

We take pride in serving all of our customers after their installation - whether we were the irrigation contractor who initially installed your Lawn Sprinkler System, or not. We can provide:

- Spring Start Up
- Winterization
- General Service Requests

CALL: (888) 627-5602

Commonly asked questions:

- Your **NEW System** comes with a 2 year warranty on Parts & Labor.
- Our watering recommendations can be found on our website – www.MarloCompany.com
- Should you need any adjustments or have any questions, please contact **MARLO COMPANY** directly. We have a full time Service Department and Office Staff to care for all of your needs.



MISSION STATEMENT

- Provide the Best Customer Service in the Industry
Our customers are #1.
- Take Pride in the Job Done Right
(We work very hard to be a "Purely Professional" Company.
- Use the highest Quality Materials available
Our reputation is only as good as the systems we install.
- Set a Standard of Excellence that MARLO COMPANY will grow by reputation alone
Over 90% of all our new work is by Referrals.

CONTACT A REPRESENTATIVE TODAY:



(888) 627-5602
www.MarloCompany.com

MARLO
COMPANY
Lawn Sprinkler Systems

"PURELY PROFESSIONAL"

Irrigating
Your New Lawn



Customer Expectations

Striving to be your “Purely Professional” Contractor

We look forward to installing your new lawn sprinkler system very soon, and appreciate the opportunity to serve you. With our goal of making you another satisfied customer, we want this experience to be a very positive one. For your information, we have listed the process that you can expect and information that we need to complete this project to your expectations.

- Miss Dig
- Plumbing
- Installation Day
- Weather Delays
- Customer Service
- Billing Procedures



You're probably saying – “I didn't realize there was so much to this!” With our over 16 years of experience, we just want to make sure this is a pleasant one for you. **So take a few minutes and read through this helpful information – you'll have the beautiful lawn that you've always wanted.**

Comprehensive Customer Services

Miss Dig –

As soon as we receive your **signed proposal** and you give us the green light, one of our staff will contact MISS DIG and will have your property marked for the main Water, Electric, Gas, Cable and Phone lines where applicable. Why? The reason we do this is so we can hand dig these areas thus eliminating any loss of services.

However, we ask that you, the customer, mark / have marked by someone the following: (The use of paint or stakes will do.)

- Property Lines – We want to be sure your sprinklers are on your property
- Invisible Dog Fences
- Underground Drain Tiles

- Miscellaneous Electrical Lines such as to a pool, out buildings or outdoor light fixtures
- Septic Fields
- Propane Lines
- Future Landscape Beds / Patios / Decks / Fences ... Save yourself the added cost of moving heads later.

How can you find this information? You could talk to your builder, developer or contractor who installed any of the above. They would most likely have direct knowledge of where these things are located. Please note that they may require a nominal fee for this assistance.

Per our Proposal, you will note that we are, “Not liable for any underground wire, gas line, drain tile, or obstacles not located by Miss-Dig or the homeowner. It is the homeowner's responsibility for location of property lines.”

If you are unable to mark your property or have any questions, please be sure to give us a call. We will be glad to assist in locating – for a nominal fee.

***Our Guarantee** – If you mark it correctly and we hit it, we repair it at no cost to you.*

Plumbing –

Some projects require that we send our plumber out in advance of your sprinkler system installation. We will contact you if he needs prior access to your home.

Installation Day –

Our crew is self sufficient; you do not need to provide anything for them other than access to your basement and garage. They will tag your sprinkler system water shut-off valve, and will label your control clock with our Toll Free Customer Service number. One of our crew members will go over the workings of the control clock in your garage. We do ask, however, that you do NOT try to adjust any heads – we would prefer to do this for you.

Weather Delays –

Please be aware that weather could have a factor on your schedule date. We will keep you informed.

Customer Service –

Once your Hydroseed or Sod is in place, please give us a call. We will be glad to send someone to your home to check the progress of your lawn, and make any necessary head adjustments. Remember to contact us if you have any concerns. If we do not hear from you, we assume everything is OK. We are here to serve you and want you to be a satisfied customer!

Billing Procedures –

You will receive a “Payment Terms” sheet with your Proposal. Please **review it** and determine the method of payment that is best for you. **Then sign it and send a copy along with your signed proposal.** If you have any questions, please do not hesitate to contact our office. We are here to serve you.

