



KING'S IRRIGATION

MAKING EVERY DROP OF WATER COUNT

WINTERIZATION – HOW IT WORKS:

Winterizing your sprinkler system is a crucial service that King's Irrigation recommends having done every year to prevent water from freezing inside the pipes and system components causing leaks and damage in the spring, it also helps maintain the life of your system.

Included in this mail out is your personalized Winterization Program. On the form we have provided you with a choice of weeks during which we can complete the winterization of your sprinkler system. Winterizations will be carried out Monday-Saturday, allowing us to schedule work into communities to save time and travel expense and minimize the service charge. Please keep in mind that we run our Winterization Program until October 31, however after October 20 there will be a price increase to perform this service and we always recommend you choose an early date.

Remember on the **SUNDAY PRIOR to your chosen week you must: shut-off the water to your sprinkler system and mark your valve boxes.** Follow the instructions we have provided in the "Homeowner Responsibilities" section or refer to our website for clarification on how to turn off your system in preparation for your winterization by King's Irrigation.

Upon arrival at your home, our staff will attach a heavy duty hose to your winterization connection; the other end of this hose is connected to our compressor. Our trained staff will then begin the winterization process by opening the zone valves found in the valve boxes in your yard. Air from the compressor will then be sent through the system at a high rate of pressure purging the water from the pipes, sprinklers and manifolds. During this process our staff will inspect the system to ensure that it is winterizing properly, identify any high-pops that may require extra winterization procedures and note any leaks, broken sprinklers or other obvious system problems.

Once complete, we will close any open zone valves and leave a detailed receipt in your mailbox or front door area.

WHO IS KING'S IRRIGATION?

King's Irrigation is a division of Regency Irrigation Ltd.

When the founder, Gerry Gitzel, retired in the fall of 2012, the family decided to split the business into two parts – the retail/wholesale store and the service company now known as King's Irrigation.

This change will not affect you other than seeing King's Irrigation on your service invoices. In the near future we will be launching a new website, where we hope to include Online Bill Payment and helpful do-it-yourself video's and tips.

HOW TO CORRECTLY COMPLETE YOUR WINTERIZATION CONTRACT:

All bookings are taken first-come, first serve. Book **TODAY** to get an early date.

- ONLINE:** www.regencyirrigation.com/winterization
- E-mail: service@regencyirrigation.com, Fax: 403.250.1758, Phone: 403.250.2685
- Mail: King's Irrigation 103, 90 Freeport Blvd, NE Calgary, AB T3J 5J9

A staff member will confirm within 24 business hours that we received your winterization form. If you do not hear from us, please call immediately; we may not have received your booking.

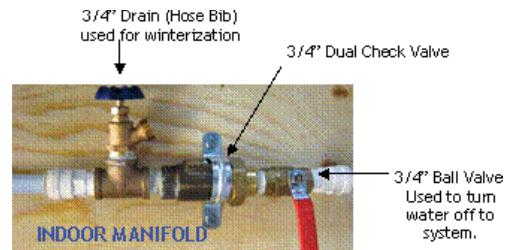
Please check that the information on the winterization form is correct including

- Name, address and phone numbers and email address
- Number of valves contained in how many valve boxes.
- Please circle your preferred week (one only) for your winterization from the list of weeks provided. Remember that King's Irrigation cannot guarantee the weather, so the later in the fall you choose; the more likely your system is to sustain freezing damage. Customers with systems that have had freezing problems previously or that have above ground parts in the sprinkler system should always pick an early week.
- If you are paying by Visa or MasterCard, please be sure to include the 16-digit credit card number and expiry date, and double check they are correct, as well as the cardholder's signature.
- Your account must be in good standing or your winterization will automatically be cancelled.
- If you wish to move or cancel your appointment we require 48 business hours to cancel an appointment or you may be charged in full.

HOMEOWNERS RESPONSIBILITIES

Complete the **SUNDAY PRIOR** to your winterization week:

- ☑ Turn off the inside water valve to the sprinkler system.
- ☑ Open the inside and outside drain valve(s) (if applicable) and allow the mainline to drain completely into a bucket or into the floor drain in your basement.
- ☑ Close the inside drain*, after mainline has completely drained and prior to your winterization week.
- ☑ Please flag and locate ALL of your valve boxes (these are usually green in colour and contain numerous valves in each box in the yard). Do not open the valves boxes; if it is cold this can cause the valves to freeze. Sorry for any inconvenience this may cause, but sometimes we forget where the valve boxes are located and they can be extremely difficult to find if they are buried under rocks, soil, leaves or snow.
- ☑ Please open any additional hose bibs that are a part of the sprinkler system.



Complete the following **AFTER** your winterization is complete:

- ☑ After receiving our receipt, please check that we were able to complete your winterization successfully and that we have winterized the correct number of zones and/or valves in your yard.
- ☑ Open the inside-drain* and place a bucket under it to allow the water to finish draining. It should stop dripping within 24 hours of the completion of our service. If the drip continues please notify our office.

*Please note that we cannot guarantee our winterization if you do not have an inside drain, or if you do not leave this inside drain open all winter.

FREQUENTLY ASKED QUESTIONS:

What happens if I'm not going to be home during the winterization? King's Irrigation does not require anyone to be home for this service; however the **water MUST be shut-off the SUNDAY PRIOR to your winterization week, and your valve boxes should be marked.**

Do you have any tips for how to mark our valve box(es)? You can provide a map, use items in your yard such as lawn chairs, children's toys, flower pots, etc. or you can pick up flags from Regency Irrigation for this purpose. Just be sure that we are aware of what is being used to mark the valve boxes.

How can I find out the exact date the King's Irrigation is going to be winterizing my system? We will send an e-mail the Friday prior to your chosen week, with the exact date that we are winterizing. Please call 1) if you have dogs that remain outside 2) gates that are normally locked 3) any other special circumstances, where you require a specific date for your winterization (may be subject to an additional charge).

I missed my appointment. Now what? If you missed your appointment, you should contact us immediately to reschedule. Please be aware that there is a minimum \$35 charge for rebooking; when we cannot winterize because the water was left on or if we were unable to locate your valve boxes.

How cold does it have to get before I should be concerned of possible freezing damage? If the temperature falls below -5°C for 3 consecutive days we can no longer conventionally winterize your system but the charge will remain the same.

We strongly suggest you book an appointment prior to Thanksgiving, the later the date you choose the more likely your system is to have damage due to freezing.

Can your staff service my system at the same time you are winterizing? We cannot complete any service to your sprinkler system while we are winterizing. 1. Our trucks are not equipped with the irrigation supplies. 2. It is best to service your system in spring; you never know what damage will occur over the winter. Any problems that our technicians notice during the winterizing will be noted on your receipt for attention in the spring.

What happens if I have damage in the spring? King's Irrigation does not guarantee against damage caused due to freezing. If you have not received a receipt in your mailbox, the Saturday of your chosen week, please contact us immediately.



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