

[Full Service Plan]



Mosquito Management Systems

P:832-778-6366

F:832-778-6368

Schedule: CS@mosquitomanagement.com

Billing: Tbanks@mosquito-pro.com

Service/General: service@mosquitomanagement.com

FULL SERVICE

We offer optional contracts to allow you to lock in your rate of **\$3/nozzle/month** for up to two years. The chemical used in the MOSQUITO-PRO system is called pyrethrum. It's an imported commodity, therefore the price fluctuates often. Your rate reflects that and without a contract the rate is likely to change. Although we will give you at least one month's notice, with a contract, you have the ability to lock in that rate for up to two years. Below is a detailed description of what you will receive on monthly service.

INVOICES/BILLING

- You will be billed on a monthly basis
- The monthly charge for full service is \$3.00 per nozzle per month (minimum charge of \$75.00)
- We will either mail an invoice or we can have a credit card on file and charge on a monthly basis

SCHEDULING

- Your system will be serviced every **4 - 6 weeks** to ensure that it is always running at operating at optimal level.
- If you need a service call outside of what we schedule, just call or email us and we'll get out there ASAP, at no extra charge.

COVERAGE:

- If your system is **not** a MOSQUITO-PRO system and was not installed by MMS then it is **not** under warranty. *This is to protect us from taking over service for a company that did an inadequate job and then having to replace your system's parts for their mistakes.* (You do have the option of purchasing a replacement system from MOSQUITO-PRO – available all at once, or parts at a time.)
- For example, if you purchased your system from another company and we begin to service it and the motor breaks after 3 months **you will be charged** for a new motor. Afterward, the motor has a lifetime warranty as long as you stay on our full service plan. But, the control box and pump are still not covered, unless or until they are replaced with MOSQUITO-PRO products.
- Nozzle upgrades (switching from the older style nozzles to the newer style nozzles) are NOT included in the Full Service Plan.
- **Your monthly charges include all chemical consumption, replacement nozzle tips filters, tubing, fittings, *leak detection and repairs, chemical boosts when needed*, annual filter replacement, thorough system inspection each visit, tank cleaning and filter rinse, spray time monitoring and adjustment and (4) backpack event fogs per year.**

CONSUMPTION BASED SERVICE

INVOICES/BILLING

- You will receive an invoice detailing what was done at each service within a few days following the completion of the work.

SCHEDULING

- Your system will be checked every other month, unless you have expressed a different arrangement with the office.
- If you need service outside of the regular schedule, please call the office as soon as possible to get a spot on the schedule. You can email in a service request to service@mosquitomanagement.com.

COVERAGE

- If your system is **not** a MOSQUITO-PRO system then it is **not** under warranty until we have serviced your account for **one calendar year**. *This is to protect us from taking over service for a company that did an inadequate job and then having to replace your system's parts for their mistakes.* (You do have the option of purchasing a replacement system from MOSQUITO-PRO – available all at once, or parts at a time.)
- For example, if you purchased your system from another company and we begin to service it and the motor breaks after 3 months of being on the Consumption Based service plan, **you will be charged** for a new motor. Afterward, the motor has a lifetime warranty as long we are still servicing the system. But, the control box and pump are still not covered, unless or until they are replaced with MOSQUITO-PRO products.
- Your warranty under this plan includes the **motor, control box, and pump**. The nozzles, leaks and backpack fogs are not included.
- **You will be billed for:** All chemical consumption (\$179/refill, pro-rated), replacement nozzle tips, tubing, fittings, leak detection and repairs, chemical boosts when needed, annual filter replacement, tank cleaning and filter rinse, spray time monitoring and adjustment, backpack fog, etc. as these are **not** covered under your warranty

ADDITIONAL INFORMATION

COMMUNICATION

- For the most seamless service, we need an email address and credit card number on file.
- We are “going green” as a company and offering paperless billing to help the environment; plus it gets information to you faster. You will receive emails containing your invoice, and we are also beginning to implement service notifications through email. When you have been placed on the schedule, you will receive an email confirmation at least the day before.
- We can also enroll you in automatic billing so we charge you automatically after each service call.
- We will place a tank label on your system where the technician marks when they have been there for service.
- Technicians should also be placing Mosquito Management sticky notes on your door if you are not home when they service your system.

CONTACT INFO

- Office Phone: 832-778-6366
- Office Fax: 832-778-6368
- Service Email Contact: Katie@mosquitomanagement.com
- Billing Email Contact: Mila@mosquitomanagement.com
- Service/General Request: service@mosquitomanagement.com

OTHER OPTIONS FOR SERVICE INCLUDE “CALL-IN” (WE DON’T SCHEDULE UNTIL YOU CALL IN) OR FILLING THE SYSTEM YOURSELF WITH CHEMICAL BOUGHT FROM US. IF SERVICE OR CHEMICAL IS BOUGHT FROM AN OUTSIDE VENDOR, YOUR WARRANTY IS VOIDED THROUGH MMS.