



## MEMORANDUM

**TO:** Manufacturers and vendors of Best Available Technology (BAT) approved for use under the Bay Restoration Fund (BRF) and other interested parties.

**FROM:** **Naomi Howell, Program Manager**  
Wastewater Permits Program

**DATE:** July 23, 2021

**SUBJECT:** Operation and Maintenance of BAT Systems included in the initial purchase.

As part of approval for participation as a grant eligible BAT in the BRF, manufacturers and vendors shall provide a two-year service operation and maintenance contract included in the original purchase price. This is to include a limited warranty. The purpose of this memorandum is to provide clarification as to what must be included as part of the two-year service policy and limited warranty. The following items detail what is to be included in the two-year service contract and limited warranty.

- The manufacturer shall warrant all components of the treatment system financed through the BRF, and units not funded through BRF, to be free of defects in material and workmanship for a two year period from the date of installation. The manufacturer shall fulfill the terms of the warranty by repairing or replacing any components that show evidence of defect.
- The property owner shall be provided with an owner's manual that includes a description of the service policy and warrantee.
- A two-year service policy shall be provided to the property owner through the manufacturer or manufacturer designee and be included in the initial purchase price.
- To provide service on manufacturer's units, the service provider must have successfully completed both the State and manufacturer's service training required to be a MD State certified BAT service provider.

- During the two-year service and operation period the vendor is responsible for ensuring the service provider is properly certified.
- Service visits must be performed at least at the frequency necessary to ensure that the system performs to the BAT approving standard. Unless stated otherwise, the approving standard is total nitrogen of 30 mg/L or less or at least 50 percent reduction in total nitrogen.
- Service visits should occur at a minimum of once per year and include inspection, adjustment and service of electrical, mechanical and other components of the system as deemed necessary by the manufacturer.
- Service visits should include observations of effluent quality including an assessment of odor, color, turbidity and scum.
- The inspection shall be entered into the BATMN tracking database. All relevant information about the service visit shall be entered.
- If there is a situation where an issue with the BAT unit cannot be properly remedied during the inspection the data entered into BATMN shall reflect that situation and an additional entry shall be created when the issue is resolved.
- The property owner shall be notified about any condition that could not be remedied at the time of inspection including an estimated date of correction.
- The service contract does not include the actual pumping and disposing of residual solids. The service provider shall notify the property owner if the BAT unit has met the requirements where a pump-out is needed.
- The manufacturer or designee may make available for purchase, to the property owner, an extended service policy once the initial two-year service period expires.
- Emergency service shall be available within 48 hours of a request.