

# Service Agreement

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## What is Included in my Standard Service Agreement?

### Electrical Testing

- Electrical health check of pumps/motors etc via megga meter phase-to-earth and phase-to-phase. This is to build trends to determine any deterioration in electrical insulation.
- Amps drawn via clamp meter to compare with manufacturers recommendations and electricity trip rating.
- Voltage/current trace through components.
- All panel components for integrity, duty assist/changeover operation.
- Alarm tests when applicable for:
  - o Pump Trip
  - o Hi-Level
  - o Loss of Pressure
  - o Loss of Rotation
  - o Loss of Power

### Mechanical Testing

- Mechanical test of following items when applicable:  
All mechanical components, i.e.
  - o Pumps for blockages, defects, oil leaks etc.
  - o Hanging chains for corrosion.
  - o Floats for current depth, operating stroke.
  - o Pipework for splits, corrosion.
  - o Check valve for correct operation.
  - o Drive trains for alignment
  - o Guide Rails
- Bacterial processes for correct growth (Sewage Treatment Plant).
- Physical test of lid, frame and surrounding area.
- Visual inspection of the whole system for defects.
- Any causes for concern put forward to customer.
- Detailed Service Report provided

### Optional Desludge Management

- o This helps to maximise efficiency of plant and keep within discharge consent levels.

### Sampling

- o Effluent quality samples via accredited laboratories.

## What is Not Included in my Standard Service Agreement?

Warranty repairs labour. New components under manufacturers warranty to be installed at normal rates.

**N.B. – It is assumed that upon taking out this Service Contract that the system is in a fully serviceable condition. Should our Engineer attend site to carry out the service and find that there are defects that require works to be carried out or a return visit; this will incur further charges in addition to the service visit charge.**

## Payment Terms & Conditions

- Prices subject to VAT where applicable
- Payment in full within 28 days of dated invoice
- Cheques to be made payable to Drainstore Systems Limited
- All equipment and goods supplied remain the property of Drainstore Systems Limited until paid for in full
- Drainstore Systems Limited reserve the right under the Late Payments of Commercial Debts (Interest) Act 1998 to charge interest on overdue accounts at the rate of 8% above base rate

**Please note:-** Due to continually fluctuating costs across fuel and other items, we may be forced to apply an additional surcharge on top of the agreed service price.

## Breakdown/Callout Charges:

### Labour Charge:

Engineer	£79.50 per hour
Assistant	£75.50 per hour
Saturday Callout Rates:	+25% per hour, per engineer
Sunday & Bank Holiday Callout Rates:	+50% per hour, per engineer
Mileage Allowance:	£0.55 per mile

**Labour and mileage rates are subject to an annual review every 31<sup>st</sup> March.  
Travel time to and from site is charged at the hourly rates as shown above.**

Your privacy is important to us. We have updated our Privacy Policy in line with the new General Data Protection Regulation (GDPR) and this can be viewed at <http://www.drainstore.com/privacy-policy>