

# Ordering your Clarity Biofilter



## Enquiry Stage

On receipt of your enquiry we will arrange a **no-obligation site visit** to assess your requirements and allow us to produce your estimate.

Once you have our estimate, if you wish to proceed with purchasing a Clarity Biofilter, all you need to do is email our office instructing us to proceed.

## Application Stage

On receipt of your acceptance email, we will begin the application stage of your project – this includes us undertaking **ground testing, system design** and **submission of your application to Service NL** on your behalf. Prior to this stage, we will ask you to make your first payment (as detailed on your estimate) to cover the cost of this work.

We will let you know once your application has been submitted to Service NL. It typically takes 5-7 weeks from the date of submission for a septic system design to be approved.

## Installation Stage

Once your **application is approved**, we will contact you to let you know and arrange a mutually convenient date for the installation. At this stage we will also request payment two.

Four weeks before your install date, we will call you to check that the agreed date is still convenient for you.

During your install we will complete **all excavations, installation of your Clarity Biofilter**, including all **testing** and **commissioning**. At the end of the installation, our technician will explain how your new Clarity Biofilter works and check that you are happy with the install. At the start of the install we will ask you to make payment three.

## Post Installation Stage

Once your install is complete and you are happy with the work, we will request our final payment from you and arrange for your **final Service NL inspection**. On receipt of your final approval certificate from Service NL, we will forward all documentation relating to your install including a copy of your Service NL application, your commissioning certificate, owner's manual and information about our **18 month peace of mind warranty**. Please note: to ensure long and trouble free operation of your Clarity Biofilter it is important that you read your owner's manual and take note of our best practice guidance on using an on-site septic system.

Three months after your install, we will call to arrange a **courtesy service visit**.

On expiry of your warranty, we will contact you again to ask if you'd like to sign up for our **discounted servicing plan**.

For more information please contact:

t: 709 221 5100  
t: 1 888 324 7474 (toll free)

e: [info@clarityaquatech.ca](mailto:info@clarityaquatech.ca)  
w: [www.clarityaquatech.ca](http://www.clarityaquatech.ca)

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