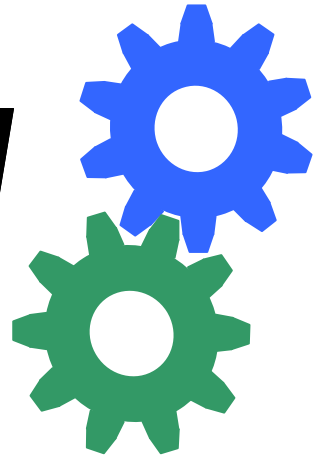


Service Care Plans



Butler-Hall Engineering Limited



**YOUR Wastewater Treatment System
Service Agent for England and Wales.**
www.butler-hall.co.uk 01373 832289

What our customers have said:

"Thank you so much for the exceptionally efficient and high quality way in which you have helped me today. As always, your high standards of customer service are much appreciated and a rarity nowadays."
Mrs P - Wiltshire.

"Thank you for brilliant service"
Mr D - Kent

"Thank you for servicing our Biodigester so thoroughly"
Mrs M - Somerset

"Many Thanks"
Mr M - Somerset

"Thank you for your quick response, it was very much appreciated"
**UK Ltd Co
Shropshire**

"Very many thanks as always"
Mrs P Somerset

For total peace of mind

Each year thousands of sewage treatment systems create public health and pollution problems. This avoidable form of pollution is often the result of poor effluent quality caused by maintenance neglect. When you take out a Wastewater Treatment System Service Plan with Butler-Hall, you can afford to sit back, relaxed in the knowledge that your plant is professionally maintained..

Environment Agency (EA) legislation is in place to ensure standards are upheld. Where pollution is severe, heavy fines can be levied, and in extreme cases a custodial sentence imposed. However, with a Service Plan from Butler-Hall it's a different story.

We care for systems of any age in reasonable working order. When you chose our maintenance cover, you will have the reassurance of our priority customer helpline when you need assistance. We will send out a fully qualified and experienced engineer to carry out the repairs quickly and efficiently.

Why do I need Service Cover?

Mechanical and electrical machinery is liable to failure in one form or another. Sewage treatment plants/pump stations are no exception and, indeed, require careful attention to prevent environmental pollution incidents. If a 'Consent to Discharge' is in place it is a requirement of your consent that the plant is maintained in accordance with the manufacturer's recommendations; normally, a minimum of once per year.

If you are a business owner the last thing you need is an unnecessary distraction. With our Total Care Plan we can manage all of your routine and non-routine plant maintenance. To provide additional reassurance we can provide remote alarm systems using audible and visual signals, wireless links to your house/office or SMS text messages to your mobile phone or directly to our engineers.

For assistance simply call **01373 832289** where you can get immediate advice. If we cannot help to rectify the fault over the telephone we will arrange to visit and repair the unit as quickly and professionally as possible. Or you can e-mail us at: service@butler-hall.co.uk

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Butler-Hall
Engineering Limited
(Environmental Services)



What is covered in our Service Care Plans?

| | |
|--|---|
| <p>MECHANICAL TESTING</p> <ul style="list-style-type: none">✓ Mechanical test and servicing or replacement of following items when applicable:<ul style="list-style-type: none">• Blowers and pumps for blockages, defects, leaks etc.• Hanging chains for corrosion.• Floats for current depth, operating stroke.• Pipework for splits, corrosion.• Check valve for correct operation.• Bacterial processes for correct growth• Physical test of lid, frame and surrounding area.• Visual inspection of the whole system for defects.• Any causes for concern put forward by customer.• Detailed Service Report provided. <p>❖ A full SECOH Air Pump door to door repair/reconditioning service is available from Butler-Hall backed by Bibus (UK) Ltd, SECOH Air Pump sole distribution agents in the UK and Ireland.</p> | <p>ELECTRICAL TESTING</p> <ul style="list-style-type: none">✓ Electrical health check of pumps/motors etc via insulation test meter phase-to-earth and phase-to-phase. This is to build trends to determine any deterioration in system integrity.✓ Amps drawn, to compare with manufacturers recommendations and electricity trip rating.✓ Voltage/current trace through components.✓ All panel components for integrity, duty assist/changeover operation.✓ Alarm tests when applicable for:<ul style="list-style-type: none">• Pump Trip• High Level• Loss of Pressure• Loss of Rotation• Loss of Power |
| <p>OPTIONAL</p> <p>Desludge Management - This helps to maximise efficiency of plant and keep within discharge consent levels. We can set up arrangements with local contractors for all your desludging requirements.</p> | |
| <p>Are replacement parts included in my Service Care Plan?</p> <p>All parts within the manufacturer's warranty should be replaced by the manufacturer free of charge. Replacement parts outside of the manufacturer's warranty are offered at a discounted rate to Care Plan customers. Total Care Plan customers can also benefit from an all inclusive package tailored to individual needs that includes the cost of all replacement spares due to normal wear and tear.</p> | |
| <p>What will it cost?</p> <p>Each Butler-Hall Service Care Plan is individually priced according to a full survey of the equipment at your property. But with prices starting from £125+VAT per year for our Standard service £185+VAT for our Total Care Plan and discounted parts availability, you can relax in the knowledge that our professional expertise is available when you need it.</p> | |

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