

Contact the Edincare Service Team to schedule a visit
01442 211554 (Option 2) service@edincare.com

Wastewater pump services

Service agreement rates

Please refer to the Edincare service map.

		NORMAL HOURS Monday–Friday 08:00–17:30		OUT OF HOURS Monday–Friday 17:30–22:00 & Saturday 08:00–22:00		OUT OF HOURS Sunday, Bank Holidays & All night work after 22:00–08:00	
		One engineer	Two engineers	One engineer	Two engineers	One engineer	Two engineers
Call out charge	Travel band A	£445	£545	£545	£785	£625	£865
	Travel band B	£540	£665	£665	£965	£765	£1,065
	Travel band C	£635	£785	£785	£1,145	£905	£1,265
	Travel band D	POA	POA	POA	POA	POA	POA
Additional hourly rate		£95	£120	£120	£180	£140	£200

Non-contract rates

Please refer to the Edincare service map.

		NORMAL HOURS Monday–Friday 08:00–17:30		OUT OF HOURS Monday–Friday 17:30–22:00 & Saturday 08:00–22:00		OUT OF HOURS Sunday, Bank Holidays & All night work after 22:00–08:00	
		One engineer	Two engineers	One engineer	Two engineers	One engineer	Two engineers
Call out charge	Travel band A	£545	£665	£665	£985	£765	£1,105
	Travel band B	£665	£825	£825	£1,215	£940	£1,365
	Travel band C	£785	£965	£965	£1,445	£1,115	£1,635
	Travel band D	POA	POA	POA	POA	POA	POA
Additional hourly rate		£120	£150	£150	£230	£175	£260

Terms and conditions

Call out charges include:

- Travel time from depot
- Up to 2 hours on site
- Travel time back to depot

Please note the above includes congestion charges, toll charges and parking fees.

Equipment / Materials

- All equipment / materials are excluded and will be charged in line with our current published price list.

General

- Service agreement rates only apply to products covered by a current service agreement purchase order.
- VAT is excluded on all of the above rates and is chargeable at the current rate.
- Edincare Terms and Conditions apply, see overleaf.

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Clean water pump services

Service agreement rates

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		NORMAL HOURS Monday–Friday 08:00–17:30	OUT OF HOURS Monday–Friday 17:30–22:00 & Saturday 08:00–22:00	OUT OF HOURS Sunday, Bank Holidays & All night work after 22:00–08:00
Call out charge for Edincare Service Agreement customers*	Travel band A	£530	£750	£970
	Travel band B	£650	£925	£1,200
	Travel band C	£790	£1,100	£1,430
	Travel band D	POA	POA	POA
Additional hourly rate		£120	£175	£230

* An additional £100 per call out applies for customers not in an active Edincare Service Agreement.

Terms and conditions

Call out charges include:

- Travel time from depot
- Up to 2 hours on site
- Travel time back to depot

Please note the above includes congestion charges, toll charges and parking fees.

Equipment / Materials

- All equipment / materials are excluded and will be charged in line with our current published price list.

General

- Service agreement rates only apply to products covered by a current service agreement purchase order.
- VAT is excluded on all of the above rates and is chargeable at the current rate.
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Tankering

$$\text{Price} = (\text{Total time} \times \text{Hourly rate}) + \text{Disposal charge}$$

Call out charges	NORMAL HOURS Monday–Friday 08:00–17:30	OUT OF HOURS Monday–Friday 17:30–08:00 Weekends, Bank Holidays
Travel band A	£715	£995
Travel band B	£855	£1,205
Travel band C	£995	£1,415
Travel band D	POA	POA
Additional hourly rate	£140	£210

The call out charge includes travel from depot to site, **up to two hours on site**, time travelling to the disposal facility, time at the disposal facility and time returning to our depot.

The call out charge includes disposal of **1,000 gallons of sewage waste water** (440 gallons for 7.5 tonne vehicle).

Deep lift “super-sucker” combi-tankers are excluded from the above prices and are price on application.

Please refer to the Edincare service map.

Support vehicle hourly rate

NORMAL HOURS Monday–Friday 08:00–17:30	OUT OF HOURS Monday–Friday 17:30–08:00 Weekends, Sunday, Bank Holidays
£95	£140

Drainage services – reactive callout

Travel Band A only.
 POA for other locations

	NORMAL HOURS Monday–Friday 08:00–17:30	OUT OF HOURS Monday–Friday 17:30–08:00 Weekends, Sunday, Bank Holidays
CALL OUT CHARGE (includes 1 hour on site)	£255	£490
Additional hourly rate	£120	£160

Additional item	Price
Picote high-speed electro-mechanical pipe cleaning	POA
Drainage CCTV	POA

Disposal charge by waste type

Waste type	Price
Sewage waste water	£90 per 1,000 gallons
Sewage waste water (rag, fat content)	£140 per 1,000 gallons
Surface water (silt content)	£135 per tonne (min. charge 3 t)
Wastewater (oil content)	£105 per tonne (min. charge 5 t)
Special	POA per tonne

Additional items

Additional item	Price
Confined space entry	£195
Breathing apparatus	POA
Tanker wash out per vehicle, if required	£200
Environment Agency consignment note, if required.	£80 per load
Removal of debris from chamber/sump	£60

Full day rate

All combi-tankers	£1,400
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Full day rate prices within Normal Hours (Monday–Friday, 08:00–17:30). Inclusive of travel from depot to site, time spent on site, time travelling to the disposal facility, time at the disposal facility and time returning to our depot. POA for weekend work and night work. Excludes disposal charge.

Terms and conditions

- A minimum of four hours is chargeable for all tankering callouts.
- VAT is excluded on the above rates and is chargeable at the standard rate.
- Edincare Terms and Conditions apply, see overleaf.
- All additional hours are rounded up to the next full hour.
- All additional waste removed is rounded up to the next full 1,000 gallons or tonne thereafter.
- Edincare tankers have a maximum hose length of 70m onboard as standard. For longer hose runs, a support vehicle is required and an additional charge will apply.
- All equipment and materials are excluded and will be charged in line with our current published price list.



Registered Waste Carrier

Business name **Edincare**
 Registration number **CBDU135964**
 Company number **02812959**
 Expiry date **10/10/2025**

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SERVICE MAP

