

Throughout the year

- After-sales service 7 days a week
- Customer service from Monday to Friday, 8 A.M. to 5 P.M.
- Technical support for the whole treatment chain (septic tank, pump, control panel, treatment system, etc.)
- Access to wastewater treatment professionals – wastewater is our specialty!
- Access to a network of local partners for service and emergency calls
- Access to a network of authorized and certified installers



Advantages of joining the Annual Inspection Program

- Annual maintenance service contract is automatically renewed upon reception of payment
- Copy of the contract to be provided to the municipality is sent to the homeowner (upon request)
- No charges to transfer contract to a new owner



Annual Inspection Program validating your warranty

As stipulated by the Quebec regulation (Q-2, r.22) governing **all advanced secondary and tertiary treatment systems** *“the owner of a treatment system must have a binding contract at all times with the manufacturer, its representative or a qualified third party in which it is stipulated that a minimum annual maintenance will be performed on the system.”* This annual inspection ensures the proper functioning of the system, the validity of its warranty and the respect of all regulatory norms in effect.

Please complete the Registration Form in your Owner’s Manual to make sure a WALTER Service Professional will perform the 15-point yearly inspection on your Ecoflo Biofilter.

The inspection includes the following steps:

- Inspection of the tipping bucket, distribution plates and all other internal components
- Inspection of the inner surfaces
- Scarification of the filtering media on its whole surface
- Verification of the proper discharge of the treated water
- Photographs (filtering media and discharge area)

Thanks to the 15-point inspection performed by one of our qualified service partners every year, your Ecoflo® will offer exceptional performances and continue to protect your environment for years to come. For real peace of mind!



ECOFLOBIOFILTER.COM | 1 800 632-6356
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Protect your investment

Your Ecoflo® septic system is a very important investment – for your property and the environment. Because it is underground and usually away from the main entrance of the residence, it is often forgotten. However, a well-planned preventive follow-up will ensure optimal treatment performances for years to come.

A network of qualified professionals

Premier Tech Aqua (PTA) is committed to helping you protect that investment. This is why we developed a network of qualified professionals who offer an outstanding preventive service. With PTA’s network of local partners – now known as WALTER – you will benefit from an unparalleled technical support and true peace of mind.



Before the visit

1

- WALTER professionals receive an extensive training that certifies they master the strict inspection procedures required
- PTA proceeds to the maintenance service contract renewal from its clients
- The homeowner makes the required payment in order to renew his/her service contract
- The homeowner makes sure that all his/her septic system lids are free of any obstacles and accessible at all times for the professional who will carry out the inspection between April and November



Annual inspection visit*

2

The annual visit is carried out between April and November by a WALTER professional who performs a 15-point inspection on the Ecoflo® filtering media and internal components. The homeowners do not need to be present since a proof of maintenance is left on the door handle to inform them.

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Peace of mind for the homeowner

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Thanks to the inspection visit, the homeowner knows the condition of his/her Ecoflo® septic system year after year.

- Data are analyzed by wastewater treatment specialists
- Maintenance reports are provided within 48 hours upon request
- Treatment performances are validated, which protects property value
- Technical support is provided by professionals
- Simple and accessible files make real estate transactions easier when property is sold
- Follow-up is approved by all municipalities



After the visit

3

The WALTER professional provides PTA with all the information collected at the inspection visit.

- Information is entered in a high-performance data management system specially designed for septic installations
- Pictures taken onsite are downloaded
- Data are sent to PTA's main server to be analyzed and archived