

## 2009 CUSTOMER SERVICE CONTRACT



The following details services provided from 1/1/2009 until 12/31/2009 in this FREE annual service contract

**Y SPRING START-UP:** Call to schedule this seasonal service anytime after March 1<sup>st</sup>. **WEATHER PERMITTING, AFTER FREEZING TEMPERATURES IN SPRING.** Turn on of system, check the operation, reset the clock, and monitor and adjust heads as necessary or requested. This will ensure adequate coverage your lawn, flowerbeds, bushes, & trees. **Discounted rate for this service with current signed contract is \$65.00** 13+ Zones = \$125 with signed contract on file / \$150.00 without signed contract on file.

**Y WINTERIZATION SERVICE:** Call to schedule this seasonal service after October 1<sup>st</sup> & prior to December 1<sup>st</sup>. - **WEATHER PERMITTING, BEFORE FREEZING TEMPERATURES IN WINTER.** Blow-out entire system to prevent damage from water freezing in pipes, heads, and / or valves through the winter. This must be done to eliminate the chance of costly repairs in the spring. **Discounted rate for this service with current signed contract is \$65.00** 13+ Zones = \$125 w/ signed contract on file / \$150.00 w/ out signed contract on file.

**PLEASE DO NOT ATTEMPT TO TURN-ON, WINTERIZE, OR REPAIR YOUR IRRIGATION SYSTEM AT ANY TIME OR THE WARRANTY ON ALL PARTS WILL BE VOIDED IMMEDIATELY ON YOUR ENTIRE SYSTEM.** We are not liable for any costs for repairs or diagnosing of any system that appears to be related to unknown maintenance or servicing by homeowners, other companies, or any individuals other than a Southern Irrigation, Inc. representative. This includes other persons attempting to perform a seasonal service (spring turn-ons or winterizations). There is a (5) year warranty for parts on your irrigation system. The parts warranty is effective for (5) years only from the actual date we installed the initial system for the first homeowner only, or within (5) years from the date we installed replacement part(s). One exception is the clock / controller which is only under warranty from the manufacturer for (3) years. We will only cover the cost of the parts for warranty if the item(s) being replaced prove to need replacement due to manufacturing defects or faults. We will not cover replacement of parts for items that appear damaged or not working from direct contact by persons, machinery (*vehicles or mowers*), or weather. If for any reason you do not schedule OR have us perform both of the seasonal services each year, your warranty on your system & all parts is voided automatically once a seasonal service is missed, not scheduled, or if you have your winterization completed after freezing temperatures or later than December 1<sup>st</sup> - whichever comes first.

**Y** We **WILL NOT** perform the spring or winterization services listed above w/ out a phone call from the customer to be scheduled.

**Y CUSTOMER BONUS:** Sign & return this (1) year annual contract & receive the following - \$10.00 discount on LABOR: \$65.00 per hr. rate - 1 hr. minimum. Without a contract on file the standard labor rate is \$75.00. **TO RECEIVE THIS DISCOUNT,** the bottom part of this sheet must be received at our office prior to, OR at the time of service must be submitted directly to the company representative. **NO EXCEPTIONS.** Contracts are to be updated & returned annually.

**PLEASE RETURN BOTTOM SECTION BY MAIL, FAX, OR TO OUR SERVICE TECH TO AGREE TO THE ABOVE TERMS & TO BE ACTIVATED IN OUR FILES & QUALIFY FOR DISCOUNTS**

**Thank You!! We value & appreciate your business.**

*Note: Above prices are effective until 12/31/2009 and will not change. To keep costs to a minimum, Southern Irrigation, Inc. will service or inspect a system by request of the customer and at the agreed scheduled times ONLY.*



2009-05

\*\*\*\*\*Please sign and fill out all information & return to our office asap\*\*\*\*\*

TODAY'S DATE \_\_\_\_\_ Did we install your system? **Yes** OR **No** Closing or Move-in date: \_\_\_\_\_  
(please circle one)

PRINT NAME: \_\_\_\_\_ PHONE # (day): \_\_\_\_\_

PHONE # (cell): \_\_\_\_\_ Email Address: \_\_\_\_\_ @ \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
Street City Zip Code

SIGNATURE: \_\_\_\_\_

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