



## Service & Maintenance Program

Aqua Phase Model Series AQ-1000, AQ-2000, & AQ-3000

You wisely invested in an Aqua Phase washer to help with day-to-day activities. To ensure that your system will deliver the performance you require at all times, it's important to keep it in good working order. Now choose from two comprehensive service and maintenance plans from Aqua Phase.

### Select Value Plan \* - \$112/month or Prepaid \$1,200 (10% Discount)

- ✓ Two scheduled preventative maintenance service calls per year.
  - Service within 6 months and within 12 months of the start of the plan.
  - Labor and travel costs included.
  - Inspection and cleaning of the fluid distribution systems.
  - Moving parts checked for effective and efficient working order.
  - Functional parts replaced as necessary for effective operation of the machine.
- ✓ All functional parts required for effective operation included (excludes catastrophic parts).
  - Large discount on catastrophic parts which include control panel assemblies (including programmable logic controllers and software), water pump motors, gear motors, solenoid valve assemblies, and front door limit switches.
- ✓ On-site service call-out requests:
  - Labor on-site is included.
  - Functional parts are included.
  - Catastrophic parts are **not** included.
  - Travel time is **not** included.
  - Out-of-pocket travel expenses are **not** included.
  - We will aim to get a service technician to you at the earliest possible moment if we cannot provide a faster solution over the phone.

### Premium Plus Plan \* - \$157/month or Prepaid \$1,700 (10% Discount)

Premium Plan includes everything in the Select Plan plus:

- ✓ All functional parts are included.
- ✓ All catastrophic parts are included.
- ✓ On-site service call-out requests only cost you out-of-pocket travel expenses.
  - Labor on-site is included.
  - Travel time is included.
  - Functional parts are included.
  - Catastrophic parts are included.
  - Out-of-pocket travel expenses are **not** included.

By taking advantage of annual maintenance on your Aqua Phase systems you can ensure access to qualified and knowledgeable staff at huge potential savings to you.

- Note – Please review the Scheduled Maintenance & Service Program Agreement for specific levels and items of coverage.

Aqua Phase, A Division of Mid-State Stainless Inc, 330 W Benson Ave, PO Box 228 Grantsburg, WI 54840 USA  
Phone: 715.463.5851 Web: [www.aqua-phase.com](http://www.aqua-phase.com)



Special

## Service Plan Enrollment Offer

**Have your Aqua Phase serviced for \$450**

The **Select Value\*** and the **Premium Plus\*** service and maintenance plans require that your Aqua Phase machine be in working order at the inception of coverage.

If your Aqua Phase machine is more than four (4) months old, it must be serviced by us before we can accept it under a service and maintenance plan.

The following are included in this one-time, on-site service call:

- ✓ All labor and travel costs are included.
- ✓ The following “wear & tear” parts are included if replacement is necessary:
  - Chemical Pump Hoses.
  - Chemical Suction & Injection Hoses.
  - Filter Bowl Gasket.
  - Filter Screens – front & rear.
  - Front & Rear Wheel Brush Sets (2 of each).
  - Front Door Gasket.
  - Level Probe Assemblies (high & low).
- ✓ 30% Discount on all other parts requiring replacement that are not included.

Call Aqua Phase at 800-208-9274 to  
Sign-up now for the **Select Value\*** or **Premium Plus\***  
Service & Maintenance Plan to take advantage of this special enrollment offer.

If your Aqua Phase is less than four (4) months old and you enroll now, we will accept it for coverage without requiring it be serviced by us prior to accepting it under a service and maintenance plan. But, if you would still like service on your machine now rather than wait, you may take advantage of this offer.

\* Note – Please review the Scheduled Maintenance & Service Program Agreement for specific levels and items of coverage.

# Service & Maintenance Program



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### Aqua Phase Scheduled Maintenance & Service Program Agreement

1. This agreement is between the Customer and Aqua Phase or its assigned agent(s) ("Aqua Phase"). It covers two preventative maintenance calls per year, parts that need repair or replacement, and unscheduled on-site service call-out requests.
2. This agreement includes the labor (including travel) performed by Aqua Phase required to provide two scheduled preventative maintenance service calls per year - a service within 6 months and within 12 months of the start of this agreement. As part of the preventative maintenance service call, all spray jets (nozzles) will be checked and cleaned, and moving parts checked for effective and efficient working order. Functional parts will be replaced as necessary for effective operation of the machine. These two preventative maintenance service calls will be performed at the convenience of both parties within the agreement period.
3. This agreement includes all parts supplied by Aqua Phase to maintain the covered equipment in operating condition during the term of this agreement subject to the conditions hereinafter defined.
  - Select Value Plan coverage includes all functional parts with the *exception* of control panel assemblies (including programmable logic controllers), water pump motors, gear motors, solenoid valve assemblies, and front door limit switches all of which are defined as **catastrophic parts** failures. The customer will be charged an amount equal to a 30% discount from the Aqua Phase published price for the replacement of catastrophic parts.
  - Premium Plus Plan coverage includes all functional and catastrophic parts.Replaced parts will become the property of Aqua Phase.
4. On-site service call-out requests by the Customer will be billed at currently published rates for out-of-pocket travel expenses (e.g., airline costs, transportation, parking, tolls, etc.). Labor performed on-site by Aqua Phase is included. Parts are included subject to the conditions defined in this agreement.
  - Select Value Plan coverage will be billed for travel time to and from the Customer's location at currently published rates.
  - Premium Plus Plan coverage includes all travel time.
5. This agreement covers normal and intended use, wear and tear. **Service calls as a result of failure to perform routine maintenance as specified in the machine's operating manual are not included in this agreement.** Service calls as a result of abuse, misuse, neglect, operator error, electrical disorders, unauthorized modifications, hostile environment, cosmetic damage, dust, smoke, fire, flood, accident, or other acts of nature are not included in this agreement.
6. Consumable parts such as cleaning solutions are *not* covered. Cosmetic damage is not covered.
7. All equipment placed under coverage must be in working order at the inception of this agreement. Equipment less than four (4) months old will be accepted without appraisal. Equipment more than four (4) months old will be accepted provided the equipment is serviced by Aqua Phase prior to the inception of this agreement. Any repairs necessary to bring the equipment up to manufacturers' specifications at the outset of this agreement will be billable on a time and materials basis in accordance with the then existing rates.
8. Service calls provided outside of normal business hours will be handled on a per call basis.
9. Aqua Phase shall have free access to the equipment to provide service thereon, subject to the customer's security requirements, for the purpose of maintenance and repair. Inability to obtain access which results in the expenditure of unnecessary time or travel will result in additional charges billed to the customer under prevailing labor and travel rates.
10. Service provided under this agreement does not ensure uninterrupted operation of the equipment. In providing services and materials hereunder, Aqua Phase shall not be liable for the loss of use, or consequential damages of any kind, and no obligation or liability shall arise from Aqua Phase rendering technical or other advice in conjunction with services rendered.
11. This agreement may be canceled by either party with thirty (30) days written notice. The agreement has a term of one year (12 months) and may not be automatically renewed. This agreement is effective on the date it is accepted by Aqua Phase and for the period described above. Aqua Phase will submit an invoice prior to the start or renewal of the agreement. The terms are Net 15 with approved credit. A service charge equal to 18% per annum may be added to any past due balances.

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## **Aqua Phase Scheduled Maintenance & Service Program Agreement**

**Service calls as a result of failure to perform routine maintenance as specified in the machine's operating manual are not included in this agreement.**

Typical **Routine Maintenance** includes the following (consult your machine's operating manual):

✓ **Recommended start-up procedures:**

1. Reservoir Screen - check to make certain reservoir screen is clean and in place (reservoir screen is located in the bottom of the water reservoir located inside the wash chamber).
2. Water Reservoir - check to make certain that the water reservoir is free of debris.
3. Rear Filter Screen(s) - check rear filter screen and clean if necessary (rear filter screen is located inside the filter bowl located in the mechanical cabinet of the machine).
4. Chemical Solutions - check chemical supply levels.
5. Power Supply - plug in *Aqua Phase* and press the reset button located on the GFCI (ground fault circuit interrupter).
6. Water Supply - turn on water supply.

✓ **Recommended shut-down procedures:**

1. Water Supply - turn off water supply.
2. Power Supply - unplug *Aqua Phase*.
3. Drain *Aqua Phase*.  
- Set the "RUN/DRAIN" switch to "DRAIN". Press "START" button.
4. Reservoir Screen - clean reservoir screen.
5. Water Reservoir - check to make certain that the water reservoir is free of debris.
6. Rear Filter Screen(s) - clean rear filter screen.
7. Chemical Solutions - check chemical supply levels.

✓ **Weekly:**

1. Check the rear filter screen(s) for rips and holes. Replace damaged filters.
2. Check the spray nozzles (located inside the wash chamber) for clogging. Clean if necessary.
3. Check the power cord for any wear or damage. If the power cord appears to be damaged in any way, do not operate the machine. Replace the power cord prior to operating the machine.
4. Check to make certain that the water reservoir is free of debris. Clean if necessary.

✓ **Monthly:**

1. Test and reset the GFCI (ground fault circuit interrupter).
2. If your unit has the wheelchair Wheel Rotation System feature installed, adjust the height of the front and rear wheel brushes if needed.
3. Use de-liming agent to reduce scale build-up if needed.
4. Confirm that front and rear door safety switches are operating properly. If not, replace prior to using machine.

✓ **Semi-Annually or as Needed:**

1. Adjust the tension of the chain running from the drive motor if necessary. Depending on your model and the features installed, you may or may not have a drive motor.
2. Inspect front door gasket for wear or damage. Replace if necessary.

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## Aqua Phase Scheduled Maintenance & Service Program Agreement

### Equipment Covered -

Customer: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Aqua Phase Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_  
 Purchase Date: \_\_\_\_\_

### Fees & Costs -

	Select Value Plan	Premium Plus Plan
<b>Annual Maintenance &amp; Service (per machine):</b>		
Monthly Billing	<input type="checkbox"/> \$ 112	<input type="checkbox"/> \$ 157
Annual Prepaid - 10% Discount (Check one Plan with Billing Option)	<input type="checkbox"/> \$ 1,200	<input type="checkbox"/> \$ 1,700
<b>Preventive Maintenance – Scheduled (2x)</b>		
Labor	Included	Included
Functional Parts	Included	Included
Catastrophic Parts (see paragraph 3)	30% Discount	Included
Travel Time	Included	Included
Out-of-Pocket Travel Expenses	Included	Included
<b>On-site Service Call-Outs – Unscheduled</b>		
Labor	Included	Included
Functional Parts	Included	Included
Catastrophic Parts (see paragraph 3)	30% Discount	Included
Travel Time	\$25 per hour	Included
Out-of-Pocket Travel Expenses	Cost plus 10%	Cost plus 10%

**By Customer:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**By Aqua Phase:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

\_\_\_\_\_  
 Printed Name and Title

\_\_\_\_\_  
 Printed Name and Title

**Special Plan Enrollment On-Site Service Call** – I understand that my Aqua Phase machine must be accepted by Aqua Phase before it can be covered under a service plan. I want to take advantage of Aqua Phase’s on-site service call for \$450 under the terms and conditions as specifically described in the “Special Service Plan Enrollment Offer” flyer.

**Customer:** \_\_\_\_\_ **PO Num:** \_\_\_\_\_