

# **Drain & Sewage Pumping System Services Ltd**

## **Service Terms & Conditions**

### **About our company**

We specialise in Service Cover, for the working operation of the Waste or Drainage water that has already entered into the Tank, up to the final pressure connection before leaving the Tank or Valve chamber respective.

We manage to keep our service charges competitive, based on being able to organise pre-booking with customers located within a local area of each other, to keep travel and associated company running cost to a minimum.

We are usually able to assist with Gravity drain blockages that occur before entering the system, subject to regular build-up of waste products, however please note, we are not specialist with the likes of high pressure internal jetting, or pipe collapse repairs or renewal.

If we supply the use of a Vacuum Tanker or Manual CSE to remove debris from the tank, an additional charge would be applicable for this service.

Any prepaid Vacuum Tanker or Manual CSE attendances, would also be noted on the Pre-pay Annual Invoice.

### **Callout/Attend on Site and Re-Attendance, Charge Time Structure**

For Callout attendance in regular office hours, please call the Office Line 08450 623 456.

For out of hours 24/7/365, please call the Emergency Engineers Mobile 0790 8585 612.

There is an initial set Callout Charge, which covers the same Site Time Allowance as a standard Service Time (pre-notified), which starts from Site Arrival/Sign in on report sheet (or Van Tracker if no one present), however if site time runs additional to the allocated site time allowance, then labour is charged additional per ¼ hour segments. These rates will be specified by email in our Confirmation to Attend, of which will need to be returned confirmed, to book the attendance. The Service Contract Application, also has these details.

Additional Charge rates may be Engineer or Engineer & Assistant.

Any parts and sundries as required, are also charged additional.

### **Day Callout Rate 1 = Service Amount + 35%**

We must be notified before 2pm for same day attendance, as expected site hours are between 8am to 6pm Monday to Friday (excluding bank Holidays), Notification after 2pm would/may be too late for same day attendance, and may then be attended next day, excluding after 2pm on Fridays, where it would/may then be attended the start of the following week on Monday (excluding bank holidays & peak days), unless customer pre-agrees our attendance at Callout Rate 2.

### **Evening Callout Rate 2 = Service Amount + 60%**

Where we are notified between 2pm and 6pm Monday to Friday, or Saturday 8am to 2pm for same day attendance, unless customer pre-agrees our attendance at Callout Rate 3.

### **Night Callout Rate 3 = Service Amount + 80%**

Is when we are notified after 6pm Monday to Friday to next Day 8am, after 2pm on Saturday, and onwards through into Sundays and standard Bank Holiday Mondays/Friday to next Day 8am. Also Christmas Eve AM, & New Year Eve AM.

### **Peak Callout Rate 4 = Service Amount + 200%**

Is Callouts in peak Bank Holiday/Company Shutdown Days, such as Christmas Eve PM, Christmas Day, Boxing Day, New Year Eve PM, New Year Day up to next day 8am.

The Callout is for our Engineer/s to return operation to the system. It does not include clearing of overflow or spillage occurred by system failure, unless requested as noted and signed by the customer on the site report sheet, at additional charge by the customer.

### Confined Space Entry Charges

We have to make specific charges to cover the costs as and when the CSE equipment is required on site. This is due to the high cost of keeping our CSE equipment in good serviceable condition, and also to encompass updated specialist training.

All CSE equipment is re-cleaned with an in-house recheck to keep to the required standard. The one day hire charge is as follows, however subject to our discretion, a further possible discount may be applied, but only if prior noted on the site report sheet by the Engineer.

Note Platinum option customers, have these pre-paid within the annual charge.

Non-Contract Customers hire @ £240 + vat

Contract Returned Customers hire @ £180 + vat

### Our Service Requirements

Pressurised clean water supply from external tap, local (within 20ish meters to station), unless otherwise pre-notified further, so we can bring more hose.

Access to all areas required to complete service, including initial electrical supply.

Restriction of Young Children, pets or wildlife animals under control, to allow Service Engineers access to all required areas, without risk of injury or delay.

Electrical household 230 volt supply, for operation of working tools, or site lighting, or if required breaker or ventilation extraction fan/hire equipment.

Parking guaranteed availability local (50 meters) to station, assumed FOC, or otherwise pre-notified.

### Allocated Parking and Associated Charges

All or any Parking fees/charges applicable to site attendance, are to be paid in full by the customer, in addition to service or callout charge.

### Benefits of being a Contract Customer

1/ Standard Labour charge is reduced from non-contract rate

2/ Part Sales are discounted up to 15% from usual list price

3/ Priority attendance for Callout, over non-contract customers

4/ 10 day free of charge assurance return, if mechanical/electrical items fail following service attendance (excluding for failure of items noted for asap, urgent, immediate attention or otherwise noted on the report sheet), however this does not include blockage within pump or pipe-work, or excessive floating debris, not allowing the level floats to operate.

5/ We will ring or email you to let you know when service attendance is becoming due.

6/ Temp hire pump charge at 50% discount, or possibly free of charge for first 7 days while estimate for repair/renewal is being established.

7/ Additional Confined Space Entry Engineer, at 40% reduction (not 20%) on labour if required

8/ Callout travel & initial site labour charge at "set price" for attendance, not affected by traffic jams, weather or diversions ref additional travel distance.

9/ Contract customers get allocated set "service time allowance" for service inspections, that allows "extended spare time" to do smaller additional works to the system, without extra labour charge up to the service time allocation.

10/ If we are unable to attend and finish the callout/service works within the day-rate times (if notified by 2pm), we will continue to only charge day-rate, even if it extends into evening or night rate period, to hopefully enable at least basic system operation.

11/ Silver to Diamond pre-pay insurance Service Options, covers one 24/7/365 Callout insurance attendance for Mechanical, Electrical Control Panel & Level Regulators, or Blockage within the Pump or local pipe-work/Valves, over the annual term.

If you require additional callout insurance cover, this can be upgraded by prior payment, to the volume you require, and will be noted on the Pre-pay Annual Invoice.

Platinum Option Customer have unlimited breakdown cover.

### What is Not covered in Insurance options

- A/ Does not cover insurance for blockage, mechanical or malfunction, due to failure etc of items that have been pre-advised for either ASAP, Urgent, or other wording advising Immediate Attention as notified on engineer report sheet.**
- B/ Does not cover insurance for Vandalism, tampering by others, adverse weather conditions, loss of or erratic electrical power supply through no fault of the actual station, eg; Power cut/Mains failure.**
- C/ Blockage or failure by foreign items, other than toilet tissue human excrement and internal usage sanitary wear. These foreign items include cotton buds, external sanitary wear, condoms, dental floss, clothing, plastic, toilet freshener holders, tooth brushes, metal, stones, children's toys as well as other such items. These items must be disposed of by other means.**
- D/ Customers using an insurance callout, when no operational fault is present, such as system smells, or drain blockage prior, or wanting general inspection.**
- E/ Minor faults such as bulb not working, or anything that doesn't stop the automatic operational discharge of the system.**
- F/ Attendance after the pre-pay contract term has finished, and not yet paid for renewal, unless received written acceptance to override this time period, or immediate settlement of prepay invoice.**
- G/ Pipe-work/last fixing within the tank and external from the tank or valve chamber, are not included within labour or mechanical insurance for parts or blockage, as these are not parts that are serviceable by our company.**
- H/ Blockage external to the gate valve from the station in the pressure main, or gravity drains blockage prior to the station causing back blockage.**
- I/ Repair to any of the electrical items prior to the Control Panel or spur unit, are not covered by any of the Service Options, and would be charged extra accordingly.**
- J/ External items such as Remote Alarms from the Control Panel, can be added at additional charge subject to requirement.**

### Budget Allowance for Contract Customers

With regard to worn or failed items and additional site required labour, we advise you consider a pre-set budget allowance, to avoid our Engineers having to spend potential chargeable time trying to locate an account holder, to enable authorisation for renewal or repair of items and/or associated labour.

If we are unable to find an account holder to either give authorisation for initial or additional works, our service team would be unable to proceed with such works, and may have to leave the system un-operational, thus requiring a further site attendance and additional charge at a later date.

The amount of budget allowance allocated, "Does not include vat", which will be additional at the respective rate.

Advised requirements at Customer Service location;

We will advise from the following options for your system each annual period, as highlighted in below.

**A/ Number of Service Visits/Annum:- One-Two-Three-Four-Five-Six**

**B/ Budget Allowance per Attendance:- £100-£200-£300-£500-£1,000**

**C/ Service Option:- Bronze-Silver-Gold-Ruby-Diamond-Platinum**

**D/ Other Advised Service Options:-.....**

You do not have to follow our advised options, however we have found over our many years experience in this trade, that our recommendation would be the minimum cover advisable for your type of system, to help ensure reliable operation.

## Continuation, Alteration or Cancellation of the Service Contract

### Continuation of the Service Contract

This contract is annual continuous, unless cancelled by either parties, for complete cancellation or updated for future upgrade or renewal.

Hourly charge rates will remain the same as noted on this contract, unless notified and confirmed otherwise prior to restart of the next annual term, with new contract acceptance.

The customer accepts that the service contract charge options usually rise each year up to a maximum of 4%, with no prior notification to the customer. If it is to exceed 4%, the customer would be contacted for acceptance of such increases, prior to continuation of the contract.

### Alteration of Service Contract Requirements

Customer adjustments can be made throughout the annual term, regarding upgrade from the original service option, at the respective additional insurance charge to the customer, following an accepted quality overview of the system by one of our Engineers.

Contract upgrades would become active, 7 days following date of the cleared additional payment thereby received. Downgrades work with immediate effect.

### Cancellation of the Service Contract

If the customer requires cancellation, we require 7 days written notice by either recorded post or email to our present letter headed email address.

No insurance amount would be able to be refunded, if any claim was used over this period, however 50% of the remaining parts insurance would be refunded if no parts had been used.

Example; £200 parts insurance annual, if six months left, 50% of remaining £100 = £50 refund.

If cancellation is presented by Drain & Sewage Pumping System Services Ltd, we would offer 7 days written notice by either recorded post or email, but offer a full refund of any unused time % of mechanical insurance, as well as any un-attended service attendance fees.

Note; All refunds made available to customer by post or for collection, within 1 month from end of the original contract term.

## Terms of Service offered to Contract Customers

Your central service date is the month/s specified agreed on your return contract, to which period we will be servicing within you local postcode area.

Subject to arranging other local customers for same day attendance in same area to keep our pricing competitive, we may need to adjust the attendance day variable, over the course of the service month.

The Service Charge amount presented, is purchase of a specified Site Time Allowance, that is more than adequate for our Engineer or Engineer/Assistant to service your system, and we manage to keep our service charges competitive, based on being able to organise pre-booking with customers located within a local area of each other, to keep travel and associated company running cost to a minimum.

Should any Customer Contract or Not, be unable to notify us with a minimum of 18 hours pre-notice before Estimated Service or Re-attendance time of arrival, we would then have to make a cancellation charge at 30% of bronze service attendance price, to help cover the associated costs involved, unless we are able to book another customer in to fill the timeslot.

### Cancellation of Goods

Subject to Customer Cancellation of goods pre-ordered, a re-stocking, re-collection, handling charge would be applicable, variable charge subject to item/s.

## Hire Pump Conditions (Short and Long Term)

### Short Term Hire

Pump is installed on a Short Term Hire (temporary basis), and includes labour attendance insurance for mechanical failure of the hire pump.

Callout insurance does not cover labour for pump cotton waste/item blockage.

An additional charge for labour collection of the hire pump at end of hire term, would be charged to the customer, unless we are attending ref a pre-arranged and accepted charge.

Hire charge is a minimum of one week, until either day of notification to collect, or day of acceptance of our estimate/quotation to proceed, whichever the sooner.

Hire is charged to the end of each week period, on per Week or 4 Week Month basis.

Fitment and Removal/Collection, clean & test and repair damage if required of any Hire Pumps, will also be charged additional to the customer.

### Long Term Hire

Requires a pre-agreed minimum of twice annual servicing by our company.

The pump itself would carry a 36 month mechanical and electrical warranty, and covers a 3 month labour warranty from initial install.

Blockages of the pump are not covered under the Long Term Hire agreement.

The pump itself is a hire item only, and still requires servicing by our company at additional charge to the customer, a required minimum servicing of twice annual (or more if required), over the hire period.

Labour charge regarding general system failure for any reason (excluding mechanical/electrical of the pump itself) is not covered by Hire Charge, but can be pre-addressed by raising the service level option.

No workshop parts or labour repair of the Hire Pump would be passed to the customer, but wear part items such as impellers, wear rings-plates, cutters and grinders are general usage wear items, and need to be renewed at customer cost, subject to customer waste disposal. Premature breakage or wear due and subject to non foreign items within the system, such as stones or metallic objects etc, would not be covered under hire repair, and the customer would be charged for workshop repair for any failed items.

The agreement would be for a period of 36 months from installation, with first 12 months hire paid initially by BACS/Cheque or Cash, then by a set pre-paid annual charge by pre-invoice.

Note: Should you choose to cancel the original hire term of 36 months throughout this period, the amount of 50% of the outstanding 3 year term would be invoiced, to cover pump devaluation losses.

The Customer may purchase the pump units at the end of the 3 year hire term, by a multiplication of 1.5 the usual annual hire amount, however these do not have mechanical warranty extension, unless the service contract option is graded to cover from that point of time forward.

Confirmation of initial order of supply, is considered acceptance of this Long Term Hire agreement over the three year term, and minimum twice annual service.

Fitment and Removal/Collection, final Clean & Test of any Hire Pumps, will also be charged additional to the customer.

### Workshop Inspection Free of Charge

We are able to offer our customers a "free of charge" inspection for most customer pumps up to 40kg back at the workshop (at our cost), to enable an estimate to be offered for repair or renewal without further charge to the customer.

Should the customer require a pump up to this size etc to be reassembled for return or collection, there is a standard additional labour work charge for this service set at £40 + vat (unless notified otherwise) plus parts if required.

### Customer Goods Storage

Goods removed from site for repair/renewal, will need to be returned to site, un-less informed prior to dispose of these at an earlier date. We can continue to store these items (on emailed pre-request, @ a pro-forma payment charge of £20 + vat per square meter storage per month or part there-of), how-ever these units will be disposed of if not advised either way at the end of the 6 month term.

The customer is to accept this by agreement of these terms.

### Actual specific return of the Pump unit, can either be

A/ Charged additional for workshop packaging and labour, plus respective courier carriage charges by Post Office.

B/ Our Engineers to drop off by specific journey, charged at day-rate both ways.

C/ When we are next passing local to area charged, at day-rate.

D/ Delivery at next service or site attendance, free of charge.

E/ Collection by your provided courier, plus our packaging and labour cost.

### Pump Warranty Conditions

Repair Mechanical warranty (12 Months), covers items that have been repaired or renewed within the repair unit. It does not cover other items that may fail, that showed good operational order when repair was carried out. This is for Part cost and workshop labour only, and is started from date of install of specific item, and can only be extended further beyond this period by additional pre-pay insurance on request of the customer.

Recondition Mechanical warranty (12 Months), covers the entire mechanical working operation and electrical items, but does not cover for split castings, or wear and tear of impellers or grinder/cutters, or base plate friction wear parts. This is for complete item cost and workshop labour only, and is started from date of install of specific item, and can only be extended further beyond this period by additional pre-pay insurance on request of the customer.

Renewal Warranty (12 Months), covers the entire pump unit for mechanical working operation and electrical items of the pump, excluding wear and tear of impellers or grinder/cutters, or base plate friction wear parts.

### Exchange Renewal or Exchange Recondition explained

With certain make and models of pumps, as long as they are still in operating condition at workshop inspection, we are usually able to offer exchange renewal/recondition.

This means that in exchange for your existing pump as a complete unit, and a financial sum of "X" amount, you would receive either a New or Reconditioned pump at a reduced purchase price. The ownership of your original pump is then transferred to our company, at the point of supply/delivery/fitment, of the New or Reconditioned unit.

### Note;

All the above options only have 3 months Labour Warranty from date of install, unless a written pre agreement has been passed to the customer to state otherwise.

Certain Service Contract insurances, would allow coverage for callout attendances beyond this 3 month term. Please ask if you are unsure about labour insurance coverage.

### **Warranty return labour, what is Not covered**

**A/ Does not cover insurance for blockage, mechanical or malfunction, due to failure etc of items that have been pre-advised for either ASAP, Urgent, or other wording advising Immediate Attention as notified on engineer report sheet.**

**B/ Does not cover insurance for Vandalism, tampering by others, including rodent/animal damage, adverse weather conditions, loss of or erratic electrical power supply through no fault of our company/engineer, eg; Power cut/Mains failure/Variable Voltage Supply.**

**C/ Blockage or failure by foreign items not designed for disposal through toilet system.**

**D/ Minor faults such as bulb not working, or anything that doesn't stop or risk danger/further damage, of the general working operation of the system.**

**E/ Hours out of standard day Rate hours Monday to Friday, also excluding bank holidays.**

**F/ Mechanical Warranty on failed items, extends to the end of the original warranty period, however subject to our discretion, we may on goodwill, extend the original warranty by the same amount of downtime, from when we attend site to identify the problem, to return of the respective repaired parts.**

### **Queries on Invoices**

**Queries on any invoices presented must be addressed within 7 days or "Before" the due Payment Date.**

**If the Payment Term period has been exceeded, the invoiced amount needs to be settled before we would look to resolve any issues.**

**This also applies to Warranty re-attendance, for parts and labour.**

**This may subject to our own discretion, be overridden in certain circumstances.**

### **Final Notes;**

**A/ Initial start of insurance options (Silver or Greater), do not come into force until 7 days after Drain & Sewage Pumping System Services Ltd, receive returned contact requirement, unless it is an update of a previous contract.**

**B/ / If any "Person in Charge of Accounts" or "Site Point of Contact" resigns from position, we must be informed immediately, to allow us to continue cover without unnecessary delay, and re-present an account renewal form for prompt return.**

**If we are not informed of any resignations from this contract, site attendance and repairs will not be able to continue, until we receive the return of the updated account form with new Accounts Manager to ensure/enable we receive payment within our Payment Terms, and work correctly directed by the authorised person.**

**The initial discounts offered to contract customers, is an understanding between the customer and Drain & Sewage Pumping System Services Ltd, that "We the Company" offers the customer discount percentage off labour for regular custom, and "the Customer" pays said invoice discounted amounts within the Payment Term, as specified in the Contract.**

**This agreement covers for Service only, and does not form any agreement by our company in respect of plant failure, breakdown, and consequential damage, however caused from such failure, unless our Engineer has been proven negligent.**