

We have recently revised our service plans to make things easier and allow us to provide better service to our customers. From this point forward, we will be offering the following service plans. We know this will likely reduce the number of customers we have but it will allow us to provide top quality customer service to all our valued customers. We updated our most popular plans and of course we did have to adjust the prices slightly due to the rise in cost of our supplies and operating costs. The less popular plans and the plans that did not provide quality maintenance have been dropped from our options. Your current maintenance contract is still valid but at renewal you will have the following plans to choose from and we wanted to notify you of our new plans now.

Full Pay Contract Cost			Inspection Plan \$250		Mechanical Coverage \$450		Full Coverage \$650
12 Installments			\$23		\$40		\$58
Service Call Fee if called out other than routine maintenance during normal business hours only			\$50		\$25		0
Emergency Service Call (weekend, holidays, non business hours)			\$125		\$100		\$75
Inspections/Year			3		3		3
Inspection of Listed Components *			✓		✓		✓
Air Compressor Cleaned			✓		✓		✓
Irrigation pump filter cleaned if needed			✓		✓		✓
Sprinkler head filters cleaned & adjusted if needed			✓		✓		✓
All Mechanical parts repaired or replaced (Restrictions apply to Jet or Norweco) *residential 500/600 gal/day systems only					✓		✓
All accessible electrical components replaced or repaired at no cost * residential 500/600 gal/day systems only							✓
Sprinkler heads replaced or repaired if needed							✓
Sludge removal from system							✓

What to Expect

Inspection Plan:

You should receive a text and email notification (if on file correctly with us) before coming to your property automatically.

Three times per contract year we will inspect the general operation of your septic system and note any defective items visible or noticeable at time of service.

We will include cleaning air compressor filter at each service.

We will add up to two chlorine tablets or up to 1 gallon of liquid chlorine depending on your device.

We will clean pump filter and spray head filters when needed.
(Norweco Bio Kinetic Filters and Jet Media Filters are Excluded from these plans and are billed separately)

Mechanical Coverage:

Same as Inspection plan PLUS:

If your water pump or air compressor goes out under normal wear and tear, we will replace it if your account is current. We do not warranty water or air compressors that are damaged due to floods, storm damages, power outages, ants getting into air compressors, abuse due to not removing sludge or over usage of septic systems. In other words, it is your responsibility to take care of the system and do not abuse.

Jet and Norweco Aerators are excluded from our mechanical coverage plan because they have a warranty program, we cannot compete with. These programs can be found on their websites. Customer is responsible for shipping to and from as well as the cost of the trade cost on these units.

Full Coverage:

Same as Inspection plan and mechanical coverage PLUS:

We will pump and clean your septic system under normal operating conditions. First year under plan will be excluded because it will be considered a pre-existing condition that it already needed it. We consider normal conditions as pumping once every three to five years and all risers to surface. We will charge additional fees for any conditions that require excavating or digging to access tanks or adding risers etc.

Sprinkler heads replaced. These will be replaced due to normal wear and tear if they pop off or stop turning. If they are destroyed, then we will probably tell you a mower hit it. They are not covered if damaged by mowers or freezing, etc. Pipe or fittings below ground are not covered and will be invoiced.

Electrical includes control panels, wiring connections, some wiring, and floats. If a part goes bad, we will take care of it. If it is a simple wire pull, we will take care of it. If it is a unique situation such as broken conduit, going under a retaining wall around a corner around that building 100 ft away etc. then we probably will not cover under this plan. So, we will keep it at up to 20ft wire pull no conduit included in plan if necessary. Simple standard control panels only. If you have customized parts or unique parts, we may exclude. Most system are simple however. We do not cover power surges or outside damages from rodents, fire ants, dogs, weed eaters, storms, etc.

Note: All coverage plans: No parts or labor will be covered for pre-existing conditions. In the event you are signing up for the first time or changing contracts to one that covers a part the parts will not be covered until the first inspection has been performed. This inspection typically is performed at your first routine interval inspection. If you believe you need your septic looked at sooner; please give us a call, text or email and let us know and we will *try* to schedule in an early inspection for you.

In the event, one of our technicians miss something and was having a bad day; no need to worry. We will send a technician out to take care of it. Notify us within three days and we will get a repair technician out to clean things up for you if your filters are dirty and look into it for you. If we were at your location

Routine intervals: *We try to stick to this guideline but sometimes run behind or get you early.* We will try to text and email you the day before and when on the way. We do not set up special appointment customers at this time but we will be more than happy to save a gate code. If we are unable to access your property for any reason and have not heard back from you we will invoice you a service call to return or cancel contract with no refunds. Be sure to always provide us with an email address and text number that you will check and keep up to date for us to notify you.

January, May, September

Waxahachie 75165, Milford, Avalon, Maypearl, Grandview, Forresteron, Italy

February, June, October

Waxahachie 75167, Red Oak, Ovilla, Lancaster

March, July, November

Midlothian, Venus, Duncanville, S. Dallas, Cedar Hill, Desoto

April, August, December

Ennis, Ferris, Rice, Palmer, Wilmer

We will be taking commercial monthly inspections contracts on a case-by-case basis only with customized pricing.