



**RA DALTON**  
waste water specialists



# Get the Full-Package Treatment

With a fixed service plan to suit you.

Servicing your sewage treatment system can often be seen as an expensive and inconvenient expense – especially when it comes to paying the bill in one lump sum, that's why we've introduced the Full-Package Treatment.

This flexible payment plan enables you to spread the costs of your systems servicing with hassle-free fixed monthly payments, just like you would with any other household bill.

## Savings & Benefits



### Full compliance

All system compliance reports and records kept secure and up to date



### Extended Warranty

Serviced in line with your manufacturers warranty requirements



### Priority visits

Priority breakdown visits and free replacement parts if required (due to fair wear and tear)



### Save 10%

on annual payment up-front



### Peace of mind

Service level agreement for peace of mind



### Fixed costs

Fixed costs – no unexpected expenses – simplified invoicing.



### In safe hands

We are the UK's No. 1 Sewage Treatment System Servicing and Maintenance company



### Expert support

24 hour 7 days a week expert technical support helpline



*Our customers love the simplicity of the Direct Debit approach as it gives them peace of mind*

Vicky Gascoigne, Servicing Manager

# Choose your Servicing Package

	Basic	Recommended Standard	Premium
Routine annual service visit	✓	✓	✓
Replacement of wearable parts <small>Due to fair 'wear and tear'</small>	✓	✓	✓
Discounted de-sludging costs	✓	✓	✓
Discounted parts	✓	✓	✓
Priority call-outs	✓	✓	✓
Expert technical support	✓	✓	✓
One annual de-sludging visit up to 1,000 gallons		✓	✓
FREE call out visits <small>Due to fair 'wear and tear'</small>			✓

# Contact us to activate your package plan

For any further infomation or for a no-obligation quotation, contact our RA Dalton Servicing team on:







 [servicing@radalton.co.uk](mailto:servicing@radalton.co.uk)

 [01388 418246](tel:01388 418246)

 [www.radalton.co.uk](http://www.radalton.co.uk)

We want to find the right plan to suit you. Choose from fixed monthly instalments or opt for an annual direct debit to save 10%. Our accounts team are happy to discuss these options with you.

Once a Direct Debit mandate is in place you will be notified in advance before each payment is due to be taken from your account.

-  Complete a one-time Direct Debit form
-  Quick set up
-  Receive simplified invoices
-  No unexpected expenses
-  Spread the cost with monthly or annual payments
-  Payments protected by the Direct Debit guarantee

# Klargester Warranty

Enjoy an extended warranty period for your Kingspan Klargester sewage treatment plant with RA Dalton.

To ensure your extended warranty is valid your domestic treatment plant must be serviced and emptied at least once per year. As we are a Kingspan Klargester accredited installer & Service partner you can be confident by taking out a servicing agreement with us that your system will adhere to your warranty terms. These include:

- When claiming warranty, you must keep a record of all service and maintenance records carried out. RA Dalton will keep these record on hand for you at all times.
- By taking out a service plan with RA Dalton we will attend to service your system and arrange emptying of the system in line with your warranty conditions.
- Any repair work carried out by RA Dalton under the terms of the extended warranty contract will be guaranteed for a period of 28 days unless the original repair works were necessitated by reason of abuse or misuse of the system (in which case any all repair works will be chargeable).
- The warranty will be invalidated if you abuse and/or misuse the goods and/or the system



Please read the full terms and conditions:

[www.kingspan.com/gb/en-gb/products/wastewater-management/warranty-terms](http://www.kingspan.com/gb/en-gb/products/wastewater-management/warranty-terms)



# FAQs

## How long do I have to register for a service plan contract?

Once your system has been commissioned, you have 30 days to register for a service plan. If you do not register within 30 days, but are still interested in ongoing servicing, you will still be eligible for a non-contractual servicing proposal. Please contact us for further information.

## Is my system eligible for a service plan contract?

Your system is eligible for a plan so long as it has been installed by RA Dalton LTD and is no larger than 18 population. Please note that we do not offer contractual service plans on pump stations.

## What are the payment dates?

Payments are collected each month or annually depending on your preference. Opt to pay annually up front to save 10%.

## How much do I have to pay?

Once the cost of your servicing contract is agreed, it will be divided into equal monthly instalments with any additional costs being agreed upon and paid in advance of works being carried out.

## How long is the servicing plan contract?

Our minimum term is 3 years.

## Do you send me a notification before each payment?

Yes. We will send a notification to your designated email address prior to payment being taken from your account each and every time.

## How can I pay any remaining balance for extra parts or labour?

Additional payments can also be made by bank transfer, credit card or debit card. Any additional costs are invoiced separately and agreed upon in advance.

## What if I cancel the servicing contract before my service?

Your servicing contract is fixed for 3 years. After this term if you decide to cancel please email [accounts@radalton.co.uk](mailto:accounts@radalton.co.uk) and they will arrange a refund. If you decide to cancel within your fixed term there will be cancellation charges. Please read the terms and conditions.

## What happens if one of my Direct Debit payments fails?

Our accounts department will contact you to discuss the situation. If there is a default on more than one payment your plan may be cancelled.

## How will I know what parts are included in my plan?

You will receive a service plan contract with details of everything included and not included in your service plan.

## What is not included?

Unless otherwise agreed in writing, the Contract does not include the following (which shall not be the responsibility of RA Dalton whatsoever):

- Where relevant, all structural parts, breakdowns and call-out costs. If any structural parts require replacement during a service visit, an RA Dalton representative will discuss this with the Customer.
- Where relevant, de-sludging. An RA Dalton representative will discuss de-sludging with the Customer during the service visit.
- Any faults with the system or system parts as a result of misuse
- Any call-outs or breakdown visits as a result of misuse or additional to the number of annual service visits in the original agreement
- Any jetting or de-sludging as a result of misuse
- Any additional gallonage to the original amount agreed
- Any additional visits during the annual period

All subject to our terms and conditions.