

Dear Sir/Madam

Ref: Service contract on your Bio-Pure Sewage Treatment System

Following your recent purchase of a Bio-Pure Sewage Treatment System, we can offer you a service contract to ensure that your unit continues to run as efficiently as possible and that you meet with your legal requirements.

This will include the following:

- ▼ **1 Annual service visit** where all aspects of the tank are assessed and fully checked to ensure the highest possible standards are being met. This will include replacing the filters and diaphragms in the air pump, assessing the aeration pattern, sludge levels and effluent quality.
- ▼ **1 Emergency breakdown cover** for 12 months. If you have any problem with your unit, call us and we will come out and fix it free of charge.
- ▼ **All labour expenses** for servicing and call outs are covered so there are no hidden costs.
- ▼ **Serviceable Parts** The cost of all serviceable parts will be free of charge. This includes rebuilding the air pump, replacing the diaphragms and the air filters.
- ▼ **Replacement Parts** are discounted; this includes Air pumps and Submersible pumps.
- ▼ **Sludge return** is carried out as required. This is the removal of settled sludge from the outer scum ring back into the center chamber to be re digested and treated again. This helps to keep the emptying period low.
- ▼ **The service agreement lasts for 12 months** and will also help you meet your Environment Agency obligations regarding your Consent to Discharge. This includes keeping records of service, de-sludging and maintenance work for a minimum of 5 years.
- ▼ **Emptying is NOT** included in your agreement.

For your added convenience copies of the documentation will be available to you via e-mail or post free of charge.

Yours faithfully




David Thompson
Director

WE BUILD IT LTD, KINGSNORDLEY FARM, KINGSNORDLEY, BRIDGNORTH
SHROPSHIRE WV15 6EU

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TEL

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A Member of  **BRITISH WATER**
expertise worldwide



**MAINTENANCE AGREEMENT
FOR YOUR BIO-PURE SEWAGE TREATMENT SYSTEM**

Service and Spare Parts Agreement for Bio-Pure 1 and 2 pumped @ cost of £215.00 plus VAT

- We Build It Ltd service the Bio-Pure Sewage Treatment System on an annual basis.
- The agreement will last for 12 months, and you will be entitled to 1 emergency break down cover in this period.
- All serviceable spare parts are included and are also free of charge.

BIO-PURE SEWAGE TREATMENT SYSTEM FOR SERVICE IS LOCATED AT: -

CLIENT NAME.....

SITE ADDRESS.....

.....

CONTACT TEL NOS.....

MODEL OF BIO-PURE NO OF PROPERTIES SERVED

THIS SERVICE AGREEMENT WILL BE CARRIED OUT BY WE BUILD IT LTD IN ACCORDANCE WITH THE MAINTENANCE MANUAL

Please note this agreement does **NOT** include emptying of the unit

A report of the service and any remedial action to be taken by the discharger will be submitted to the owner of the Bio-Pure.

CLIENT'S SIGNATURE..... DATE

Payment

Payment will be required upon taking out the contract, we will issue a proforma invoice on request and payment can be made either by making a bank transfer or debit card payment.

Only when payment has been received will the contract start.

Disclaimer

Please note additional charges may apply if the Bio-Pure services more than one property, this charge would be £20 +VAT for each additional property.

Annual services are booked when our engineer is next in your postcode area (emergency call outs are prioritised) and you will be notified by phone prior to this visit. You will not automatically receive a service on receipt of payment.

Emergency call outs are not covered by a service contract for the first 14 days.

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