

United Septic & Maintenance

Wastewater Recycling Specialists
10310 Chesterton Dr.
Dallas, TX. 75238



Office: 214/341-3355

Fax: 888-765-0461

www.united-septic.com

Date: _____ Permit # _____ Permit Authority: _____

Beginning Date: _____ Ending Date: _____ System: _____

Service Policy

Basic Policy: This plan is for individuals who just want a service that meets the required standards set by the State of Texas. On these visits we will check the aerator, pump tank, effluent pump, low water float alarm, high water float, chlorine residual, sprinklers for the correct spray patterns, distances, and radius. Service Calls - \$65

\$18 per month billed to credit card OR \$150 annually

Full Service Policy: This plan offers the same services as the Basic Plan but has the following features:

- We add chlorine at each visit.
- Sludge readings are taken at all accessible tanks.
- Sprinkler Heads are adjusted and filters cleaned.
- Courtesy call the night before the inspection.
- Service Calls - \$50.00

\$28.00 per month billed to credit card OR \$250 annually

Warranty Program: Full Service benefits apply. Aerator, Chlorinator, Effluent Pump, Control Panel will be replaced at no cost for homeowners choosing this program. Not included are inline and outline PVC pipes. ***Pumping not included!***

\$38.00 per month billed to credit card OR \$425 annually

Service Calls: After 5pm weekdays or weekends are \$100.00 per hour

This policy is effective when signed by homeowner or homeowner's agent and accepted by United Septic & Maintenance. This policy automatically renews; however, the homeowner may terminate this contract by providing written notice to United Septic. If the homeowner decides to terminate this policy, the termination is effective on the anniversary of the policy's first effective date following United Septic receipt of written notice of the homeowner's intent to terminate the policy. United Septic may terminate this policy for any reason. If United Septic terminates this policy because the homeowner's account is more than 45 days past due, the termination is effective immediately.

All prices are per year for maintenance on a 500 gallon per day residential system. In order to obtain a warranty program your system must pass an initial inspection by United Septic. Once we have received your policy and fee, we will inspect your system. **The County will not be aware of your renewal policy until you have passed initial inspection.** This process may require up to 14 business days. If payment is not received for services rendered within 15 days a \$25.00 late fee will be applied monthly from the date of the invoice. If your invoice becomes 45 days past due, your policy will be cancelled. United Septic will not be responsible for acts of vandalism, improper usage, or natural events beyond United Septic's control.

All materials installed during the policy will remain the property of United Septic & Maintenance until full compensation for material and labor to install has been received. Labor rates of \$65 per hour will be in affect to re-install any removed materials

BY SIGNING THIS POLICY, YOU AGREE THAT YOU HAVE READ AND UNDERSTAND ALL TERMS AS SET FORTH HEREIN; THIS POLICY IS THE ENTIRE AGREEMENT BETWEEN BOTH PARTIES.

Separate Mailing Address: _____

Gate Code _____ Aggressive Dogs _____

Call B-4 Inspection _____

Service By: United Septic & Maintenance

License #MC0000390 / MP0001021

I have read and understand the contract above and the homeowners responsibilities outlined below.

Homeowner: _____

Address: _____

City, State, Zip: _____

Phone: _____

Phone: _____

Email: _____

Signature _____

AEROBIC WASTEWATER TREATMENT SYSTEMS

HOMEOWNERS RESPONSIBILITIES

Maintenance Contracts:

Maintenance contracts go into effect the day the system is approved. The original installation contract is good for 2 years from that date. Maintenance contracts must be maintained at **all** times for an aerobic system. ***After 2 years the owner is responsible to renew the contract***, but not required to use the original installer.

Renewals must be submitted 30 days prior to expiration of the contract.

Renewal Date Deadline:

Expiration Deadline:

(Policy Cancellation)

Testing and Reporting:

Maintenance companies shall inspect a system 3 times a year minimum. This shall be done at 4 month intervals. Tags are to be placed on the unit or in breaker box so the maintenance provider can document inspections. Copies of the inspection report shall be sent to the County Health Department and the homeowner. Maintenance contracts do not include the cost of repairs, service calls in between visits, nor pumping of sludge!

Chlorine:

Chlorine must be maintained in an aerobic system **at all times**. Chlorine is present to destroy any waterborne diseases that may be present. The **homeowner** is responsible to make sure the system always has chlorine.

Property Access:

The owner must provide access to the aerobic unit when requested by the maintenance company and/or Health Department. This shall be provided during normal working hours (8am – 5 pm Monday – Friday). Access may be limited due to a locked gate or due to aggressive dogs, etc. If access is denied, we will reschedule the inspection appointment. However, there will be a service charge of \$50 that must be paid for in advance before the re-inspection is scheduled.

Problems:

Emergency service calls will be responded to within 24 hrs. An emergency is considered a system overflowing or backing up into the home. All other calls will be responded to on a first come, first call basis.

Altering the Aerobic Unit:

Once an aerobic unit has been installed and inspected, it **may not be altered in any way** - not by the homeowner or licensed installer or the maintenance company. This includes moving or changing the spray of the sprinklers or connecting another residence to the system. If something needs to be altered contact the county office listed above, a permit must be issued for any alteration and an inspection performed.

Tank Pumping:

Aerobic system must be pumped about every 2-4 years. Failure to pump the system can result in BOD overloads and result in an odor. Failure to comply or correct the situation can result in costly repairs. Grease and garbage disposal usage can and will cause problems with any septic system.