



# What To Expect When Purchasing A Lawn Sprinkler From DRF Installations, Inc.

- 1) DRF will provide a guaranteed instant online quote for you quickly and easily 24 / 7 / 365. This process is completed by a sophisticated algorithm that instantly emails your quote.
- 2) After reviewing your online quote, at your request, DRF will send one of our triple licensed (Plumbing, CCCDI & Irrigation) designers to your home for an **OSC** (on site consultation) to review your needs and expectations with you and inspect your physical location.
- 3) Within one business day of your **OSC** we will mail you a written proposal based on the **OSC**.
- 4) After we receive your signed proposal, plat and deposit, we will begin the **pre-installation process**:
  - A) We will guide and assist you through the necessary permit procedures.
  - B) We will assist you in completing the covenant required by your village – if applicable
  - C) We will complete permit application and submit permit for approval.
  - D) We will complete the J.U.L.I.E. location of utilities procedure.  
Utility companies will mark your property – PLEASE do not disturb the markings.  
You are responsible to mark any buried cables, pipes, etc. not marked by J.U.L.I.E. within 18”
  - E) We will advise you of the final installation date the day prior.

## 5) Installation Process

- A) The designer will arrive first to “flag out” the system design in your yard.
- B) Team leader will review specifics of the job with you prior to the start of the job.
- C) Any questions or discrepancies will be resolved prior to the beginning of installation.
- D) We will need access to your home to make the water connection.
- E) We will need access to your home to install the system computer controller.
- F) Team leader will verify proper coverage of contracted areas of your property.
- G) Our plumbing staff will complete a walkthrough inspection.
- H) The system will be flushed and adjusted to insure proper application rates.
- I) The system controller will be set as per local watering restrictions and weather.
- J) Your RPZ will be certified and a copy of the certification will be left at your home.
- K) Team leader will review final completion documents and require your signature(s).
- L) You will receive a customer care package including instructional DVD, keys, tools, etc.
- M) Final payment of the balance due is required at this time.

5b) **NOTE:** Spoils from your property will remain on your property.

## 6) Watering in process

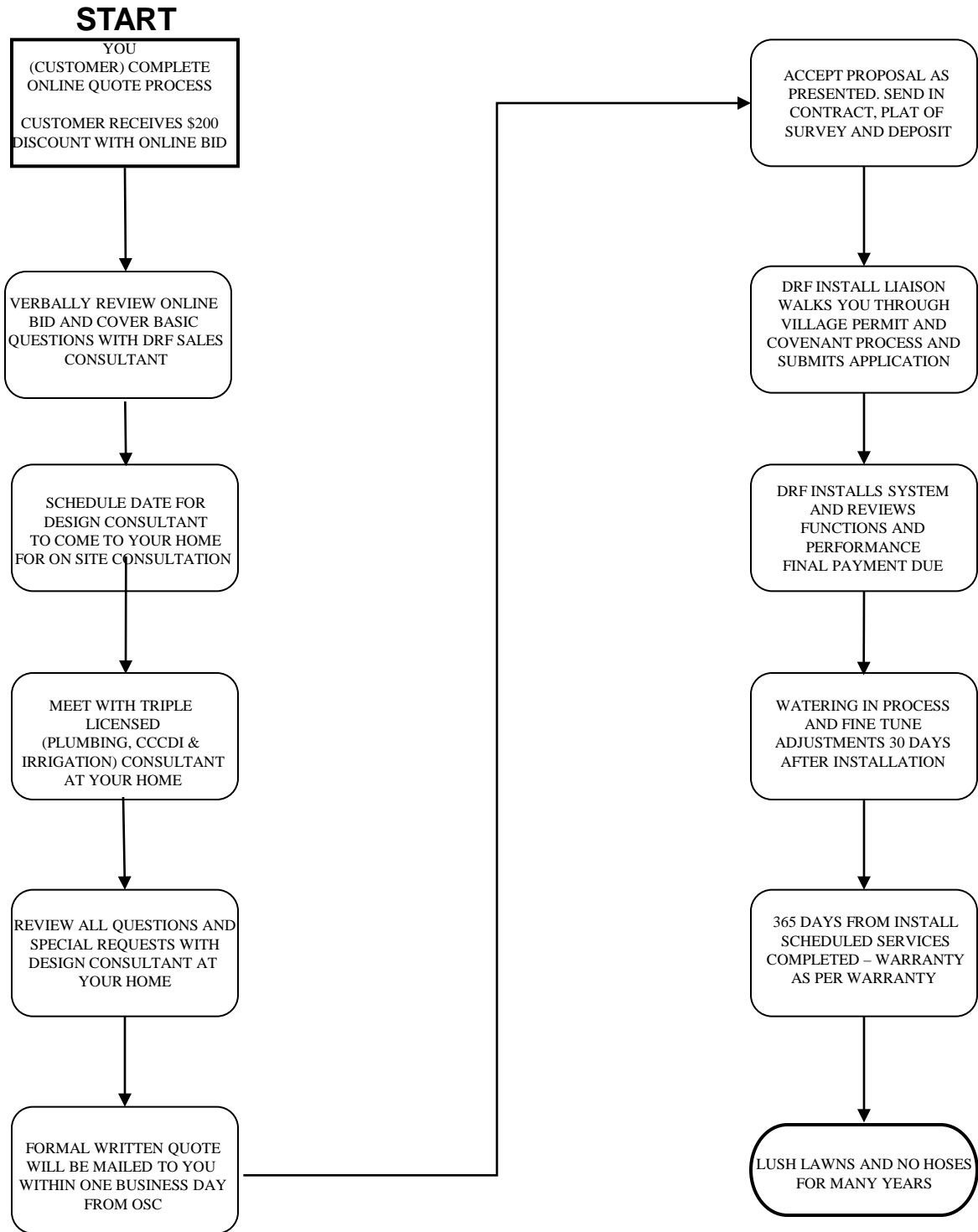
The watering in process is a 30 day period with the system operating 3-5 days per week. This allows the ground to compact around the components and most ground settling to end. After the watering in process customer requests for adjustments and fine tuning will be scheduled. Completing adjustments prior to the completion of the watering in process is counter productive and ineffective.

## 7) Warranty Service

All scheduled services (winterization, RPZ certification, spring turn on) are included for 365 days on the Gold system and 1095 days on the Platinum system from the date of the installation and included in the price of your DRF sprinkler system. The system warranty is specific to the system you purchase and a warranty certificate is provided to you.



# Lawn Sprinkler Customer Flow Chart





# What Comes With A DRF Lawn Sprinkler ?

100% Coverage Guarantee – We guarantee 100% coverage of contracted areas PERIOD

Service – We will provide scheduled service for you for 365 days for the Gold and 1095 days for the Platinum system from the installation date - This cost is included in our base proposal

Assistance – We will assist you in the decision process to decide which options you want /need

Permitting – We will guide you through the permit process making your life much easier

Education – We provide a manual, DVD and tools to teach you to get the most from your system

Equipment – We install commercial quality components from Hunter, Dura, Wilkins and other quality manufacturers

Warranty – We warranty parts AND **LABOR**

Quality – We are confident through education you will identify our systems as the best available

100% Rigid PVC Construction – We use 100% Rigid PVC never any Poly Tube

Licenses – We have ALL REQUIRED LICENSES in house

J.U.L.I.E. – We will complete the J.U.L.I.E. utility location process for you

Scheduling – We use a flexible schedule that allows us to complete your job ASAP  
We can NOT schedule your job until we have ALL required documents and permit

## Your Responsibilities

Get us the contract, deposit and a copy of your plat of survey  
(Do NOT give us an original. We will not return this document)

Complete your villages covenant if one is required by your village

Be sure to mark any underground pipes, wires, dog fences, etc. that were NOT marked by J.U.L.I.E. We charge to repair if not marked correctly

Be available for a final walk through on installation day  
Have final payment ready on installation day