



# TREATMENT SYSTEM INITIAL SERVICE POLICY

## HOOT Aerobic Systems, Inc.

2885 Highway 14 East Lake Charles, Louisiana 70607  
(337) 474-2804 phone (337) 477-7904 fax

Our Company, \_\_\_\_\_, will operate and maintain the Hoot Aerobic System located at \_\_\_\_\_, (legal description only) Permit # \_\_\_\_\_, for the period of 2 years beginning \_\_\_\_\_ and ending \_\_\_\_\_.

This contract will provide for all required inspections, testing and service of your HOOT Aerobic Treatment System. The policy will include the following:

1. \_\_\_\_\_ inspections a year/service calls (at least one every \_\_\_\_\_ months), for a total of \_\_\_\_\_ over the two-year period including inspection, adjustment and servicing of the mechanical, electrical and other applicable component parts to ensure proper function. This includes inspecting control panel, air pumps, air filters, diffuser operation, and replacing or repairing any component not found to be functioning correctly.
2. An effluent quality inspection consisting of a visual check for color, turbidity, scum overflow and examination for odors. A test for chlorine residual and pH will be taken and reported as necessary.
3. If any improper operation is observed, which cannot be corrected at the time of the service visit, you will be notified immediately in writing of the conditions and estimated date of correction.
4. The Homeowner is responsible for maintaining a chlorine residual of at least 1mg/L in the treatment system. This can be accomplished by using chlorine tablets designed for wastewater use, NOT SWIMMING POOL TABLETS. Upon visit, if the system needs chlorine tablets the service provider will add them and charge the customer. If the customer fails in their responsibility to add the chlorine tablets, they are in violation of law and appropriate action will be taken. Initials of Installer \_\_\_\_\_ Initials of Homeowner \_\_\_\_\_
5. Any additional visits, inspections or sample collections required by specific Municipalities, Water/River Authorities, County Agencies the TNRCC or any other regulatory agency in your jurisdiction will be covered by this policy.

At the conclusion of the initial service policy, the Service Provider will make available, for purchase on an annual basis, a continuing service policy to cover labor for normal inspection, maintenance and repair. According to state law, all owners of aerobic systems must maintain a factory authorized service provider for the lifetime of the system.

The HOOT Homeowners Manual must be strictly followed or warranties are subject to invalidation. Pumping of sludge build-up, for reasons other than due to warranted mechanical failure, are not covered by this policy and will result in additional charges. By signing this form, both Installer and Homeowner agree to the terms of this policy. By signing this form, both the Installer and the Homeowner agree that the Homeowner has received a copy of the Homeowners Manual and the Installer has made a reasonable effort to explain all pertinent information to the Homeowner.

HOOT is not responsible for service, it is the SERVICE PROVIDER indicated below.

### HOME OWNER

### SERVICE PROVIDER

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City  
( ) -

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature of Home Owner

\_\_\_\_\_  
Name of Service Company Representative

\_\_\_\_\_  
Address

\_\_\_\_\_  
City  
( ) -

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature of Service Provider and License #.

THIS BOX MUST BE COMPLETED BY THE SERVICE PROVIDER

HOOT Model #	Blower/Panel Serial #	HOOT Mold #	-	-	-
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