

ESS Policies Terms and Services

Inspections are done 3 times a year and we schedule inspections based on our current zoning system. Customers with animals, gates, or limited access are responsible for any animals that can cause harm to any technician that has been allowed on the property.

Property owner must notify us if any dangerous situation exists on the property. For customers that request a call-ahead notice, we will call or text the night before the inspection.

If technician cannot gain access to property while we are inspecting that current zone, we reserve the right to cancel the contract without a refund. ESS is not responsible for any damages gaining access to the OSSF system on the property or damages gaining access to components on the OSSF system. If technician is unable to access property or septic system for any reason, a service call fee will be required for return visit. System may be assumed inoperative if access is denied.

ESS will not be held liable or responsible for any failures related to the OSSF System or its components. Property owner has 100% liability on their OSSF System. We require you to learn how to use your OSSF system and recognize when it is failing to prevent further damage to home or property. Inspections are separate from service calls. If service or repairs are required, Please call the office for a service appointment. Inspectors are on a tight schedule and cannot stop for repairs.

If you wish to cancel your contract with us please notify us in writing. We will need 30 days' notice. Repairs due to roots, clogs, cave-ins, ground shifting, flooding, neglect, or damage from people, machines, insects, animals, or natural disasters are offered in most cases, but not covered under any plans. Customer must control pets, pests, maintain vegetation and carefully mow around all components of the system to assure easy access.

The 3 yearly inspections are done based on our zoning schedule for your location. Any calls requested outside of our zoning schedule are subject to service call fees except for Platinum customers. All service calls are free for Platinum customers.

In most cases, we can offer monthly payments for our yearly contracts. Payments can be set up by using a card or a monthly draft from a bank account. Administrative fees of \$25 per year are required on all monthly payment options with the exception of the Platinum plan.

These fees are non-refundable and added to the monthly fees equally. If a card declines, the homeowner is responsible for providing ESS with an alternative form of payment. After 3 declines, the full balance is due or the contract will be canceled.

Platinum coverage does not cover pre-existing issues before the contract dates and the platinum coverage ends on the last day of the contract. Pre-inspections are required before Platinum coverage begins to make sure the system is operational. We will not cover poor installation methods, leaky tanks, leaky risers, failing tanks, or sewage lines.

If the contract expires, the coverage ends and a new pre-inspection will be required to start the contract up again. Anything that breaks after the expiration date will not be covered under the new plan. It's why we highly recommend auto-renew for Platinum customers and we offer discounts for 2 year contracts in order to avoid these issues from occurring. ESS Policies Terms and Services Platinum coverage does not cover pre-existing issues before the contract dates and the platinum coverage ends on the last day of the contract.

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