

KIL-CON, INC.

EXTENDED SERVICE POLICY OPTIONS

REVISED 8-1-13

GOLD LEVEL SERVICE

\$300.00 PER YEAR

Available for all Aquaklear systems as well as limited other systems. Call today to see if your system qualifies.

Includes replacement, or repair of the following mechanical components at no additional cost. Compressor, Selenoid (if applicable) Alarm system, Float Switches. Twice yearly service, operations recommendations, check and fill chlorine (if applicable), check lift station functions (if applicable). (Parts for the lift Station are NOT included in the scope of this plan.) Includes one additional visit to your location yearly if necessary for a repair at no additional cost.

EXCESSIVE DEPTH CLAUSE: Additional charges may apply for repairs that require excavation on systems with over 24" of cover. (SILVER AND GOLD)

SILVER LEVEL SERVICE

\$150.00 PER YEAR

Available for all Aquaklear systems as well as limited other systems. Call today to see if your system qualifies.

Provides twice yearly service, operations recommendations, check and fill chlorine (if applicable), and check lift station functions (if applicable). Provides for a 10% discount on all mechanical parts (Aquaklear only). Includes one additional visit to your location yearly if necessary for a repair at no additional labor cost.

WHAT AN EXTENDED POLICY IS AND IS NOT...

- Neither plan constitutes an Extended Warranty by either KIL-CON or the system manufacturer. The above plans only provide for service of the electrical components consistent with the recommendations of the system manufacturer. The Silver plan is a basic continuation of the two years of service you were provided with at purchase. The Gold plan provides for electrical parts replacement in addition to continuation of that basic service.
- Neither plan provides any additional warranty to the tanks themselves, or the piping. All repairs of this type will be charged on a separately negotiated basis.
- Does not cover any repair of any kind resulting in natural disasters including but not limited to earthquake, tornado, flooding or fire. Damage from others, such as driving trucks, or equipment over the system, or other negligent behavior is not covered. (Gold and Silver)
- Does not include discounts for pumping, pumping services provided for additional cost.
- Neither plan will automatically ensure proper system performance. Mechanical system performance is only one piece of the puzzle, where system performance is concerned. Proper operation by the homeowner is essential. Proper bacteria levels must be maintained through proper operation. Additional service calls resulting from improper homeowner operation may result in additional charges.
- No Laboratory testing or sampling of any kind is included with either plan. Neither plan assures passing tests in the event sampling is required.

- Odor inside your home is NEVER the fault of the septic system. Consult a plumber to check the drain trap and venting system. A proper plumbing system is designed to NEVER allow gases to enter the home regardless of the condition of the septic system.

Definition: What constitutes an emergency visit?

The only thing that constitutes an emergency visit under the scope of these plans is a flooding condition caused by a plugged line, failed lift station, or other restriction in the flow of waste away from your home that will not wait until the next business day. Failed components, alarms (unless associated with the flooding condition), and odor in your yard does not constitute an emergency and will not constitute an after hours or weekend service call to your location. KIL-CON employees do not work on Sunday in observance of our Lord. When you report a problem you may be required to provide us with information over the phone that will help us to determine the nature of your problem. This may include the removal of lids to visually inspect the nature of the problem. You, as the homeowner are responsible for the operation of your system.

WHY DO I NEED AN EXTENDED POLICY?

As your system gets older it is increasingly important to keep your system performing properly, and maintenance is required to keep the air delivery system on your system in proper working order. Failure to do so will result in expensive repairs that will come prematurely.

WILL MY SYSTEM NEED PUMPED AND WHY?

ALL septic systems require pumping. Some more often than others, depending in large part on what is being introduced into the unit, and how well the mechanical parts are working. Most of the major manufacturers of aeration systems recommend pumping every 3-5 years. There are things in human waste that do not bio degrade and therefore must be periodically be pumped out and hauled away to an approved location.

WHEN WILL MY SERVICE OCCUR?

Once your payment is received, your information will be entered into our computer system for 6 months and 12 months from the date that payment is received at our offices. If your purchase takes place more than 6 months after your initial 2 year service received at purchase expires an additional initial service call (at our discretion) may be necessary on GOLD plan purchases. Services take place during the month scheduled and are not pre-scheduled. Compressors placed inside by at the request of the homeowner will not be serviced unless someone is home to let us in. Special trips will not be provided to clean compressor filters on these units, since we recommended that compressors be outside at installation. If there is a need for us to access the inside panels an additional trip to your location will be required when you are home to provide repairs. KIL-CON does not enter residences without someone there to let us inside, and be available until repairs are complete. Service reports will be left in the door if not home.

IN SUMMARY...

All septic systems require maintenance. Your Aerobic system WILL eventually break down, it is just a matter of time. Your system runs constantly, 24 hours a day 7 days a week and mechanical parts will eventually fail. The only means you have available to you to extend the life of your mechanical components is through a proactive plan for maintenance. Proper operations and maintenance will also protect the environment and provide for odorless operation. Repairs are expensive when they come and being proactive will limit your overall operations costs. It is no different for your septic system than it is for your car. You would not dream of operating your car without changing the oil, therefore it is imperative to

provide the same level of care for your wastewater system. KIL-CON, Inc. reserves the right to terminate this agreement and refund prepaid fees on a prorated basis at any time it deems necessary. Additionally it reserves the right not to offer either plan to any individual it deems to not do business with at for any reason at any time. All aspects of this plan are subject to change without advance notice.

TO ENROLL YOUR SYSTEM PLEASE FILL OUT ALL OF THE FOLLOWING INFORMATION.

PLEASE NOTICE!!!! THIS FORM MUST ACCOMPANY YOUR PAYMENT. FAILURE TO SEND THIS FORM WITH YOUR PAYMENT WILL RESULT IN US RETURNING YOUR PAYMENT TO YOU. THIS WILL RESULT IN A DELAY IN YOUR ENROLLMENT. ALL SIGNATURES, ADDRESSES, AND DATES MUST BE FILLED OUT. THIS ALLOWS US TO KNOW YOU UNDERSTAND ALL TERMS OF THE AGREEMENT.

Please enroll me in the Gold _____
Please enroll me in the Silver _____

Payment is due in full at enrollment, for one year. \$300.00 for the Gold level, \$150.00 for the silver plan. Credit cards are accepted by calling our offices at 618-426-3783

Both plans will be eligible for renewal after 1 year. A renewal form will be mailed to you.

Name of Customer _____
Date _____ Method of Payment _____
911 address where system is located _____

Mailing address if it is different from above _____

Email address _____ Telephone Number _____

Do you receive text messages? Yes or No? _____

I understand the terms of the appropriate plan in which I am enrolling and agree to provide all payments according to those terms. This plan is non transferable between property owners, or different locations.

Customer Signature _____

