

# Chatfield Drilling, Inc - Terms and Conditions of Water Treatment Installation

## WORK TO BE PERFORMED

- Transportation of all equipment and materials to the jobsite
- Removal of unused equipment and debris from the site
- Equipment installation; a minimum ¾" PEX plumbing will be utilized; copper is available at additional cost
- Equipment commissioning (e.g. air removed / bled, media soaked and flushed, equipment programming to match water treatment parameters, perform start-up procedure)
- Completion of an external flush of coarse sediment / debris from pipelines where possible
- Disinfection of the water well if maintenance is completed in the well
- Clean worksite
- Review installation checklist with homeowner and provide owner documentation; an owners manual may be provided by email if paper copy if not available.

## HOMEOWNER RESPONSIBILITY

- Provide 120V control power within 10' of treatment location (GFCI recommended if proximate to treatment equipment); Chatfield can run longer distances at an additional cost
- Provide ample power panel capacity to support the well pump; ensure sufficient breaker space
  - Well pumps will typically require 20 - 30A two-pole breakers
- Ensure chlorine retention in well a minimum of 6 - 7 hrs for full effective disinfection
- Provide a sufficient drain, laundry sink, etc where backwash water can be plumbed to
- Complete a final flush to Homeowner's satisfaction to prevent pluggage of aerator screens and faucet cartridges
- Read and understand Use & Care documentation (to include product manuals)
- Timely notification to Chatfield of any observed deficiencies or leaks (e.g. we don't recommend significant plumbing work before leaving for vacation or being away from vacation homes, etc.)

## WARRANTY OVERVIEW

- Chatfield warrants its parts & labor for one year from the date of installation; standard service call rates will apply after one-year
- Manufacturer warranties on equipment will apply after one-year (limited to what is noted in manuals / documentation); labor related to equipment warranties is not included after year one unless expressly noted; a copy of the warranty can be issued by email if paper copy if not available.
- Warranties are not transferable
- Warranty exclusions: (1) wearable gaskets / o-rings; (2) components that are damaged by improper care due to customers negligence; (3) damage caused by salt; (4) problems caused by environmental / water contamination issues; (5) problems caused by unregulated disinfection; (6) damage caused by acts of god; (7) damages caused by electrical failure / power spikes/lightning.

## RISKS & AWARENESS ITEMS

- Chlorination of water wells can result in aged well pump failure (due to sediment and scale loosening in the well); if the well pump fails to meet shut-off (as set prior to chlorination) immediately after chlorination is completed and the well flushed, Chatfield will reinstall a new pump at a discount of 25%. This must be identified while we are on site and finishing the job.
- Risks exist with entering an existing water well of uncertain integrity -- be it for cleaning, pump removal, or well modification. These risks include well collapse, stuck pumps, lost pumps, casing failures, shut-off of water, loss of water, and change in water quality. Chatfield is not responsible for these risks--they are borne by the Homeowner.
  - When the uncertain happens, be prepared for "no-water"--we will work diligently to get water back to your home. These higher-risk activities are best completed when avoiding weekends, holidays, and when water is a necessity at your home (e.g. you're having out-of-town visitors at your home)
- Treatment performance is never guaranteed. We use professional judgment, follow industry best practices, and utilize NSF-rated professional equipment & chemicals to treat water according to analyzed results.
- Iron-related bacteria (IRB), sulfate-reducing bacteria (SRB), and slime-forming bacteria infestations are unpredictable and can worsen with the introduction of air into the treatment system (e.g. AIO's). Treatment of these bacterias is often a stepwise process -- beginning with well chlorination, re-chlorination at an identified interval, and may ultimately require continuous chlorination / disinfection.

## ADDITIONAL TERMS AND REPRESENTATIONS

1. **Buyer warrants that he/she owns the premises where the treatment system is to be installed and there are no zoning limitations or restrictions preventing the installation.**
2. **There will be a service charge for any in-home service work performed after one year from the date the product was installed.**
3. **Installation may be delayed by factors beyond the control of Chatfield Drilling, Inc, such as supplier inventory, manufacturing limitations, shipping company delays, pandemics, etc.**
4. **Chatfield Drilling, Inc may charge additional fees or labor costs arising from circumstances beyond its control, such as delays caused by homeowner, change of work requested by homeowner, anything outside of original scope of work expressed on original invoice.**
5. **The terms and conditions contained in the Customer Invoice are incorporated herein by reference as if fully set herein.**
6. **This Agreement shall be governed by and interpreted in accordance with the laws of State in which the treatment system is installed.**
7. **THIS AGREEMENT CONSTITUTES THE FINAL EXPRESS OF THE AGREEMENT BETWEEN BUYER AND SELLER AND IS COMPLETE AND EXCLUSIVE STATE OF THAT AGREEMENT. ALL PRIOR DEALINGS, CONVERSATIONS, NEGOTIATIONS, AGREEMENTS AND UNDERSTANDINGS OF EVERY KIND, NATURES AND DESCRIPTION HAVE BEEN MERGED AND ARE SUPERSEDED BY THIS AGREEMENT AND THIS AGREEMENT MAY ONLY BE MODIFIED BY AN INSTRUMENT IN WRITING SIGNED BY THE PARTY OR PARTIES INTENDED TO BE BOUND THEREBY.**