



ENGINEERED RAINWATER HARVESTING SYSTEMS

ServicePak

System Maintenance and Service Programs

Regular and scheduled maintenance of Rainwater Harvesting Systems is essential to ensure trouble free operation and maximum efficiency.

Although our Rainwater Harvesting (RWH) Systems are designed for non-potable use only, optimum water quality is achieved with routine inspection, cleaning and replacement of key filtering components. In addition, the inspection and servicing of pumps, valves and controls reduces life cycle costs and increases your Return on Investment and overall water efficiency.

ServicePak maintenance programs from Net Zero Water provide the answer for maintaining and servicing RWH Systems.

Many RWH System installations are unique in terms of tanks, filtration, pumps, controls and other components. Initial rainwater quality is subject to the influence and proximity of trees and vegetation, volume and traffic patterns, debris from building sites, etc. All of these factors can impact the efficiency of your system and the required maintenance to keep it operating smoothly. Your investment in *ServicePak* maintenance programs are designed with your specific system in mind and are designed to save you time and money.

KEY BENEFITS OF SERVICEPAK MAINTENANCE AND SERVICE PROGRAMS FROM NET ZERO WATER

- Ensures your equipment is operating at maximum efficiency
- Regular maintenance reduces potential system downtime, expensive repairs and corresponding increased municipal water costs
- As both a distributor and manufacturer, Net Zero Water buys only high quality genuine replacement parts directly from component manufacturers thus ensuring favourable pricing and avoiding the higher costs that other maintenance providers may experience
- A cost effective regular maintenance is easy to budget for on a yearly basis and overall life cycle costs of equipment are reduced
- Ensures highest possible water quality
- Net Zero Water relieves you of the headache of coordinating maintenance by your own staff or contractors unfamiliar with our equipment or RWH system operation
- Our professional service technicians are backed-up with Net Zero Water engineering specialists and are based in Ontario
- We pride ourselves on being environmentally friendly and can manage your UV bulb disposal during regular system maintenance. Working in conjunction with an environmental specialist, we ensure your end-of-life bulbs are recycled and handled according to Environment and Climate Change Canada guidelines

CONTACT INFO

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Service Programs

1) SERVICEPAK START-UP PLUS

Includes initial system start-up, commissioning and complete system check at 6 months and 1 year. This is particularly important as new buildings may suffer from unwanted dirt & debris as a result of accumulation during initial construction. Cost includes annual UV bulb replacement and cartridge filter replacement as required at service intervals. Available only at time of initial start-up invoicing.

FROM \$2,895

2) SERVICEPAK START-UP PLUS C/W EXTENDED TWO YEAR WARRANTY

Includes initial system start-up, commissioning and complete system check at 6 months, 12 months, 18 months and 24 months. Cost includes annual UV bulb replacement at 12 and 24 months and cartridge filter replacement as required at service intervals. In addition, get the extra piece of mind from an extended two year warranty on all components and workmanship.

FROM \$4,650

After Warranty Service Program

3) SERVICEPAK

Two on-site visits Includes a 6 month inspection and annual tune-up. When appropriate, this can be coordinated as system seasonal shutdown and start-up. Any replacement parts such as UV bulbs, filter cartridges, etc. are extra and charged at time of replacement.

FROM \$1,225/YEAR

Replacement parts extra

PLEASE NOTE:

a) pricing is based on most RWH systems. Customized special systems may require additional costs. Please ask for details

b) System Start-ups are based on one visit for commissioning. Extra commissioning visit will require additional costs

c) pricing is based on Metro Toronto and most of Southern Ontario. More distant locations will require additional travel costs

d) pricing is based on standard warranty and scheduled service appointments. Additional trouble shooting or non warranty visits are not covered and invoiced accordingly

What's included in all our service programs

- Complete Customer Service report including all visual inspection notes, cleaning and general system housekeeping
- Our Service Technicians trained with stringent safety requirements in mind to keep your site safe

Plus a total system check including these major components:

FILTRATION AND UV DISINFECTION INSPECTION

- Replacement of all filter cartridges and UV sleeve cleaning as required normally every 6 months at service intervals
- Check and clean pre-filter of debris
- Replacement of UV bulbs as required. A minimum of every 12 months at service intervals
- Check chlorine pump (if included) operation and replace parts if required

CONTROL PANEL AND VFD'S

- Check and test all tank level indicator accuracy and recalibrate if required
- Check and test for alarm functions
- Put system through a complete cycle as site conditions allow
- Check pressure gauges and correct system pressure operation
- Replace Control panel / VFD fans and batteries as required (approx. every 5 years)

TANKS

- Visual inspection only for sediment
- Visual inspection only of floating suction and switches
- Due to Confined Space Regulations, we can make arrangements for tank cleaning if required.

PUMPS

- Check amperage
- Check vibration levels
- Check general performance

Having trouble with a RWH system manufactured by someone other than Net Zero Water? No problem. We would be happy to discuss and arrange a consultation or service visit.

Our Team

Led by experienced managers and supported by a team of dedicated engineers, system designers and support staff, we understand the importance of working out the details. This is critical in order to bring pump, water treatment and controls together in a highly functional and user-friendly Rainwater Harvesting System.

Our knowledgeable staff ask the right questions and provide the right answers. With water sustainability always in mind, your Net Zero Water team is committed to providing the products you need today and developing the innovation you need for tomorrow.

About Net Zero Water

We make it simple for you. Net Zero Water is your single source for concept, design, system assembly, service and support. This is critical in order to bring pumps, water treatment and controls together in a highly functional and user friendly Rainwater Harvesting Package.

Canadian owned and based in Fergus Ontario, Net Zero Water sources components primarily throughout North America ensuring the highest quality and support.



Net Zero Water Understands the Issues

Architects, Engineers, Mechanical Contractors, in fact anyone involved in the management of water distribution, water treatment, water collection and water conservation have found we understand your challenges. Our team's industry leading knowledge and experience is evident in everything we design and build.

Unique Value Proposition

We make it simple for you - one responsibility. We size and create a RWH system for you based on water demand, roof size, cistern size and available footprint or package location requirements.

Designed from the ground up, we support, design, engineer and test our systems in our own facility. Your package arrives on-site with only water and electrical hook-ups required. One responsibility rather than dealing with several suppliers of pump, water treatment, electrical and mechanical equipment installers.





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WATER

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