



Service Schedules & Maintenance Information



Aqua Lawn, Inc.
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Office Hours:

April—August: 9:30-5:30
September—November: Varying Hours
December—March: No Set Hours (Off-Season)

Service Hours:

7:30-5:30

**AQUA LAWN, INC. IS PROUD TO PROVIDE FAST,
GUARANTEED SERVICE USING QUALITY PRODUCTS
AT A COMPETITIVE PRICE.**

Troubleshooting:

- ◆ 1 zone will not shut down OR a puddle is forming near a valve box in the yard/flowerbed:
 1. Try to shut it down by turning off the timer.
 2. If it continues to run with the timer off, shut the system down at the double-check valve.
 3. The problem is probably a stuck-open valve, due to debris becoming lodged inside.
 4. Call our office to schedule the repair.

- ◆ There is low-pressure to the system:
 1. Make sure the double-check valve handles are in-line/parallel with the pipe and not at the 45 degree position.
 2. Go through each zone and note which zones are affected.
 3. If only 1 zone is affected, there may either be debris in the line or clogged heads.
 4. If the whole system has low pressure, look for leaks or soggy spots in your yard.
 5. Call our office to schedule the repair.

- ◆ Timer/Rotor/Spray Head Adjustments:
 - Due to the various models and products, we recommend visiting **www.rainbird.com**. This website includes the manuals for all major parts and can help walk you through these adjustments.

Our Warranty:

Aqua Lawn, Inc. warranties our labor on new sprinkler systems for 1 year, and because we are Select Contractors™, we can offer a Rain Bird® parts warranty for up to 5 years for repairs caused by parts malfunction. This warranty becomes void if another company completes any repair needs or maintenance procedures.

****Payment is to be made from the service invoice which is left on your door after the work has been completed. Statements will only be sent out after a surcharge has been applied to your account.****

Tie-In/Valve Repairs:

- The most costly repair to a sprinkler system is the replacement of an entire tie-in junction (water main connection). These are the most extensive and laborious to remedy. The cost is approximately \$200-\$500.
- Often, only the male-adaptor portion of the tie-in needs to be replaced. In this case, the cost will be in the \$200 range.
- Valve repair/replacement can also be costly, ranging in price from \$100-\$150. Winterization & seasonal maintenance procedures can help avoid extensive repair needs like freeze damage, etc. Always remember to turn your timer off over the winter to avoid burning out the electric valve solenoids.

Delivery & Pick-Up Service:

Aqua Lawn, Inc. also offers parts delivery & pick-up services. Simply contact our office to let us know what parts you will be needing and we will arrange a delivery **OR** have the parts ready for you to pick-up at your convenience.

Delivery Fees:

\$3—Within Moscow or Pullman
\$5—Within a 15 mile radius of Moscow or Pullman.
\$7—Greater than a 15 mile radius of Moscow or Pullman.

Watering Times: *If installed by Aqua Lawn, Inc.*

- Rotor Zones: Spring/Fall: 12 minutes every other day
Summer: 30 minutes every other day
- Spray Zones: Spring/Fall: 5 minutes every other day
Summer: 12 minutes every other day
- Drip Zones: Spring/Fall: 15 minutes every other day*
Summer: 30 minutes every other day*

(Note: These are approximate run times. Times may vary by area due to sun/shade, topography, etc.).

*If using 2 gallon per hour emitters.

*Some plants may require more or less water.

Sprinkler Services We Offer:

Spring Start-Up Service:

Approximate Dates: Late March—Early May

Cost: The base charge for our start-up service is \$30. If the technician notes any OBVIOUS repair needs, the cost for parts will also be factored into the total. If digging is required to complete the repair, the rate will automatically be increased to \$48 plus the cost of any parts used.



It is the responsibility of the customer to contact us prior to our start-up service to be included in our rotational schedule. If you wish for your system to be started up after we have completed our regular rotation, we will still be more than happy to service your system; the cost will just reflect that of a regular service call (\$48-\$55) depending upon your location.

Aqua Lawn, Inc. is able to complete normal start-up services for the low price of \$30 due to the volume we can efficiently accomplish in one area at a time on a rotational basis.

Start-Up = \$30* (base charge)
Late-Call Start-Up = \$48-\$55*
Digging Required = \$48*
*Price of parts, if needed, are not included.

What is Included in a Spring Start-Up?

- Turning on the water main.
- Correctly charging the backflow device.
- Properly cycling through the system to check for OBVIOUS broken sprinkler heads or SEVERLY misaligned sprinklers. (These will be repaired during the start-up service).

What is NOT Included in a Spring Start-Up?

- Fine-tuning adjustments.
- Turning on your timer. (We begin our start-up service before the recommended watering period begins. This means we do not need access to the timer unless special arrangements are made prior to our visit).
- Major repair needs (totaling over \$100).
 - * We will not do any repairs which will cost more than \$100 without first obtaining customer approval. (Our technicians will note the repair need on the invoice and it then becomes the customer's responsibility to contact our office to be added to the repair list).
 - * Some problems may be undetectable at startup. Many leaks which may be present do not surface for 2-3 days or until the system is used frequently. If you notice a puddle forming after initial startup or first usage call our office to schedule a repair.

NOTE: Aqua Lawn, Inc. sends reminder post cards prior to each seasonal service stating that: a) You are signed up to receive the service OR b) We do not yet have you on our current list. It is the customer's responsibility to contact our office if either case is inaccurate. (If we have not been notified of changes in home-ownership, the previous owner will still be held liable of payment if we complete a scheduled service). If you are, or would like to be included in "ALL SERVICES," we will automatically complete the start-up and blow-out every year until we hear otherwise.

Blow-Out/ Winterization Service:

Aqua Lawn, Inc. Winterization is a very crucial process in maintaining your sprinkler system. Aqua Lawn, Inc. uses only professional, high-power, continuous-flow air compressors to ensure that your sprinkler system is winterized correctly.

Approximate Dates: Late Sept.— Early Nov.

Cost: The cost for winterization is dependent upon the number of zones/valves within your sprinkler system. Prices range between \$37 & \$50. If we installed your sprinkler system, the first year's blow-out is always complimentary.

What is Included in a Blow-Out?

- The water main is shut-off.
- The double-check valve is properly winterized.
- The water within the pipes is blown-out through the system with a high-power, continuous-flow air compressor.

What is NOT Included in a Blow-Out?

- Repair needs are not completed at the time of the winterization service, but noted for repair the following spring. (Tie-in repairs will be tended to after the blow-out rotation because it is crucial that they be in proper working condition so they may be winterized before winter temperatures set in).



Repair Service:

Aqua Lawn, Inc. is proud to offer repair services for all brands. However, we use only Rain Bird® products for repairs, replacements, and installations because of their high quality and reliability. It is our mission to provide our customers with the most efficient sprinkler systems, using the highest quality materials and utilizing the most current irrigation knowledge.

Approximate Dates: Aqua Lawn, Inc. offers our repair service at any point during our 'In-Season,' or year-round in emergency situations.

Cost: Repair costs can fluctuate greatly due to variations, part requirements, and location. Services are charged by the hour and are not pro-rated.

Service Call Flat Rates:

Repairs within Moscow or Pullman = \$48
Repairs within a 15 mile radius of Moscow or Pullman = \$52
Repairs greater than a 15 mile radius of Moscow or Pullman = \$55
Emergency Calls: After hours/night/weekend/off-season = \$100/hour with a \$100 minimum

