



## BASEMENT SUMP & PUMP MAINTENANCE PROGRAMME

### Looking after your Stonehouse Basement Waterproofing System

Stonehouse Property Care operates at the leading edge of the waterproofing industry using the most advanced and effective products available for the specialist work we carry out. To ensure your waterproofing system continues to function efficiently, and to comply with our guarantee, we require you to have it regularly inspected and serviced. These periodic visits also give us the opportunity of monitoring your installation and offering any advice on recent upgrades that would benefit your system.

### Maintenance Service

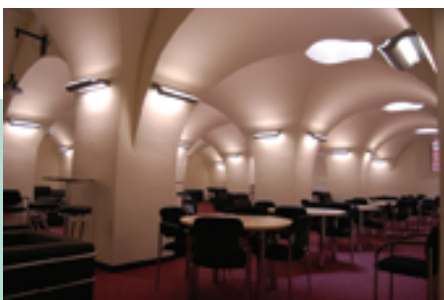
We offer a **full maintenance service** operated directly by the Stonehouse Property Care team and, if possible, an operative who was involved in your installation. You will be advised on how regularly your system should be checked at the time of completion, this is usually annually but will vary depending on the conditions under which the pumps are working. Our records will alert us that we need to revisit your property and we will then contact you to book a convenient appointment.

The maintenance service includes:

- Removal of pump units.
- Thorough cleaning of the pump, sump chamber and de-scaling.
- Full check of alarm and back-up system.
- Inspection of perimeter drainage.
- Renewal of alarm battery **and any parts as necessary.**



If you have had the system serviced regularly, all parts including pump replacements are included. We offer this service solely to our clients and the systems we have installed. We recommend that you do not undergo any repairs or maintenance yourself or instruct anyone other than a qualified engineer. **We stress that if you wish to benefit from the long term installation guarantee, regular servicing of the system is essential.**



## ■ Our STONEHOUSE GUARANTEE

We guarantee the full waterproofing system including the pumps and battery back-up systems for 10 years.

## ■ Our All Inclusive Annual Service Commitment

If annually serviced we will replace any failed components at no cost for the full 10 Year guarantee period.

## ■ Our 24 HOUR Emergency Call Out Facility

All subscribers to our maintenance service will automatically have the reassurance of our **emergency call out facility**. This means that if the alarm should sound or if you have any urgent concerns about the functioning of the pump system you can access a **hotline** to one of our fully trained operatives. They in turn will either offer advice over the phone or, if necessary, visit your property to correct the problem. Again we offer this service for complete peace of mind to our own clients for the systems we have installed.

## ■ Extension of Our 10 Year Guarantee

Keeping your system regularly serviced by us throughout the guarantee period offers you the opportunity of an extended term of guarantee. This offer is subject to a site inspection and the replacement of the original pumps, battery back-up and alarm for which there is a charge. These are the mechanical parts of our system. This can usually be completed with no damage or disruption and will result in further 10 Year Stonehouse guarantee period underwritten by GPI insurance.

### SERVICE COST SUMMARY

Standard Service (1 pump in 1 sump)	£180 + VAT
Dual Service (2 pumps in 1 sump)	£220 + VAT
Dual Service with Battery back-up	£240 + VAT
Double Sump Chamber Service (4 pumps in 2 sumps)	£340 + VAT
Double Sump Chamber Service each with Battery back-ups	£380 + VAT

### Recent System Upgrade Opportunities



Additional in-line batteries.



Titan Pro Sump Chamber.



An Independent Self-start Generator.



1200 Watt Inverter and Battery.



Pump Controller and High Water Alarm.



High capacity NP750 Pump.



Control Panel Pro with dial down facility.



3,000 Watt Inverter.

