

SERVICE and MAINTENANCE AGREEMENT
for
Eljen GSF Septic System

Authorized Sewage System Service and Maintenance Provider
CROMAR ENVIRONMENTAL

1000090457 ONTARIO INC.
1306 Colborne Street East, Brantford ON
Mailing Address: Cromar Environmental PO Box 22015 STN Brantford East, Brantford, Ontario N3S 3S0
Telephone: 519-770-0707 Email: info@cromar.ca Toll Free: 1-844-770-0708

Sewage System Owner

Name: _____

Sewage System Location

Street Address: _____

City: _____ Ontario, Postal Code: _____

Telephone No: _____ Telephone No: _____

Email Address: _____

Owner Mailing Address: _____ (if different than Address above)

City: _____ Province/State: _____, Postal/Zip Code: _____

Eljen GSF System

No. of Modules: _____ Cromar Installation Number: E _____ System Activation Date: ____/____/20____
(Day) (Month) (Year)

Installed by: _____ Permitting Authority: _____
(Municipality/Health Authority/Building Official)

Whereas, the Owner of the property that has an Eljen GSF Septic System installed wishes to enter into an agreement for Service and Maintenance as directed by the Ontario Building Materials Evaluation Commission (BMEC 20-03-395 Eljen™ GSF System) and, *whereas*, the Maintenance Provider is an Authorized Service and Maintenance Provider as required by Provincial Regulation and, *whereas*, the Eljen GSF Septic System is supplied with an inspection and sampling service as set out below, the following are the accepted terms and conditions of this 2 Page agreement as witnessed by the signatures below as duly dated and signed.

System Owner's Signature: _____ Print Name: _____

Date Signed: ____/____/2026
(Day) (Month) (Year)

Cromar Environmental Signature: _____ Print Name: _____

Date Signed: ____/____/2026
(Day) (Month) (Year)

SERVICE FEES (All prices are subject to an annual increase)

1. Annual Recurring Service Inspection Fee - includes 1 inspection, sampling, travel time & cost included
Annual Fee (See Paragraph 3 on Page 2) \$ 275.00/year (plus HST)
2. Return or Additional Service Call (due to inaccessibility or further repair) \$ 125.00 /hour (plus HST)
3. Effluent Sampling (See SAMPLING FREQUENCY on Page 2) \$ Included
4. After Hours Emergency Service..... \$ 175.00 /hour (plus HST)
 - Travel time & cost are not included in the above charges unless noted.
 - Parts and Labour costs not covered by Manufacturer Warranty are not included.

SERVICE FREQUENCY

Eljen™ GSF Septic System, septic tank effluent filter, pump tank(s) once per year at approximate twelve month intervals.

- A factor such as weather inhibiting travel may determine time and date of inspections.

SAMPLING FREQUENCY

Effluent sample frequency shall be annually or as per BMEC Authorization: 20-03-395 Eljen™ GSF System. The cost of sampling is included in this agreement.

Agreement Terms and Understanding

1. The Sewage System Owner acknowledges receipt of a copy of the Eljen GSF System Ontario Owner's Manual including the System and Maintenance for the operation and the use of the Equipment and agrees to comply with the recommendations contained therein and to ensure that the daily design sewage flow rate is not exceeded.
2. The Maintenance Provider shall service and maintain the Equipment in accordance with the specifications and instructions of the equipment manufacturer as published at the time of installation.
3. The ANNUAL INSPECTION SERVICE will be carried out by Cromar Environmental or its Authorized Representative. The inspection service terms and conditions are that, annually from the activation date of the Eljen™ GSF System specified on Page 1 of this agreement, there shall be annual inspections of the system as well as effluent quality testing of CBOD₅ and TSS. The Maintenance Provider will notify the Owner of the conditions and if necessary, provide an estimated cost of any repairs and parts that may not be covered by the manufacturer's warranty. The costs of repairs and payment terms must be approved by the Owner before repairs are conducted.
4. The Maintenance Provider shall provide qualified workmen to perform the routine inspection and adjustment of components essential to the functioning of the Equipment and to repair or replace parts as required. Parts under warranty from the Manufacturer shall be replaced under the terms of the warranty.
5. Not included in this agreement are the costs of (1) pumping out of the Equipment, (2) replacements parts not covered by warranty or repairs caused by incorrect installation. In the event the Maintenance Provider incurs the costs of pumping out, sampling, testing, or replacement parts & labour, the incurred costs shall be charged to Owner.
6. The Eljen™ GSF System Owner shall guarantee to the Maintenance Provider free and safe access to the Equipment. In the event(s), such as an animal, locked gate, access risers covered by sod, stones or mulch impede access to the Equipment, the service personnel shall not service the Equipment and a Return Service Call Fee shall apply if approved by Owner.
7. The Eljen™ GSF System Owner shall pay for the services. Non-payment terminates this agreement effective upon date of non-payment. This agreement shall be reinstated upon payment of delinquent fees. Fees do not include Provincial or Federal taxes, when and where applicable.
8. The Sewage System Owner agrees to abide by the written recommendations of the Maintenance Provider for the operation, service frequency, pump-out frequency, maintenance, and repair of the Equipment, notwithstanding that the Owner shall adhere to the terms of any applicable laws or regulations.
9. The Maintenance Provider shall not be held liable or responsible for any loss or damage resulting from the service and/or maintenance performed hereunder or delays in servicing the Equipment due to any cause whatsoever.
10. This agreement begins from the date signed or upon receipt by the Maintenance Provider of the annual fee prepaid, and shall be binding on their heirs, successor, or assigns. Upon receipt of the payment for work performed, this agreement shall be renewed for an additional one year.

***** Both pages of this agreement must be received by the Sewage System Owner *****