

Terms and Conditions



EcoWise Irrigation LLC

Business Hours

Monday – Friday: 7:00 AM – 4:00 PM (Excludes public/federal holidays and scheduled vacation time).

Any communication received outside of these hours will be addressed on the next business day, unless designated as an emergency service request.

Communication

Preferred Methods: Email or text.

Phone Calls: A call-monitoring service is active. If your number is not saved in our system, the call may be identified as spam and routed to voicemail. Please leave a detailed message.

Social Media: Personal Facebook accounts are not monitored for business requests. Please submit all inquiry messages through the official EcoWise Irrigation Facebook page or via direct email/text.

Fees & Rates

All visits and service calls are subject to standard fees unless explicitly waived in writing prior to arrival.

Diagnostic Visits: \$75 for up to the first 45 minutes. Diagnostic visits identify system issues, necessary repairs, or required parts. If a repair is performed during the same visit, standard service call rates and parts costs apply in lieu of the diagnostic fee .

Estimate Visits: \$75 flat fee per visit to evaluate parts required and labor duration for a project. No repairs or parts installation occur during an estimate visit. This fee is non-refundable, regardless of whether you proceed with the estimated work.

Standard Hourly Rate: \$100 per hour (1-hour minimum charge). Work beyond the first hour is billed in 15-minute increments.

After-Hours Rate: Any work scheduled outside standard business hours (after 4:00 PM Monday-Friday, or anytime Saturday/Sunday) is billed at \$150 per hour (1-hour minimum charge), billed in

15-minute increments thereafter.

Emergency Call-Out Fees:

During Business Hours: Standard hourly rate + \$50 emergency fee.

Outside Business Hours: After-hours hourly rate + \$75 emergency fee.

Invoicing & Late Fees

Invoices are due within 7 calendar days of issuance. Overdue accounts will automatically incur a \$25 late fee for each week the balance remains unpaid.

Cancellations, Heat & Weather Policy

No-Show / Access Delay Fee: If access to the property or controller is not granted within 15 minutes of the scheduled time and no prior communication is received, a \$50 no-show fee will apply, and the appointment must be rescheduled.

Client Cancellations: Cancellations made within 24 hours of the scheduled appointment time are subject to a \$50 cancellation fee.

Weather Postponements: Work may be postponed at short notice due to rain, lightning, or unsafe weather conditions. No client fee will apply, and the service will be rescheduled for the earliest available date.

High Heat Index Schedule: On days with dangerous heat advisories, outdoor job shifts (excluding consultations/estimates) will be scheduled between 7:00 AM and 1:00 PM. Unfinished work will be rescheduled for completion as soon as possible (typically the next business day).

Site Access & Safety

Hazardous Conditions: If a yard or work zone is deemed hazardous (e.g., excessive pet waste, unsafe debris, or unsecured animals), work will be paused until the area is cleared by the homeowner or property manager. A \$50 cancellation/rescheduling fee will apply.

Controller Access: A clear and safe path to the irrigation controller must be available upon arrival. Restricted access will require rescheduling and incur a \$50 fee.

Estimates & Deposits

Deposits: All approved estimates require a non-refundable deposit covering the estimated parts cost prior to scheduling or ordering materials. Deposits are applied toward the final invoice total.

Validity: Estimates remain valid for 30 days from the issue date, after which pricing is subject to review and re-issuance.

Controller Programming & Compliance

Schedule Records: All controller program settings configured by EcoWise Irrigation will be recorded and provided to the client. Unapproved modifications made by third parties that necessitate a return visit will be billed at standard rates.

Audit Monitoring: For clients participating in remote monitoring after an efficiency audit, unauthorized schedule changes or added programs may be deactivated or removed to preserve system efficiency.

Local Water Restrictions: All controller schedules will be configured to comply with municipal, HOA, or water purveyor restrictions, and a copy of the schedule will be supplied to the customer. Any fines or penalties resulting from post-service client alterations are the sole responsibility of the client.

Equipment & Rain Sensors

TCEQ Compliance: Per Texas Commission on Environmental Quality (TCEQ) guidelines, any newly installed or replaced controller must feature an operational rain sensor at an additional cost to the client.

Wired Rain Sensors: Lower upfront part cost, but may involve higher installation labor depending on wiring requirements and placement.

Wireless Rain Sensors: Higher upfront part cost, but faster installation with zero exterior wire runs.

Client-Supplied Equipment: Clients may provide their own controllers or rain sensors for installation. However, manufacturer warranties for client-supplied parts are the sole responsibility of the client, including any labor charges for diagnostic or replacement visits.

Warranty Terms

Major Components (1-Year Parts & Labor): New installations or replacements of controllers, backflow preventers, valves, and mainline pipe repairs are covered under a 1-year warranty for parts and labor.

Minor Services & Adjustments (30-Day Parts & Labor): Standard spray nozzles, head realignments, risers, and minor drip tubing adjustments carry a 30-day warranty.

Exclusions:

Environmental Damage: Freezing weather, natural disasters, flooding, fire, or soil shifting are excluded unless specific winterization/freeze protection service was contracted and performed by EcoWise Irrigation.

Physical / External Impact: Damage caused by pets, wildlife, lawn maintenance equipment (mowers, trimmers), core aeration, fencing contractors, utility crews, or vehicles is not covered.

Third-Party Tampering: Any unauthorized repair, adjustment, or modification performed by the client or another contractor voids all active EcoWise Irrigation warranties.

Client-Supplied Parts: Except for client-supplied controllers and rain sensors, third-party parts provided by the client will not be installed and carry no warranty.

Backflow Prevention

Mandatory Backflow Assembly: In compliance with state regulatory standards, any system lacking an approved backflow prevention assembly must have one installed prior to performing system repairs or modifications.

Testing & Filing: Newly installed, repaired, or replaced backflow assemblies must be tested with test results submitted to the local water purveyor.

Base Service Fee: Residential backflow testing and filing carries a minimum base fee of \$135. Repairs or replacements are billed at a 1-hour minimum labor charge plus parts.

Isolation Valve Requirement: An isolation valve must be present between the water meter and the backflow assembly. If missing, one must be installed during repair or replacement at the client's expense (parts billed separately; labor included within the backflow installation work).