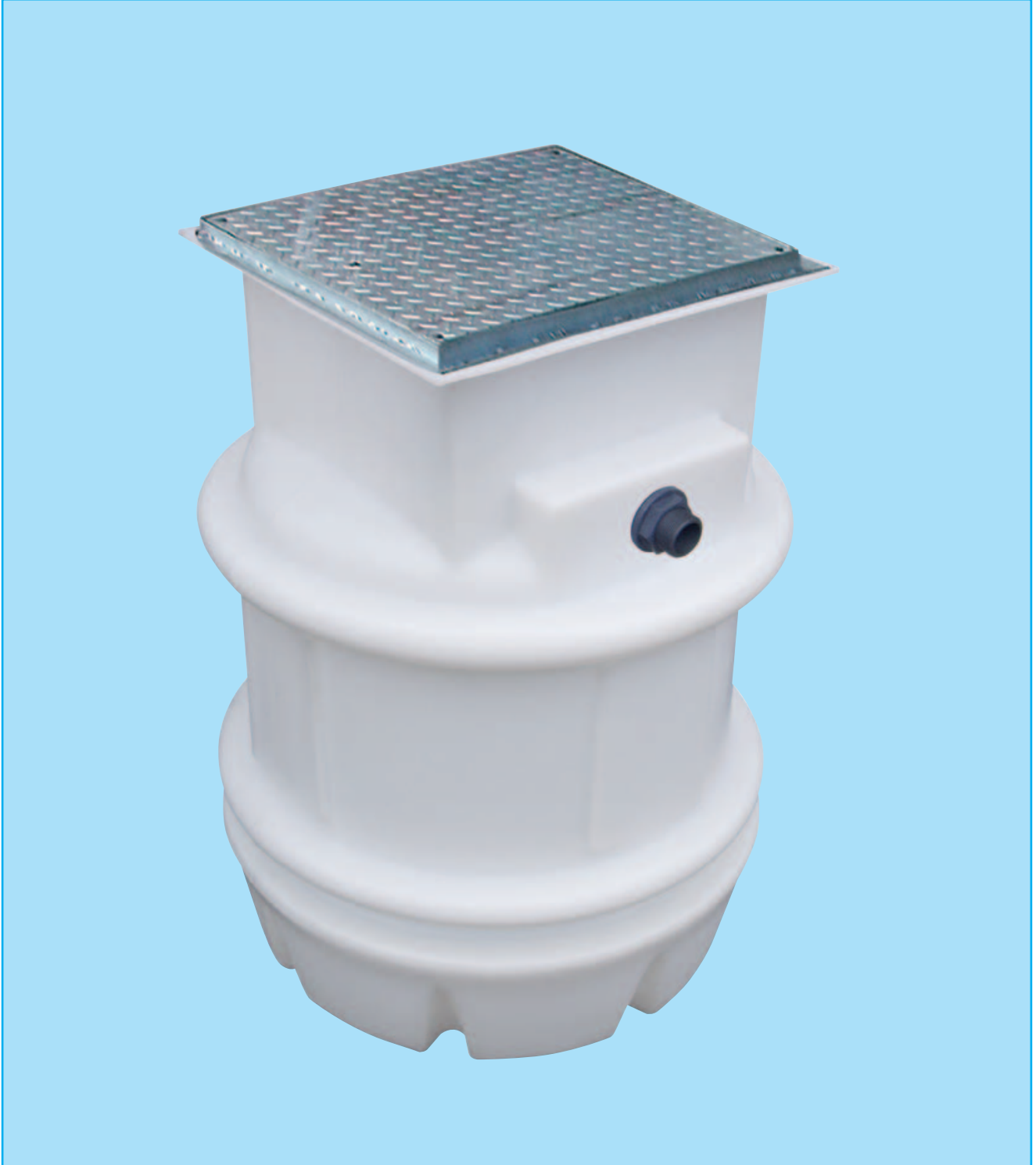


Installation and Operating Guidelines

Aqua Pump™ XL – Auto (Single pump configuration) ***Aqua Pump™ XL – Auto (Dual pump configuration)***



Contents

1.0 Product Summary	3
2.0 Installation Guidelines	3
3.0 Control Panel Operation.....	8
4.0 Technical Specification.....	9
5.0 Dimensions.....	10
6.0 Parts List	10
7.0 Accessories.....	10
8.0 Wiring diagram	11
9.0 Transport	12
10.0 Maintenance.....	12
11.0 Health and Safety.....	12
12.0 Guarantee.....	13
13.0 Service Agreement.....	14

1.0 Product Summary

The AquaPumpXL range is specially designed for the removal of groundwater from basement cavity drainage systems.

The systems comprise of a polyethylene tank, locking access cover (pedestrian duty, not suitable for roadways), control panel, double dipster float switch and powerful submersible pump/s. The systems are very versatile, enabling the installer to locate inlets to their specifications. The range comprises of three pump types and is available in both single and dual pump configuration.

The panel features include:

- Audio/Visual High Level Alarm.
- Hours Run Meters – This displays the amount of time that the pump/s have been in operation.
- Start Counter – This displays the total number of starts that the pump/s have activated.
- Volt Free Outputs – The VFO's can be connected to a building management system or telemetric system (remote dial out) providing information on both tripped and high level conditions.
- Volted Output – The VO can be connected to a remote flashing beacon or sounder, activated upon a common fault condition.

The dual control panel provides a duty/assist configuration. The pumps automatically alternate, should the water level rise to the assist level both pumps operate together.

2.0 Installation Guidelines

It is important to note that these instructions are for guidance only and it is the installer's responsibility to satisfy themselves that the installation procedure is in accordance with the site conditions and good building practice, to eliminate any potential damage to the system either during or after installation. The installer should also satisfy themselves that the system can be install in conjunction with these guidelines, prior to work commencing.

The tank is manufactured from polyethylene and as such is extremely robust. However, as with any preformed tank they are susceptible to floatation and hydrostatic pressures exerted in high water table conditions.

Please read these instructions in full, prior to commencement of the installation. If you are unsure on any point then ask for advice before proceeding. Our technical helpdesk is available on 01442 211554 from 8.30am – 5.30pm, Monday to Friday.

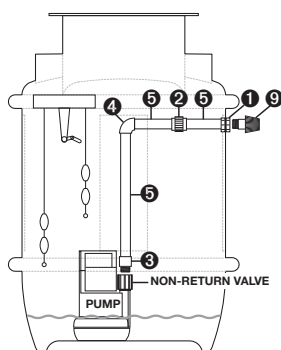
1. Connection of the internal discharge pipework within the tank is as follows:

Aquapump XL (Single Pump Configuration – 301 & 303)

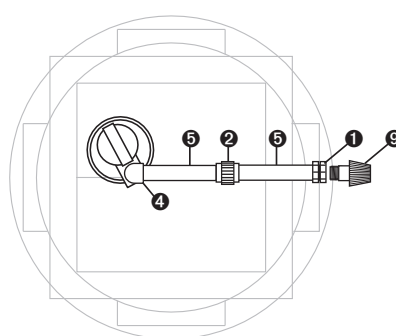
Fittings kit comes with the following as standard:

No.	Qty	Description
1	1	PVC 1¼" Tank Connector
2	1	PVC 1¼" Socket Union
3	1	PVC 1¼" Male Threaded Adaptor
4	1	PVC 1¼" Elbow
5	1	PVC 1¼" Class E Pressure Pipe 1m
6	1	Compression Adaptor - 1¼" - 50mm

SIDE ELEVATION



PLAN VIEW

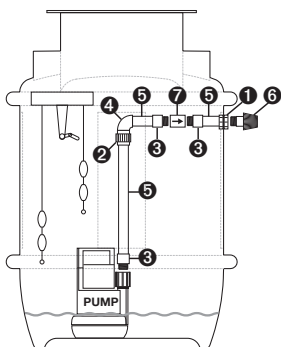


Aquapump XL (Single Pump Configuration – RS55)

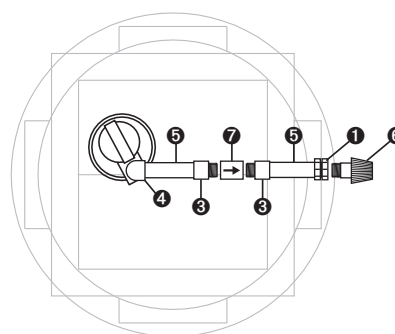
Fittings kit comes with the following as standard:

No.	Qty	Description
1	1	PVC 2" Tank Connector
2	1	PVC 2" Socket Union
3	3	PVC 2" Male Threaded Adaptor
4	1	PVC 2" Elbow
5	1	PVC 2" Class E Pressure Pipe 1m
6	1	Compression Adaptor – 2" – 63mm
7	1	2" Non-return Valve

SIDE ELEVATION



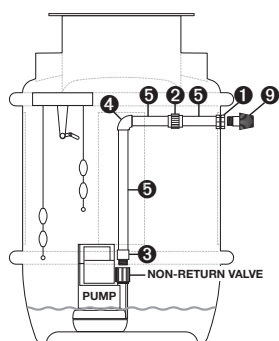
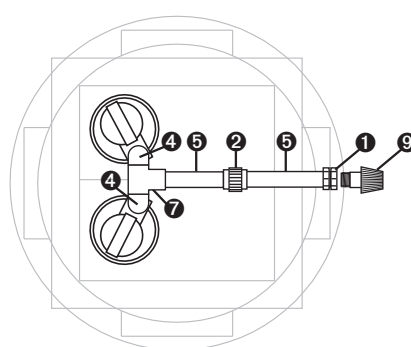
PLAN VIEW



Aquapump XL (Dual Pump Configuration – 301 & 303)

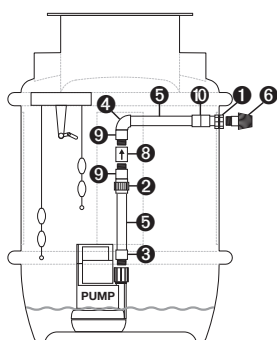
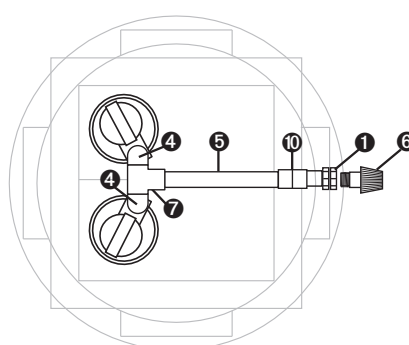
Fittings kit comes with the following as standard:

No.	Qty	Description
1	1	PVC 1¼" Tank Connector
2	2	PVC 1¼" Socket Union
3	2	PVC 1¼" Male Threaded Adaptor
4	2	PVC 1¼" Elbow
5	2	PVC 1¼" Class E Pressure Pipe 1m
6	1	Compression Adaptor - 1¼" - 50mm
7	1	PVC 1¼" Tee-Piece

SIDE ELEVATION**PLAN VIEW****Aquapump XL (Dual Pump Configuration – RS55)**

Fittings kit comes with the following as standard:

No.	Qty	Description
1	1	PVC 2" Tank Connector
2	2	PVC 2" Socket Union
3	2	PVC 2" Male Threaded Adaptor
4	2	PVC 2" Elbow
5	2	PVC 2" Class E Pressure Pipe 1m
6	1	Compression Adaptor – 2" – 63mm
7	1	PVC 2" Tee-Piece
8	2	2" Non-return Valve
9	4	PVC 2" PI/Th Barrel Nipple
10	1	PVC 2" PI/PI Socket

SIDE ELEVATION**PLAN VIEW**

2. Select a suitable location for the pumping station. It is extremely important to site the system with permanent access in mind for routine maintenance of the system.
3. Prepare the tank for all connections, incoming pipe/s (inlets and cable duct). To do this you must select the location and drill the appropriate sized inlet suitable for your incoming pipe/s (fitting not supplied as standard, see section '7.0 Accessories' for inlet rubber seals).
4. In all instances the tank MUST be positioned on a flat, level, concrete base of dimensions sufficient to fully support the base of the tank. Simply lay clean hardcore to the base of the excavation ensuring that it is consolidated to a thickness of 100mm, then lay a mass concrete to a thickness adequate for the ground conditions and of minimum 150mm thickness, on top of the hardcore. Carefully position the tank onto the WET concrete base ensuring that no loose debris is inadvertently knocked onto the base, under the tank during this procedure. Push the tank into the wet concrete by 50mm ensuring that the concrete is fully imbedded into the bottom of the tank. Position it such that the inlet, outlet and cable duct pipe work is correctly aligned.
5. Once the tank is positioned, connect the incoming pipe/s (inlets, cable duct and discharge line/s) to the tank. For connection of the external discharge pipework you'll be left with a compression adaptor on the outside of the tank, we recommend that you use MDPE black discharge pipework.
6. It is recommended that an external gate valve (see section '7.0 Accessories') be installed on the discharge line (in an accessible location) should the vertical lift exceed 3 meters and/or the discharge line/s be connected to a foul water outlet.
7. In all applications the tank must be backfilled with a mass concrete mix of a minimum 150mm thickness and used in accordance with the ground conditions ensuring that it is as dry as practical to prevent additional floatation pressures being exerted on the tank.
The tank MUST be ballasted with water at the same rate as backfilling such that the level difference between the water and the backfill does not exceed 150mm at any time.
Please ensure that when pouring the concrete backfill, suitable steps are taken to prevent the concrete entering the tank and any incoming/discharge pipe work.
8. Where groundwater is present in the excavation, local de-watering of the ground must be undertaken throughout the installation procedure until the backfill has cured. Please note that the ballast water inside the tank should not be removed until the backfill has fully cured.
9. It is extremely important that once the tank has been installed and all the inlet connections made, before the pump/s are installed, the system is flushed through and all sand, silt, rubble and general debris removed from the tank. FAILURE TO DO THIS WILL INVALIDATE THE WARRANTY ON THE PUMP/S.

2.1 Control Panel

A qualified person in accordance with the Institute of Electrical Engineers Regulations should connect the unit to the mains supply taking into account all the electrical information provided.

1. Select a suitable location for the control panel, taking into account that the panel must be located within 5m of the pump/s. It is important to bear in mind access to the control panel for maintenance purposes, ensuring it is located in a dry area and the audio alarm is audible to the end user.
2. Mount the panel to a wall or backboard using the mounting points at the back of the panel and appropriate screws and wall plugs (not supplied).

3. The double dipster float switch needs to be fixed into position onto the neck of the tank using the fixings provided. Ensure that the 'mini' high level float switch is located in the centre of the bracket in the cutout section and fixed into position using the fittings provided (plastic washer and nut).

The float switches should be located within the tank ensuring that the following configuration is adhered to:

Stop Float	Bottom of Bracket
Run Float	Middle of Bracket
High Level/Duty Assist Float	Top of Bracket

4. It is imperative that the pump/s is setup to activate via the independent float switches, to achieve you must remove the floats from the pump/s (only applicable on the Ama-Drainer 301/303). Unscrew the locknut and remove the float attached to the pump, now fix the auto to manual pump converter over the float switch spigot ensuring the spigot is in the ON position and finally replace the locknut.

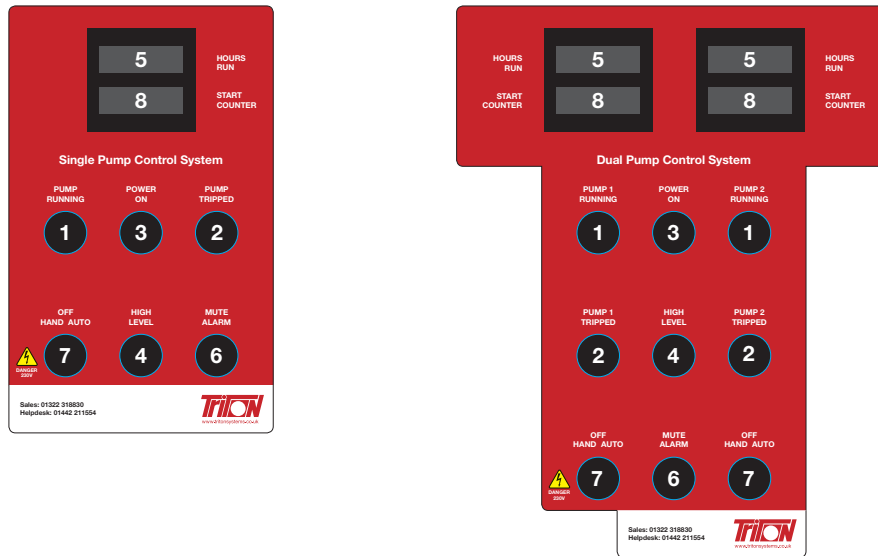
5. The electrical/float cables should be drawn through the cable duct back to the control panel.

6. The panel should be connected to a 230V supply with a suitable breaker based on the electrical information provided.

7. Connections of the pumps and float switches are to be made according to the wiring diagram in Section 8.0.

8. Please ensure that there is suitable slack on the cable to allow for the pumps to be removed for maintenance.

3.0 Control panel operation



1. Pump Running – Green Indicator – This indicates that the pumps are in operation.

2. Pump Tripped – Red Indicator – This indicates whether there is a fault with the pump/s, such as a blockage or electrical fault.

3. Power On – Green Indicator – This indicates whether there is a mains supply connected to the unit. Should the mains supply be removed (i.e. power failure, blown fuse) the light will go out.

4. High Level – Red Indicator – This indicates a high level situation within the tank.

5. Hours Run Meter – This displays the amount of time that the pump/s has been in operation.

6. Mute Alarm – This will mute the alarm in a high level condition.

7. Pump Control Switch. This switch controls the pump/s. It has 3 settings:

- HAND* This will run the pump without the use of the float switches.
- OFF* This will remove all power to the pump for maintenance and break downs to prevent any further damage to the pump.
- AUTO* This will run the pump according to the float switches within the tank. This is the setting for normal operation.

8. Start Counter – This displays the total number of starts that the pump/s has activated.

4.0 Technical Specifications

Aquapump XL (Single Pump)

Model	AquapumpXL 301	AquapumpXL 303	AquapumpXL RS55
Power Supply	230V AC	230V AC	230V AC
Rated Current	1.9A	3.6A	5.0A
Motor Rating	180W	360W	800W
Frequency	50Hz	50Hz	50Hz
Revolutions Per Min.	2800rpm	2800rpm	2900rpm
Max Vertical Output	7m	12m	14m
Max Flow Rate	168l/m	228l/m	300l/m
Max Liquid Temp.	<40°C	<40°C	<40°C
Discharge Size	1¼"	1¼"	2"
Cable Length	5m	5m	10m
Weight	29kg	30kg	45kg
Colour	White	White	White

Aquapump XL (Dual Pump)

Model	AquapumpXL 301	AquapumpXL 303	AquapumpXL RS55
Power Supply	230V AC	230V AC	230V AC
Rated Current	1.9A per pump	3.6A per pump	5.0A per pump
Motor Rating	180W per pump	360W per pump	800W per pump
Frequency	50Hz	50Hz	50Hz
Revolutions Per Min.	2800rpm per pump	2800rpm per pump	2900rpm per pump
Max Vertical Output	7m	12m	14m
Max Flow Rate	168l/m	228l/m	300l/m
Max Liquid Temp.	<40°C	<40°C	<40°C
Discharge Size	1¼"	1¼"	2"
Cable Length	5m	5m	10m
Weight	33.5kg	35kg	65kg
Colour	White	White	White

Control Panel

Model	AquaPumpXL Single C/P	AquaPumpXL Dual C/P
Power Supply Input	1ph, 230V	1ph, 230V
Power Supply Output	1ph, 230V	1ph, 230V
Protection	IP55	IP55
Weight	10kg	12kg

5.0 Dimensions

Tank

Model	AquapumpXL
Diameter	750mm
Height	1000mm

Control Panel

Model	Control Panel
Height	400mm
Width	300mm
Depth	200mm

6.0 Parts List

301

Product Name
Tank
Access Cover 450 x 450mm Solid Top
Ama-Drainer 301 SE
PVC Pipe + Fittings
Non-Return Valve (integral)
50mm Rubber Seal

303

Product Name
Tank
Access Cover 450 x 450mm Solid Top
Ama-Drainer 303 SE
PVC Pipe + Fittings
Non-Return Valve (integral)
50mm Rubber Seal

RS55

Product Name
Tank
Access Cover 450 x 450mm Solid Top
Ama-Drainer RS55 SE
PVC Pipe + Fittings
Non-Return Valve
50mm Rubber Seal

Control Panel / Float Switches

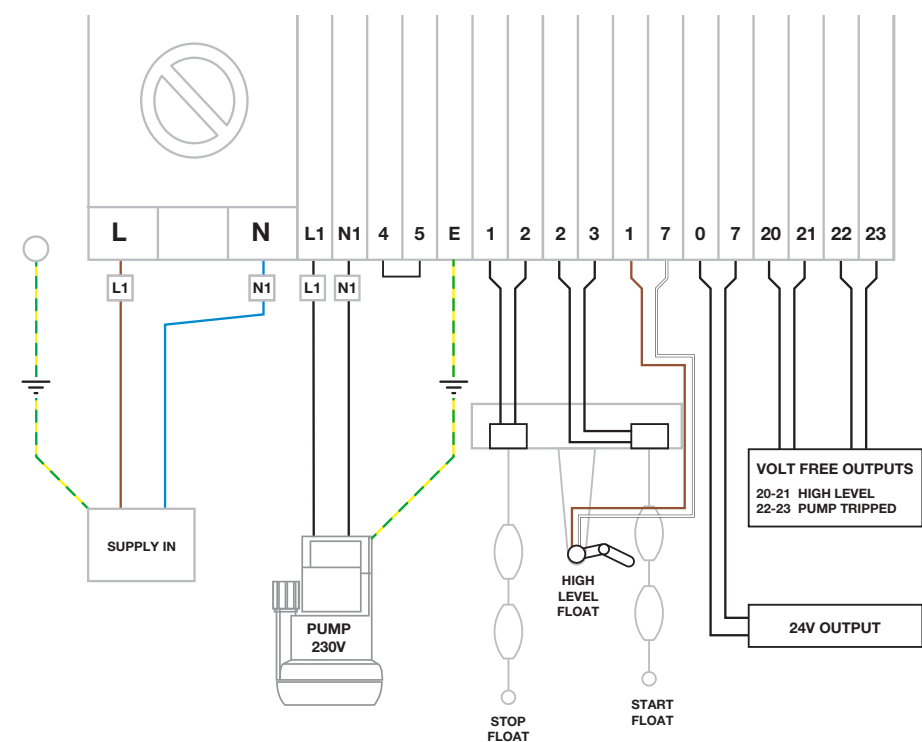
Quantity	Product name
1	Control panel
1	Control panel key
1	Dipster float switches complete with float bracket
1	Float switch 'Mini'
1	Panel mounting Kit
1	Auto to manual pumps converter (only 301/303 models)

7.0 Accessories

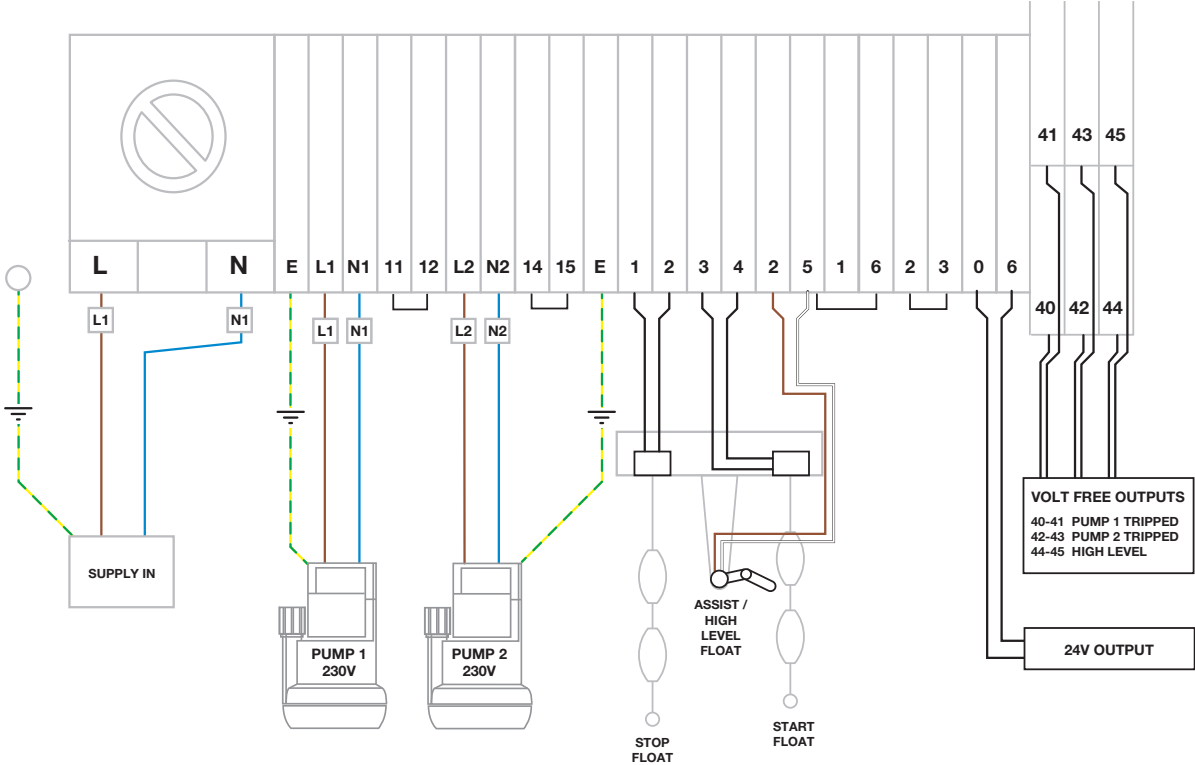
Product Name
110mm Rubber Seal
50mm Rubber Seal
1¼" Brass Gate Valve
2" Brass Gate Valve
Access Cover, Solid Top 450 x 450mm
Access Cover, Inlay 450 x 450mm

8.0 Wiring diagram

Single pump



Dual pump



9.0 Transport

The pump/s are shipped disconnected from the pipe work and fittings to avoid damaged in transit. Carefully unpack the system from its packaging and inspect for any signs of damage. Should there be any damage present it must be reported immediately (no claim will be considered after 24 hours from time of delivery).

10.0 Maintenance

The system requires minimal maintenance; however it is strongly recommended that the unit is serviced quarterly during the first year. It is essential that the unit is serviced at least annually thereafter.

To clean out the unit you must first turn off the power supply and ensure that it cannot be inadvertently turned back on. (i.e. remove the fuse/s). Now remove the access cover to gain access to the pump/s. Next you must remove the pump/s from the tank by disconnecting the pipe work and lifting the pump/s out. It is advisable to check the underside of the pump/s to ensure there is no build up of debris around the pump/s and the float switch/es as this can often lead to poor pump performance or damage to the pump/s.

You must also clean out the tank ensuring that there is no debris in the bottom of the tank. Now that the tank is clean you must reconnect the pump/s to the pipe work and check the function of the pump/s prior to replacing the access cover.

Please note that we recommend that the batteries used within any of our control panels be replaced every 2 years.

In addition we strongly recommend that a service agreement be taken out, please refer to section 13 for further information.

11.0 Health and Safety

Please pay attention to the following regulations when installing the pump or ask your qualified electrician/distributor.

Safety Precautions

In order to minimise the risk of accidents in connection with the service and installation work the following guidelines should be followed:

- Do not ignore health hazards. Observe strict cleanliness.
- Bear in mind the risk of electrical accidents.
- Use a safety helmet, safety goggles and protective shoes.
- All personnel who work with sewage systems must be vaccinated against diseases to which they may be exposed.
- A first aid kit must be close to hand.
- Note that special rules apply to installations in an explosive atmosphere.

Electrical Connections

- The following works should only be done by qualified and authorized electricians.
- Edincare and Triton Chemical Manufacturing Company Ltd disclaims all responsibility for work done by untrained or/and unauthorized personnel.
- Heed operating voltage (see name plate and additional labels).
- Take out the main fuses to isolate the mains supply from the control unit before repairs or any other works and ensure it cannot be energized again.
- As the pump is equipped with an automatic level control, there is a risk of a sudden restart.
- Before starting check the efficiency of the protective arrangements of the pump and the monitoring equipment. Failure to heed this warning may cause a lethal accident.
- Do not put the lead ends into water! Irruption of water may cause malfunctions.
- If persons are likely to come into physical contact with the pump or pumped media, the earthed (grounded) socket must have an additional connection to an earth (ground) fault protection device (GFI).
- Use the pump only in accordance to the data stated on the pumps plate respectively.
- Connection only to mains supply installed in accordance to the local regulations. For fusing of D.O.L. starting pumps use only appropriate slow fuses or automatic circuit breakers with D characteristics. This is because the motor's nominal voltage is measured at the terminal board of the pump; please consider the voltage drop of long supply cables.
- Replace the cable if the cable jacket is damaged. Do not pinch the cable or pull it around sharp bends.
- Always install the control unit in a dry and well ventilated room. Never install the control unit within the tank.

Earthing

For safety reasons, the earth conductor should be approximately 50mm (2") longer than the phase conductors. If the motor cable is jerked loose by mistake, the earth conductor should be the last conductor to come loose from the first terminal. This applies to both ends of the cable. Ensure the correct earthing of the pump and control unit.

12.0 Guarantee

12 month component Guarantee.

If within the guarantee period of a product any defect is discovered in respect of workmanship, construction or material, we will make good the defect or replace the defective part at our expense inside normal working hours at the company's premises providing, written notice is given immediately the defect is discovered and that, if required by us, the part or complete unit is returned to the company's premises carriage paid. Spares or repaired parts are delivered ex works exclusive of fitting.

The guarantee does not apply to defects caused by incorrect installation, abnormal conditions of working, accidents, misuse or neglects. Our responsibility is in all cases limited to the cost of making good the defect or replacing the defective part at the company's premises inside normal working hours. We excludes all liability for any consequential or other damage or losses which may occur. We will not be liable is the pumping system fails due to it having been incorrectly specified (e.g. where the pump/s is inundated due to an inadequate waterproofing design or where the pump/s is used to discharge inappropriate media).

13.0 Service Agreement

All systems are manufactured to the highest standard and we have every confidence the product will serve you well. However as with most appliances of this nature, regular maintenance is essential in ensuring your system operates at its optimum level and fulfils the expected life span.

Our Service Agreement scheme is available at competitive prices, and we will undertake to service equipment at regular intervals. We will supply you with a full report on the work done and the condition of the pump/s and all related equipment each time our engineers attend site.

You can see significant benefits through:

- Reduced running costs including energy and maintenance
- Greater life expectancy for equipment
- Reduced risk of breakdown with its resultant problems and inconvenience
- Better plant utilisation
- Improved environmental conditions

Our Service Agreements consist of the following:

- Scheduled service visits per year
- Reduced hourly charges for un-scheduled call outs
- Fully trained service engineers

Please find attached the service documentation, comprising of a Service Agreement, Equipment Schedule and Work Schedule. Simply complete the enclosed documentation and return to:

Edincare Pumped Drainage Systems
Unit 8, Heron Business Park,
Eastman Way,
Hemel Hempstead,
Hertfordshire,
HP2 7FW

Important Information

System installed:

Name of purchaser:

Purchased from:

Date of purchase:

Installation address:

Installation date:

Installed by:

Serial number of Pump 1:

Serial number of Pump 2 (if applicable):

Service Log

Date	Procedures Carried Out and Parts Replaced	Signed

Triton Systems

Unit 3–5 Crayford Commercial Centre
Greyhound Way, Crayford,
Kent, DA1 4HF

Tel: 020 8310 3929

Fax: 020 8312 0349

Email: info@tritonsystems.co.uk

Web: www.tritonsystems.co.uk



Supplied in conjunction with

cutting edge technology
edincare
PUMPED DRAINAGE SYSTEMS
www.edincare.com

Our policy is one of continuous product improvement, we reserve the right to change specifications and prices without prior notice. All information is given in good faith. No responsibility can be accepted for errors, omissions or incorrect assumptions.

BASEMENT PUMP SERVICING FROM AS LITTLE AS £149*

We strive to provide an efficient and affordable service for all your pumped drainage needs.

It is important that all basement pump stations are serviced regularly, maintenance is essential (in accordance with BSEN 12056-4 and BS8102) to ensure your system operates at its optimum level and fulfills the expected lifespan. Furthermore failure to maintain your system may invalidate any guarantee or insurance you may have in place.

It is typically recommended that servicing be undertaken once yearly although if the pump/s run more frequently due to a high penetration of water, then they should be serviced more frequently (please ask for further information). Failure to maintain the equipment regularly may result in system failure, which could lead to a flooded basement with the associated costs for any damage caused.

Service Agreements are available nationwide at competitive prices. Servicing of your equipment will be undertaken at regular intervals, regardless of type, make or age, subject to contract. Our fully trained and experienced engineers will supply you with a full report on the works carried out, the condition of the equipment and advice on any spares or replacement parts that may be required.

SPECIAL OFFER

**BASEMENT PUMP
SERVICING BY
THE EXPERTS**

**FROM ONLY
£149***

*Full Terms and Conditions
available upon request.



BENEFITS OF PUMP SERVICING

- ✓ Reduced risk of breakdowns with its associated costs and inconveniences
- ✓ Increased life expectancy of equipment
- ✓ Reduced running costs
- ✓ Preferential scheduling of emergency call outs
- ✓ Free technical advice from our helpline
- ✓ Nationwide coverage

Tel: 01442 211554
Fax: 01442 211553

Email: info@edincare.com
Web: www.edincare.com



FURTHER INFORMATION FORM

Promo code

Title (Mr, Mrs, Ms, Miss, Other)

First name

Surname

Address

Postcode

Phone

Fax

Email

Ground Water Pumping Stations
(No. of pumps, Type, Model, if known)

Foul Water Pumping Stations
(No. of pumps, Type, Model, if known)

Please complete and return to:

*Service Department
Edincare Pumped Drainage Systems
Unit 8, Heron Business Park,
Eastman Way, Hemel Hempstead,
Hertfordshire, HP2 7FW*

Once received, we will contact you to talk through our services and provide a price. Alternatively please call us on 01442 211554 or email us at info@edincare.com, please be sure to quote your promo code located above.



SERVICE AGREEMENT FOR UNITED KINGDOM INSTALLATIONS

Customer No. (Office Use Only):

Contract No. (Office Use Only):

An agreement made on (Date):

between (in this agreement referred to as "the Client"):

Name:

Address:

Post Code:

and (in this agreement referred to as "the Company"):

Edincare Pumped Drainage Systems
Unit 8, Heron Business Park,
Eastman Way,
Hemel Hempstead,
Hertfordshire,
HP2 7FW

of which it has been agreed that:

- (1) As from the date of signing this agreement, the Company will undertake to service the equipment as recorded under 'Equipment Schedule' at the location recorded under 'Work Schedule'.

(2) **Service Intervals**

The service(s) will be carried out at intervals of (Tick appropriate box)

<input type="checkbox"/> Once per year	<input type="checkbox"/> Twice per year
<input type="checkbox"/> Four times per year	<input type="checkbox"/> Other <input type="text"/>

The number of visits per annum is dependent on equipment and application type. Please contact us for the recommended number of visits per annum.

(3) **Service Charge**

(Tick appropriate box)

<input type="checkbox"/> 2-3 year service agreement (charge per service visit)	£ <input type="text"/> + VAT
<input type="checkbox"/> 4-5 year service agreement (charge per service visit)	£ <input type="text"/> + VAT
<input type="checkbox"/> <input type="text"/> (charge per service visit)	£ <input type="text"/> + VAT

The annual service charge is calculated on the service charge per visit multiplied by the service intervals. The amount above will be paid by the Client to the Company in accordance with Clause 9 of this agreement until further notice as provided for in Clause 4 of this Agreement.

(4) **Duration of Service Agreement**

The duration of the Agreement shall be for a period of years from the date of signing this Agreement ("the term").

Agreement termination date: / /

At the end of the term, the agreement will automatically continue from year to year, unless either one of the parties to this agreement gives 6 months prior written notice to the other before the expiration of the term or, before the end of any subsequent year.

(5) **Site Access**

The Client is responsible for ensuring immediate, safe and uninterrupted access to the pump equipment. The Client will incur additional charges if there has been any interference with the equipment, interrupts the engineer, fails to provide the required access or unreasonably delays the engineer's work.

(6) **Cancelling Service Visits**

The Client must advise the Company of a date change or cancellation no less than 3 working days (Monday-Friday, 8:30am to 5:30pm) before the Service Visit. The full Service Visit charge will be applied for non compliance.

(7) **Insurance**

The Company excludes all liability for any consequential or indirect loss suffered by the Client whether this loss arises from breach of a duty in contract or tort or in any other way (including loss arising from the Company's negligence). Non exhaustive illustrations of consequential or indirect loss include: Loss of profit; Loss of contracts; Damage to the property of the Client or anyone else; Personal injury to the Client or anyone else (when the injury is not caused by the Company's negligence).

(8) **Defects**

This Agreement does not apply to defects caused by incorrect fitting or erection, usage of third party equipment, abnormal conditions of working, accident, misuse, neglect or, interference or attempted repairs or servicing by a third party.

Repair works will not be undertaken prior to the Company receiving an official instruction from the Client to proceed at an agreed price.

(9) **Payment**

The Annual Service charge is to be paid to the Company in full upon the yearly anniversary from the date of "agreement made" during the continuance of the Term. The Company reserves the right to charge interest on overdue amounts at 3% above the Base Rate of Barclays Bank PLC from the time being in force for the period from date payment is due until the actual date of payment. The Company reserves the right to suspend all obligations including service calls under the Agreement if the Annual Fee (or any other invoiced amount payable pursuant to this Agreement) is due, owing and remaining unpaid. Where accounts have been approved for credit, payment terms are 30 days from date of invoice. For all non account customers a proforma invoice will be raised requiring payment in advance of the due date.

(10) **Replacement Components**

This Service Agreement does not include for free replacement or repair of components. However, wherever possible if deemed necessary, any essential service or repair will be effected during a Service Visit and invoiced accordingly. Such decision to be at the sole discretion of the Company to a maximum of £150 + VAT.

Any works required above £150 + VAT will not be undertaken prior to the Company receiving an official instruction from the Client to proceed at an agreed price.

(11) **Price Review**

The Company reserves the right to increase the fee payable under this Agreement by the same percentage as the increase in the Retail Price Index, as published by the relevant Government Department and/or revise the fee payable under this Agreement, such increases/revisions to be notified to the Client prior to the "termination date" in accordance with Clause 4 of the Agreement or, before the end of any subsequent year thereafter.

(12) **Site Report**

A report will be issued relating to the: Operation of the equipment; Condition of the Equipment; Client responsibilities. Any remedial works required and associated charges will be advised.

(13) Removal/Suspension of Service

Without prejudice to any other rights or remedies of the Company: If a receiver or manager is appointed over any of the assets or undertakings of the Client; or a petition is presented for the appointment of an administrator or a winding up petition is presented against the Client; or the Client goes into voluntary liquidation or calls a meeting of or makes any arrangement or composition with its creditors; or the Client commits any act of bankruptcy or becomes unable to meet its debts within the meaning of Section 123 of the Insolvency Act 1986; or there is any default by the Client in making payment according to this Agreement, the Company shall be entitled after having sent written notice requesting payment within seven days to the Client (Which shall be deemed to have been validly given if sent with a Certificate of Posting to the last address known to the Company) – to suspend all services until all monies have been duly received by the Company.

(14) Transfer of Contract

The Client shall not transfer this Agreement, or any part of it, to any third party without the Company's written authorization which, subject to administration fees, shall not be unreasonably withheld. Notwithstanding the transfer of this Agreement, the Client will remain liable under this Agreement but this liability shall cease within six months of the transfer provided that the Client is not in breach of the terms of this Agreement and that at the expiration of the said six months there are no outstanding breaches of the Client's obligations under the terms of this Agreement and the Company is satisfied that the party to whom this Agreement is to be transferred has agreed in writing with the Company (to the Company's satisfaction) to be bound by the terms of this Agreement and is likely to comply with such terms.

(15) Contract Modification

The terms and conditions of this Agreement supersede any terms or conditions proposed by the Client and may not be varied except with the written consent of a Director of the Company. In the case of a written consent by a Director of the Company to a variation or deviation from one

or more of the terms and conditions of this Agreement, the other terms and conditions shall remain fully operative.

(16) Early Termination by the Client

The Client may terminate this Agreement by giving not less than 6 or more than 7 months prior notice in writing to the Company ("Notice to Terminate") such notice is to be sent by registered post to the registered office of the Company together with all monies then due to the Company up to the date of the Notice to Terminate. Upon the expiration of the period referred to in the Notice to Terminate (but subject to the provisions set out below) this Agreement will terminate (the "Termination Date"). The Company will within 1 month of receipt of the Termination Date provide the Client with a calculation of the sums due under this Agreement which sums will be payable on the Termination Date and will be calculated as follows:

(a) all monies then due

(b) a capital sum equal to the total of the Service Charges payable under this Agreement for the remainder of the Term (based on the prevailing Services Charges at the time this Agreement is terminated). In the event that the procedure that the Client is required to follow as set out above is not strictly followed or the Client is in breach of any of its obligations referred to in this Agreement at the time of service or during or at the end of the notice period referred to in the Notice to Terminate then the Notice to Terminate may (should the Company so wish) be treated as invalid and will have no effect. For the avoidance of doubt the fact that Notice to Terminate has been served will not release or vary the Client's obligations under this Agreement including (without prejudice to the above) the obligation to pay the Annual Service Charge or any other payment due. Time will be of the essence in relation to the time for service of the Notice to Terminate.

(17) Overseas Purchases

This Agreement is not available where the product is sold or installed outside of mainland UK.

On Behalf of The Client:

Customer name (Print):

Customer Signature:

Position:

Date:

I, the above, acknowledge receipt of this Service agreement. I have read and understood its contents and agree to abide by the terms and conditions therein.

On Behalf of The Company:

Company name:

EDINCARE PUMPED DRAINAGE SYSTEMS

Directors Signature:

Date:

WORK / EQUIPMENT SCHEDULE

Customer No. (Office Use Only):

Site address (if different from above):

Name:
Address:

Post Code:

Site contact:

Telephone (Home):

Telephone (Work):

Mobile:

Fax:

Email:

Location of installation:

(Back Garden near shed. Please provide details of installation e.g. internal or external, brief description of where on the above property the unit is installed.)

Preferred service month(s):

Jan	<input type="checkbox"/>	Feb	<input type="checkbox"/>	Mar	<input type="checkbox"/>	Apr	<input type="checkbox"/>	May	<input type="checkbox"/>	Jun	<input type="checkbox"/>
Jul	<input type="checkbox"/>	Aug	<input type="checkbox"/>	Sep	<input type="checkbox"/>	Oct	<input type="checkbox"/>	Nov	<input type="checkbox"/>	Dec	<input type="checkbox"/>

Notes

EMERGENCY CALL OUT

'All emergency callout visits will be charged at our 'Emergency Call Out – Service Agreement' tariff. For hourly rates and full terms & conditions please refer to our 'Service Request Form' (available upon request).

WORK SCHEDULE (TO BE PERFORMED AT EACH VISIT)
Condition on Arrival
Pump/s Running
High Level Alarm
Pump Tripped / Overload
Condition of Pump (Visual Inspection)
Clear & Free
Blocked
Condition of Pump (Mechanical Inspection)
Impeller
Bottom Plate
Cutters
Condition of Oil
Manual Impeller turn
Bearing Side movement
Control Panel
Overload Setting
Operation of Float Switches
Bulbs / Fuses
Alarm Mute Function
Running Current
General
Pedestal / Guide Rail
Debris
Float Switches / Level Controls
Valves / Pipes
Access Cover
Chamber/Tank
Lifting Chains

EQUIPMENT SCHEDULE	
Product Name:	
Pump Type	
Quantity	
Power Supply	
Serial No. / Equip No.	
Notes:	
Product Name:	
Pump Type	
Quantity	
Power Supply	
Serial No. / Equip No.	
Notes:	
Product Name:	
Pump Type	
Quantity	
Power Supply	
Serial No. / Equip No.	
Notes:	
Product Name:	
Pump Type	
Quantity	
Power Supply	
Serial No. / Equip No.	
Notes:	

EASY GUIDE SERVICE AGREEMENT & WORK / EQUIPMENT SCHEDULE

SERVICE AGREEMENT

STEP 1 CLIENT DETAILS

Please complete with the billing names and address.

STEP 2 SERVICE INTERVALS

Using the table please indicate the number of service visits per year. The number of visits should depend on the type and frequency of use. If in doubt please contact our service department on 01442 211554.

STEP 3 SERVICE CHARGE

The service charge is the amount for each service visit.

STEP 4 DURATION OF SERVICE

AGREEMENT

Please enter the Agreement Duration in years along with the corresponding Agreement Termination date. Please note that all price reviews are conducted at the end of the term, there if entering into a 5 year term you will not be subject to any price increases until the end of the 5 years.

edincare
PUMPED DRAINAGE SYSTEMS

SERVICE AGREEMENT FOR UNITED KINGDOM INSTALLATIONS

Customer Site (Office/Shop/Factory) Contract No. (New/Existing)

Name: _____ Address: _____

Service Intervals

Service Interval	Number of visits per year
1-2 visits per year	<input type="checkbox"/> 1 <input type="checkbox"/> 2
3-4 visits per year	<input type="checkbox"/> 3 <input type="checkbox"/> 4
5-6 visits per year	<input type="checkbox"/> 5 <input type="checkbox"/> 6

Service Charge

Service Charge	Amount per visit
1-2 visits per year	<input type="checkbox"/> £100 <input type="checkbox"/> £150
3-4 visits per year	<input type="checkbox"/> £150 <input type="checkbox"/> £200
5-6 visits per year	<input type="checkbox"/> £200 <input type="checkbox"/> £250

Duration of Service

Agreement Duration (Years): Termination Date:

edincare
PUMPED DRAINAGE SYSTEMS

SERVICE AGREEMENT FOR UNITED KINGDOM INSTALLATIONS

Customer Site (Office/Shop/Factory) Contract No. (New/Existing)

Name: _____ Address: _____

Service Intervals

Service Interval	Number of visits per year
1-2 visits per year	<input type="checkbox"/> 1 <input type="checkbox"/> 2
3-4 visits per year	<input type="checkbox"/> 3 <input type="checkbox"/> 4
5-6 visits per year	<input type="checkbox"/> 5 <input type="checkbox"/> 6

Service Charge

Service Charge	Amount per visit
1-2 visits per year	<input type="checkbox"/> £100 <input type="checkbox"/> £150
3-4 visits per year	<input type="checkbox"/> £150 <input type="checkbox"/> £200
5-6 visits per year	<input type="checkbox"/> £200 <input type="checkbox"/> £250

Duration of Service

Agreement Duration (Years): Termination Date:

STEP 5 CLIENT SIGNATURE

Ensure that you have fully read and understood the agreement, only then please sign and date.

WORK / EQUIPMENT SCHEDULE

STEP 6 SITE ADDRESS

If the site details are different from the billing details (Step 1) please complete.

STEP 7 CONTACT DETAILS

Please complete with your contact details.

edincare
PUMPED DRAINAGE SYSTEMS

WORK / EQUIPMENT SCHEDULE

Customer Site (Office/Shop/Factory) Contract No. (New/Existing)

Name: _____ Address: _____

Contact Details

Telephone (Home): _____ Telephone (Work): _____

Equipment Schedule

Equipment	Model	Serial No.	Year	Month	Day
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					
51					
52					
53					
54					
55					
56					
57					
58					
59					
60					
61					
62					
63					
64					
65					
66					
67					
68					
69					
70					
71					
72					
73					
74					
75					
76					
77					
78					
79					
80					
81					
82					
83					
84					
85					
86					
87					
88					
89					
90					
91					
92					
93					
94					
95					
96					
97					
98					
99					
100					

STEP 8 LOCATION OF INSTALLATION

Please provide details of the installation location along with any site restrictions.

STEP 9 PREFERRED SERVICE MONTH(S)

Please specify your preferred month(s) for your service visit(s). We will endeavour to meet with your selection.

STEP 10 EQUIPMENT SCHEDULE

Please complete the equipment schedule with the products installed (if known).

RETURN TO EDINCARE

STEP 11 RETURN TO EDINCARE

Once you have completed both the 'Service Agreement' and 'Work / Equipment Schedule' please return to us using the prepaid envelope enclosed. The agreement will be counter signed and returned to you for your records.

Should you have any questions please contact our service department on 01442 211554