

Dear Customer:

This is your 2024 Exchange Tank Delivery Schedule.

The servicing of your water conditioner is scheduled on one of our regular service routes. The date of delivery is based upon your geographic location.

Exchange tanks are delivered every 28 days, so you will have 13 deliveries per year (one month will have 2 deliveries). Your rental billing cycle is the first day of each month (not your delivery date). *Please note your billing is for the rental fee for your tanks not the delivery. If you miss or skip a delivery you will still be billed your rental fee on the tank(s).

Our routes are carefully scheduled to establish a uniformed pattern for your convenience. We do require proper access both inside and outside your home in order to perform a successful service. This includes making sure your driveways and walkways are shoveled in the winter, any obstructions blocking the tanks are moved, and all pets are safely sequestered away from where our technician will be working.

You should consider doing the following if you are going on vacation, or if no one is going to be home on your scheduled date of delivery:

1. Leave a key with us here at our office, which will be held in a secure location.
2. Contact our office at 860-267-0110 at least one day prior to your scheduled delivery date and we will reschedule your delivery.
3. There will be a charge of **\$50 plus tax for any off route delivery.**

Seasonal Hook up & Removal:

We require at least five business days advanced notification for any hook up or removal of your Exchange Tanks.

1. Fees for off route hook up or removal **with** 5 days' notice \$50 plus tax.
2. Fees for off route hook up or removal **without** 5 days' notice \$225 plus tax.
3. No charges will apply to any hook ups and removals done on the normal route schedule.

Everyone at H2O Equipment Company would like to thank you very much for your continued patronage.



Service Information

2024