



phone 603 434-7800
 toll free 877 WHY-B-WET
 (877 949-2938)
 fax 603 434-7885
 email info@resconsolutions.com
 web www.resconsolutions.com

Rescon Basement Solutions
 3 Commercial Lane, Unit C
 Londonderry, NH 03053

Maintenance & Service Policy

ANNUAL MAINTENANCE PROGRAM

Your sump pump system, either as part of sub-floor drainage or by itself, requires annual maintenance, which will provide you with additional protection against sump pump system problems. The pump is a mechanical device and requires annual maintenance to perform optimally. The pump comes with a manufacturer's warranty which includes any parts to be replaced, **but not the labor cost to replace it or the applicable travel costs.**

*If we maintain your sump pump system annually, from the date of installation, we will extend the manufacturer's warranty for each year that maintenance has been completed.
 (does not include warranties on back-up batteries)*

First System: \$129.00	Each Additional Sump Location: \$55.00
------------------------	--

There are several items that are performed during this maintenance check.

- | | |
|---|--|
| 1. Clean the "Grate Sump" basin (if needed) | 6. Test the alarms and change the 9-volt batteries |
| 2. Check the pump impeller | 7. Check the discharge outlet (pipe) |
| 3. Check & test all float switches | 8. Inspect drainage ports if applicable |
| 4. Check the electrical connections and plugs | 9. Inspect, fill & test back-up battery |
| 5. Check fittings, clamps and connections | 10. Oil Santa Fe & check filters |

The **Annual Maintenance Program** available by our company gives you peace of mind in that we schedule this necessary maintenance annually for you. Our office will contact you every 12 months and advise that it is time for your pump to be serviced. The Annual Maintenance Program does not include replacing batteries for Battery Backups or pumps that are not provided by or installed by Rescon Basement Solutions.

GENERAL SERVICE & EMERGENCY SERVICE

Service Rates

<i>Times</i>	<i>Dispatch Fee</i>	<i>Additional Labor</i>
<i>Mon.-Friday 8:00a.m. – 5:00 p.m.</i>	<i>\$110.00*</i> <i>* includes 1st hour of Labor</i>	<i>\$60.00/Hr</i>
<i>Mon – Fri 5:00pm-8:00am and weekends</i>	<i>\$210.00*</i> <i>* includes 1st hour of Labor</i>	<i>\$85.00/Hr</i>
<i>Holidays</i>	<i>Premium Charges will Apply</i>	<i>Premium Charges will Apply</i>

Dispatch Fee is a flat rate and will include the 1st hour of Labor for a service call. Any necessary parts and equipment will be an additional charge, unless covered under Warranty. Any additional Labor cost will be billed at the appropriate rate (see above chart).

Please contact our office at 603-434-7800 or 877-WHY-B-WET (877-949-2938) to schedule today.

Thank you for your continued business

RESCON Basement Solutions, LLC

Updated: 12-1-11