



Eastgate House
87 EASTGATE
DEEPING ST. JAMES
PETERBOROUGH PE6 8HH

sewaco
LIMITED

Phone: 01778 342202 Fax: 01778 346633
Email: Admin@sewaco.co.uk WEB www.sewaco.co.uk

Terms & Conditions of
Service Agreements for Domestic Sewage Treatment Plants.

1. On acceptance of this Agreement, Sewaco will carry out the Service Schedule in accordance with manufacturers recommendations for the type of sewage treatment plant as specified in the Service Contract Application Form.
2. Upon completion of each service visit a Job Sheet will be submitted for acceptance and a duplicate copy will be provided for your information. If any additional work is necessary outside the "Scope of Work" this will be stated in a written report. An estimate will be given for the additional work if requested. Any additional work will only be carried out on receipt of your specific written instructions.
3. The guaranteed maximum call-out charge set from 1st August 2010 to 31st July 2011 is £126.88 ex VAT and applies to holders of SA1, SA2 and SA3 service contracts. We will, where possible, provide priority for breakdown call-outs for which the cost of labour and travel expenses will not exceed the stated maximum call-out charge. In the event that the breakdown cannot be rectified during the initial call-out this will be reported in writing stating the cause of failure and the recommended course of action and an estimate for the rectification.
4. Service visits and call-outs will be undertaken during the normal working hours of 09.00 am - 5.30 p.m. Monday to Friday. (Alternative arrangements can be made which may incur additional costs)
5. The Sewage Treatment Plant will require regular removal of accumulated sludges to prevent excessive build-up which can impair the effective operation of the plant. We will advise you of the current sludge levels and state if emptying is required. Emptying is not included in our offer although we can make the necessary arrangements on your behalf. Additional costs would be added to our invoice.
6. Replacement parts will be supplied and charged for at current prices.
7. The Service Contract will come into force when a copy of the Application Form, signed by you, has been returned, together with the appropriate fee or instructions for invoicing. Once received, a receipt/invoice will be issued stating acceptance of your requirements. The Agreement will remain valid thereafter for a period of 52 weeks.
8. Service Contracts may be renewed by the current or subsequent occupier within a period of 28 days from the date of expiry by the payment of the renewal fee. Upon renewal of the contract you will be advised of the renewal fee for the following year.
9. Service Contracts will be terminated upon expiry of the 28 day renewal period, or upon written notification by either party giving one months notice of cancellation. In the event of a cancellation there will be no refunds made for the period of contract remaining. Contracts may also be cancelled if payment of invoices is not made within a reasonable period.
10. The Service Contract does not replace the need for routine operational maintenance which should be carried out in accordance with the Operation and Maintenance guide supplied with the plant. It is essential that the treatment plant be operated only under the conditions for which it was designed. Sewaco cannot be held responsible for any pollution howsoever caused.
11. Payment of any invoice issued must be made within 28 days from the date of invoice. Thereafter a late payment surcharge of 0.1% per day will be charged.

HYDRATE BIOFILTRATION	CONSTRUCTION OF TURNKEY PROJECTS	SURFACE & DIFFUSED AERATION PLANT
HYCOVER ROTARY AND	COMPLETE SITE INSTALLATION SERVICE	SLUDGE HANDLING EQUIPMENT
STATIC DISTRIBUTORS	PACKAGE EFFLUENT TREATMENT PLANT	PROCESS AND PROJECT DESIGN
DISSOLVED AIR FLOTATION	AND SPECIALIST EQUIPMENT SUPPLY	SERVICING AND PLANT MAINTENANCE
