

ANNUAL MAINTENANCE POLICY

The following describes what services are included with your Annual Maintenance Package. It's also designed to give you a detailed description of what to expect with these services.

It includes:

- **2021 Winterization**
- **2022 System Opening**

2021 Winterization- Closing your sprinkler system

Starting on October 1st, we begin closing all our sprinkler systems in preparation for the cold weather. A large commercial compressor is connected to your sprinkler system and forces all the water out of the lines and sprinkler heads using air. This prevents freeze damage from occurring when the cold weather sets in.

With the purchase of your annual maintenance plan, we take responsibility for winterizing your system properly before it gets too cold. Freeze damage can cause hundreds of dollars in damage and it takes our crew most of October to close down all of our systems. This also protects any warranty you may have on the sprinkler system.

It's also important to note that payment of your annual maintenance invoice is a prerequisite for us completing your winterization. If you haven't paid for your annual service before the 1st of October, or you haven't notified us that you are sending payment, your system may not be winterized.

When a technician comes out to winterize your system, you should receive a text message letting you know we are on the way. Once your Winterization is complete, you should receive another text message letting you know your system is all set for the winter. If the main number is not a mobile account, you may not receive these messages. But a note is also left in the door, letting you know the work was completed.

Generally, there are no appointments for winterizations, unless there is a specific issue with the system or the property. We begin systematically closing down all our systems by town and anything that gets missed within a given area is added to a separate list and completed at the end.

If you have an issue with your system or your property that may prevent our completion of the Winterization, you should contact us by October 1st so we can make sure it is properly taken care of. Repairs are not made during winterizations. Our trucks are stripped down to hold the compressors and there is no room for tools and materials, most problems will be fixed at the spring startup.

If you want to keep your water on after October 1st, you need to file a request with our office. Any extension will void our warranty against freeze damage. This does not mean you will have freeze damage. It simply acknowledges the possibility that postponing the closing of your system could cause problems. The stated plan is to close all our systems by the first week of November. Sometimes it is warm in October, but the cold weather is right around the corner.

****Indoor Access Customers****

For those customers who need to turn their own water off, our office will notify you at least 3 days ahead of closing the system to get your water turned off. If you are a customer who needs to shut their own water off, it is recommend to shut it down on the 1st of October so you don't have to worry about it (**if you do shut your water off, please notify the office so we can mark your account as ready**). The system cannot be winterized unless the water is off. If we try to winterize the system, but the water is still on, it will void our warranty against freeze damage. Our goal is to get everyone turned off by the first week of November.

2022 Start Up- Opening your sprinkler system

Starting on April 1st, we begin opening sprinkler systems for the season. This date is heavily dependent on weather. Often times, the first and second weeks of April are still too cold to turn your system on. If you turn your water on too early, it can cause freeze damage. Standard policy is to start in the south and work our way north to avoid cold snaps that can still sweep the region. At your Startup, we check the basics for the general operation of your sprinkler system. Listed below are the things that we check during your startup:

1. Check and adjust the controller time and date. We will often do a brief check of the program if you have a Cedar or Well system, or if we think something may be wrong (*your programs are hard coded and do not generally change on their own*).
2. Watch all the sprinklers run electrically by the controller. This will tell us if you have a bad electrical connection or defective solenoid (*we do not check this, if your controller is indoors*).
3. Check all the sprinklers to make sure they are functioning properly. i.e. broken sprinklers, leaking pipes, sprinklers that do not rotate, clogged nozzles.
4. Make any adjustments or repairs needed (Fine tuning, or optional improvements like- landscape changes, or obstructions that may reduce effectiveness, will be presented as recommendations for improvement, but will not be addressed at the startup).

The Technician will run a two-minute test to watch each sprinkler, inspecting the head pressure to make sure there are no leaks and making sure they are rotating. It's not common to check basic adjustments because the patterns are fixed and don't change. If you think there are specific issues with your system or your program, it is recommended that you call our office to let us know. You can also leave details in the control box for a technician to address when onsite. If you don't want us to adjust your controller, you should likewise make a note in the controller telling us to leave it as it is.

When a technician comes out to start your system, a text message is sent to the main number on the account letting you know we are on the way. Another message is sent when the startup has been completed. We also leave a note in the door (*Please note, if the main number on your account is not a mobile number, you may not receive any text messages*). If you think we missed something at your startup, you should let us know right away. If it is within one week, the return visit will be covered as part of the startup (*something we missed*).

If for any reason the startup cannot be completed, the job will move to the end of the list and be completed at the end of the startup season. Large repairs or specialty parts are not completed during the startup. Our trucks are stocked with standard parts and materials, specialty parts need to be ordered. If there is a large problem, the Technician will attempt to isolate the issue, get the rest of the system working and quote the repairs for after the startup season. If you think you may have a larger issue, let us know. With prior knowledge, the proper parts and tools can be brought along to complete the work. Your Startup service provides you with one paid visit to your property only. Additional visits will be billed separately.

****Indoor Access Customers****

If your water access is inside, you need to turn your water on before we get there. We will notify you at least 3 days ahead of your scheduled service to get your water turned on. If it is not on, and you have been properly notified, you may be billed for a return visit.

****Cedar Systems****

If you have an AutoBugg system and you purchased oil during the winter, the Technician will deliver it at the startup. It is recommended to buy your oil early, as we offer discounted pricing during the winter months. The Technician will automatically pour the cedar oil in the tank for you and leave additional gallons that don't fit in the tank at your front or back door. If you want to put the oil in yourself, or you don't want all of it in the tank, please leave a note in the timer and contact the office. *You especially need to contact the office- This action documents your request and makes us responsible.*

Your program is very important to your AutoBugg System. If you adjust or change times in your AutoBugg program improperly, you could accidentally waste hundreds of dollars in cedar oil in a single run. If you think there may be something wrong with your program you should let us know so we can make sure to check it carefully. These programs are not expected to change on their own, so we don't generally inspect every individual zone and program. If you think someone could tamper with your controller, you should keep it locked. We can only cover the replacement of cedar oil if the fault is ours. (*Please note, for winterizations, cedar oil does not freeze and cedar systems do not require any additional maintenance*)