

North Smithfield, RI

GRINDER PUMP SERVICE AGREEMENT and WARRANTY

A Service Agreement shall be provided by Environment One Corporation's Authorized Service Center F.R. Mahony & Associates for each of the Prefabricated Low-Pressure Sewage Pump Systems. The warranty shall be provided by Environment One Corporation.

This agreement is exclusively with the town of **North Smithfield, RI**. The individual home owner(s) will be responsible for payment for any non-warranty repairs. Those repairs will be done at our standard service rate(s) shown in **Appendix A**.

Prior to the commencement of work the homeowner will be asked to sign a payment agreement shown in appendix B

For this warranty and agreement to be in effect, the installation address must have passed a startup inspection by F.R. Mahony service personnel. A copy of which is found in appendix c.

WARRANTY

Environment One Corporation shall provide a parts and labor warranty covering **manufacturer's defects** on the complete Prefabricated Low-Pressure Sewage Pump System and accessories,

Outdoor Pump

For a period of **24** months after installation but no greater than **27** months after shipment to the town whichever comes first provided the product is properly installed, serviced and operated according to manufacturer's instructions.

Indoor Pump

For a period of **60** months after installation, but no greater than **63** months after of shipment to the town whichever comes first provided the product is properly installed, serviced and operated according to manufacturer's instructions.

1. The Home Owner will report any defects and or alarms found during the warranty period to F.R. Mahony & Associates Service Department at 508-765-0051 / Environment One Corporation. The Warranty shall be a 100 percent on-site warranty. Repair will be made free of charge and be made on-site by an authorized service center within 24 hours of notice given to F.R. Mahony & Associates Service Department at 508-765-0051 by the Owner and/or Resident.

SERVICE AGREEMENT

1. F.R. Mahony & Associates shall provide a service agreement on parts and labor on the complete Prefabricated Low-Pressure Sewage Pump System and accessories for a period of **Five (5)** years after notice of Owner's acceptance. The service agreement shall cover all necessary repairs to the units. Warranty repairs will be done free of charge. Any Non-Warranty repairs required including but not limited to misuse, installation related issues or abuse shall be performed at manufacturer's standard service rate as attached in appendix A.. After two years F.R. Mahony reserves the right to adjust the service rates yearly according to a U.S. Department of Labor and Industries Index that is mutually agreeable between the F.R. Mahony & Associates and the Town of **North Smithfield, RI.**
2. The owner will report any defects/alarms found during the service agreement period to F.R. Mahony & Associates Service Department at 508-765-0051 / Environment One Corporation. Repairs will be made by an authorized service center within 24 hours of notice given to F.R. Mahony & Associates Service Department at 508-765-0051 / Environment One Corporation by the Owner and/or Resident.

Appendix A

PUMP SERVICE PAYMENT POLICY

1. Our Service policy is as follows: There is a \$150.00 flat fee to travel to the site and provide ½ hour diagnostic time. Time at the site after the first ½ hr will be billed at \$80.00 per hour.
2. Before FRMA can send anyone to the site FRMA will need a valid CC to have on record, we accept MC Visa and AMEX, we will not charge your card unless that is your option for payment or we do not receive another form of payment.
3. **Payment is due at the time of service**
4. After diagnosis is complete the service tech will inform you of the options available to you, he will try to repair your pump on site if at all possible, all parts and labor will carry a 90 day warranty.
5. If the pump has so much damage that it can not be repaired on site the following options are available:
 - A. Purchase a new core, this will include a 2 yr warranty and warranty card. The cost for this option is \$150.00 service fee, plus one of the following: **Extreme (outdoor) \$1880 + tax (includes conversion) IDU (indoor) Extreme \$1748 +tax**
 - B. Have your pump repaired in our shop and returned to you. The cost of this option is \$300.00 (two trips required) for travel time, pump removal diagnosis & reinstallation. In addition we will charge \$80.00 per hour for the shop time required to repair your pump plus parts and applicable tax.

Please note:

If your pump has to be brought back to our shop for repair, we will provide you with a loaner pump so that you will have uninterrupted service while your pump is being serviced. E do not charge a fee for this loaner, however, once your pump repair is complete and we have made unsuccessful attempts to return your pump your credit card will be charged for all services rendered as well as for the purchase of our spare pump.

To minimize cost we recommend the homeowner to wait to have service done between normal business hours and minimize their water usage. Listed below are a few helpful hints:

1. Flush only when necessary.
2. If you need to run the tub or shower, put a stopper in the drain to keep the water from going down the drain.
3. Do not run appliances that require water, such as washing machines or dishwashers.

4. Use sinks sparingly.

Appendix B

ACCEPTNACE AKNOWLEDGEMENT F.R. Mahony & Associates, Inc. Pump Payment Policy

There is a *\$150.00 flat fee to travel to the site and provide ½ hour of diagnostic time. Time at the site after the first ½ hour will be billed at *\$80.00 per hour.

After diagnosis is complete, the technician will inform you of the options available to you, he will try to repair your pump on site if possible, all replaced parts and labor will carry a 90-day warranty.

If the pump has so much damage that it cannot be repaired on site, the following options are available to you:

- A. Purchase a new pump, this will include a two year warranty, the cost for this option in the *\$150.00 service fee, any additional labor while on site, and the purchase price of the pump.
- B. Have your pump repaired in our shop and returned to you. The cost of this option is *\$300.00 (two trips required) for travel, removal, diagnosis, reinstallation and testing. In addition you will be charged the \$80.00 per hour for shop time plus parts and applicable tax

Please note:

If your pump has to be brought back to our shop for repair, we will provide you with a loaner pump so that you will have uninterrupted service while your pump is being serviced. We do not charge a fee for this loaner, however, once your pump repair is complete and we have made unsuccessful attempts to return your pump your credit card will be charged for all services rendered as well as for the purchase of our spare pump.

F.R. Mahony has a policy in which full payment is required at the time of service completion; once your grinder pump repair has been completed, your credit card will be charged for the services rendered unless another form of payment has been provided.

By signing below, I acknowledge that I have read and understand the above policy.

Signature

Date

Print name

Street

Technician

City, State, Zip

*After business hours, weekends and holidays the rates are as follows: \$250.00 flat rate service fee, after hours and weekends \$100.00 per hour, holidays \$160.00 per hour.

Appendix C

**Environment One Start-up Sheet
F.R. Mahony & Associates, Inc
273 Weymouth Street Rockland MA. 02370 (781)982-9300**

DATE:		ADDRESS:		
OWNER:				
INSTALLED BY:		ADDRESS:		
Ph #				
INSPECTOR:		SN:	TYPE/SIZE	
Yes OK	No Not OK	Start up check list <input type="checkbox"/> first inspection <input type="checkbox"/> Follow up	Type of problem found& action taken	Date resolved/time spent
		Start up by house power or generator?		
		Is grade finished?		
		GP backfill too high or low?		
		Does grade drain away from GP?		
		Does the unit appear damage free?		
		Does the unit appear to be leak free?		
		Is access way clean and dry?		
		Is power cord sleeved in conduit at tank?		
		Power cable connection tight?		
		Is cable breather hung up?		
		Are all valves open?		
		Discharge ball valve handle over u-tube?		
		Discharge pipes and valve pressure rated?		
		Any visible problems with panel?		
		Is feeder to pump panel 30 amps?		
		Wiring to NEC?		
		Is it wired per schematic inside panel door?		
		Continuity test		
		Turn on alarm circuit breaker		
		Does horn sound?		
		Does "push to silence" button work?		
		Does alarm light work?		
		Is alarm light tight?		
		Is Conduit sealed?		
		Turn on pump circuit breaker		
		Volt amps (220-260) (4.4-6)		
		Did the alarm shut off properly?		
		Leave both breakers on if all is OK		
		Does access cover fit properly?		
		Lock both panel and GP		
Notes:				

Action required **Deficiency letter to installer** **Schedule further service** **Schedule repeated start up**

- * May cause damage to pump that will not be covered by warranty
 - ** will cause damage to pump. Pump station is not in warranty
 - NA = not applicable to this pump model
 - OEM= supplied by factory
- Molded top OR Band clamp**