal habits and products which are harmful to the septic tank and Waterloo Biofilter® system.

Installer Inc. further agrees to the following:

- guarantee renewal of this service contract agreeable to both parties
- there will be no charge for emergency service calls unless the problem is obviously the fault of the homeowner (e.g., leaking toilet, plugged line from the house, dead septic tank, etc.), whereby a charge of \$45 will be levied.

- if improper operation cannot be corrected at the time of service, homeowner will be notified immediately and given estimated date of correction
- if necessary any mechanical unit or any parts will be replaced according to the manufacturer's warranty program
- freight charges to the supply source, or to any authorized repair station, are not covered under this agreement
- the homeowner agrees to provide access for service personnel to the system and control panel

The homeowner agrees to give *Installer Inc.* the legal right of access to the premises for servicing reasons on the Waterloo Biofilter® System. This agreement will be in force for as long as it remains under service contract with *Installer Inc.* Access will be defined as any time service is needed or requested or whenever our service personnel schedule periodic inspections as per contract requirement. This agreement does not include access to the home interior unless the control panel is located therein.

Homeowner warrants that they have read and understood the following guidelines.

Guidelines to be Followed to Prevent Malfunction of your Waterloo Biofilter System and Disposal Bed

Not Allowed (can kill septic tank and stop treatment):

No large amounts of harsh chemicals, paints, disinfectants or other anti-septic or anti-bacterial products such as medicines.

No detergent with bleach contained in it (use bleach separately in moderate amounts)

No palm oil, large amounts of olive oil, excessive hair gels, conditioners, etc.

No garden pesticides, herbicides, paints (oil or latex), paint cleaners

Absolutely no bleach pucks in toilets.

Avoid:

Do not use high sudsing detergents; no water softener discharge to tank.

No garbage disposal units—compost or landfill is recommended

No inorganic materials such as plastics, cigarette butts, disposable diapers, condoms, sanitary napkins, etc. oil, grease,

No excessive food scraps in sink, leaking toilets or faucets, bleach use, or anti-dandruff shampoos, disinfectant soaps.

Detergent with bleach cannot be used, but bleach alternatives like enzymes are fine.

Do Not:

regrade the disposal bed/trenches once the bed is installed

direct surface water or house water run-off to the bed/trenches

compact the bed/trenches by driving or parking vehicles over the bed/trenches

Good Habits:

Conserve water if disposal is a problem, repair leaky toilets and faucets.

Divert food, facial napkins, coffee grounds, bones, and other material to garbage or compost.

Spread laundry over several days whenever possible.

Do not use disinfectant soaps no matter how 'natural' they are.

Owner's signature: _____

Date signed: _____

Accepted by *Installer Inc.* _____