

Aqua Lawn Residential Services & Disclosures

Customer Service

Aqua Lawn strives to give you the very best possible service we can provide. To keep up-to-date on irrigation-related information & trends, please follow us on facebook@[aqualawnfargo](https://www.facebook.com/aqualawnfargo). As part of our customer service, we will mail you Appointment Reminders and Confirmations and will also automatically add you to our annual email & mailing list which will include sending you the following emails & postcards in the mail each year:

Spring Start-up Email & Post Card - We send this to inform you that we are open for the season. If you would like our startup services, please call our office to schedule an appointment. This email & card generally goes out as soon as we feel the weather permits.

Fall Winterization Email & Post Card – We send this in September and it will list a pre-scheduled time and date for the winterization of your system. Our technician will reach out the night before your appointment via phone or an email will be sent if your email address is updated with us to remind you of this appointment.

Annual Startup & Winterization Contract Email Invitation – We offer an annual contract to give you the option to pay for both spring startup & fall winterization services at once. This invitation goes out late winter or you can sign up anytime prior to your spring startup each season.

Startup Services

The initial startup, after Seed or SOD has been installed – Once Aqua Lawn has completed the initial sprinkler startup, it is the homeowner's responsibility to ensure the system is running and watering correctly for any new SOD or seed and Aqua Lawn will not assume liability for any loss.

Aqua Lawn is not responsible for damage incurred to irrigation systems not started up by Aqua Lawn. Aqua Lawn will send out postcards each spring to give you the option of having us startup your system. It is strictly the homeowner's responsibility to ensure they contact us to startup their system if they desire.

Startup Service includes turning on the water supply, pressurizing the system, testing each zone for possible leaks, checking all heads to ensure proper coverage, and programming the controller if you would like for proper seasonal conditions.

Please call Aqua Lawn for Startup rates. Pump systems are an additional charge. Complex systems area may be an additional charge. If further maintenance is required, homeowner will be charged at the maintenance hourly rate (see below). Additional charges apply for systems outside the FM area. Prices are subject to change.

Maintenance Services

Aqua Lawn is not responsible for damage incurred to irrigation systems by maintenance not performed by Aqua Lawn. When we leave a site, the repair is deemed to be satisfactory. If the problem persists, it is the homeowner's responsibility to monitor their system and report any issues to Aqua Lawn.

Please call Aqua Lawn for winterization rates. Customer is responsible for charges rounded to the later ¼ hour including driving time. Prices are subject to change.

Winterization Services

The homeowner is responsible to ensure their irrigation system is winterized. Aqua Lawn is not responsible for damage incurred to irrigation systems not winterized by Aqua Lawn. Aqua Lawn will send out postcards each fall with a predetermined time and date to winterize your system. It is strictly the homeowner's responsibility to contact Aqua Lawn if they do not receive a post card. It is at the customer's discretion to postpone or reschedule their winterization and doing so may delay winterizations to times that are below freezing temperatures thus Aqua Lawn will not be liable for any freeze damage that may occur to the system. Winterization Service includes turning off water supply at main ball valve and removing water from irrigation pipes.

Winterization rates are dependent upon the number of zones. Pump systems are an additional charge. First year winterization is free. Additional charges apply for systems outside the FM area. Prices are subject to change.

Sump Lines

Buried sump lines discharging outside may freeze and cause basement flooding. **It is strictly the homeowner's responsibility to either install a switchover in the basement or monitor their sump pump closely to avoid flooding. Aqua Lawn is not responsible for any damage due to sump line freezing and flooding.**

Property Lines

All property line corners must be marked prior to the installation of an Irrigation System. This is solely the Homeowner's responsibility. Aqua Lawn will not be responsible for moving irrigation heads or lines after the installation of the Irrigation System due to future discrepancies in Property Lines. Moving irrigation heads or lines will be at the Homeowner's expense after the install of the Irrigation System.

Private Utilities

All Private Utilities must be marked prior to the installation of an Irrigation System. This is solely the Homeowner's responsibility. Some examples of Private Utilities include electricity to sheds, garages, barns or electric fences, invisible dog fences, landscape lighting, water, septic systems, propane or natural gas run to grills and pool heaters.

Locating Irrigation Lines & Heads

After installation, Aqua Lawn is unable to locate or mark irrigation lines. There is no metal used in poly or PVC pipe which make it extremely difficult to accurately locate lines. Heads may be located when the system is running during startup, winterization or other service calls. There is a fee for locating heads.

Installation of Irrigation Systems Prior to Closing

If using a home builder to construct home, any work done prior to building or closing must be approved by homebuilder and additional charges may be incurred from builder.

Trip Charges

If we arrive onsite to find the work was performed by others or if we arrive at a scheduled appointment and no one is home or access has not been left to service the system, Aqua Lawn reserve the right to charge a \$50.00 trip charge.

Invoices & Payments

All invoices are due and payable upon receipt. Aqua Lawn reserves the right to charge interest on unpaid balances at a rate of 18% per annum after 30 days. After 90 days delinquency, a lien may be filed against the homeowner's property for the unpaid principal balance, accrued interest, plus filing fees. Check, cash and Visa, MasterCard and Discover are accepted for services under \$400.00.

Warranty (Residential Irrigation Systems)

Aqua Lawn warrants MATERIALS installed for a period of THREE YEARS from the date of installation. LABOR to repair or replace the components of the sprinkler system is covered for a period of ONE YEAR from the date of installation. This warranty includes all system components installed by Aqua Lawn, including the controller, valves, sprinkler heads, and pipe. The warranty includes only defects in materials or workmanship and expressly excludes improper usage of the system, damage caused by freezing, fire, flooding, any other natural phenomena, or damage by any other cause. Any modification or repair of the system by any company other than Aqua Lawn voids this warranty. This warranty expressly excludes clogging of system components due to debris in the water supply.