

FREQUENTLY ASKED QUESTIONS – VELOX BOREHOLES

1. What services does Velox Boreholes provide?

Velox Boreholes provides a comprehensive range of services, including geophysical surveys, borehole drilling and construction, installation of all types of pumps, complete hands-off automation and water flow management systems, water treatment and purification, and rehabilitation of damaged boreholes.

2. Who can benefit from Velox Boreholes' services?

Velox Boreholes' services are available to individuals, companies, schools, hospitals, churches, hotels, or NGOs.

3. How can I contact Velox Boreholes to discuss my requirements?

You can contact Velox Boreholes by calling 0554968997 or 0545920120.

4. Where does Velox Boreholes operate?

Velox Boreholes operates throughout Ghana.

5. What is included in the scope of work?

The scope of work includes drilling a depth of 40m to 100m, construction of the borehole with PVC pipes and gravels, and mechanization with the installation of a submersible pump and its accessories.

6. What is not included in the scope of work?

The following services are not included in the scope of work unless specified and paid for separately: extra depth of drilling beyond 100m, plumbing works, electrical works, logging, yield testing, water quality testing, water treatment, hydro-fracturing, system automation, masonry works, storage systems, manual hand pumps, and clearing/cleaning of the drilling site.

7. How is the quantity and quality of water determined?

The quantity and quality of water can only be determined after the drilling process. Geophysical surveys help identify potential locations, but the final assessment is made during and after drilling.

8. What factors affect the choice of pump for the borehole?

The type of pump is determined based on the borehole depth, yield, and recovery. Standard pumps, such as 0.5HP, 0.7HP, or 1.0HP, are used for depths between 30m to 60m, while 1.5HP pumps are suitable for depths between 60m to 100m. Pumps with higher horsepower may be considered for deeper wells.

9. Can clients request specific brands for materials or accessories?

Yes, clients can request specific brands, but any extra cost arising from this new requirement will be borne by the client. The company will make appropriate recommendations based on availability, quality, durability, functionality, and cost.

10. What are the payment options and terms?

Velox Boreholes offers two payment options:

- Option 1: 80% advance or on-site, 20% on the day of completion of work.
- Option 2: 30% advance, 50% on-site, and 20% on completion. We do not prefinance more than 20% of the total cost involved.

11. What are the accepted payment methods?

Payments can be made through our GT Bank account or Mobile Money using the provided details.

12. What is the payment duration and overdue policy?

A minimum of 15 days is allowed for payment to be made, and a maximum of 30 days overdue is allowed. After 30 days, the invoice/estimate may not be valid, and a new one may be issued if the client wishes to continue business with us.

13. What happens if the contract is cancelled?

If the contract is cancelled after it has commenced, there may be a forfeiture of funds paid for services already rendered. Payments for the phases of the contract yet to be done shall be refunded less the full-service charge for the job. Any acquired materials may be given to the client or sold, with the proceeds refunded to the client.

14. Are your terms and conditions legally binding?

While the document requires endorsement to make it legally binding, any payment (in part or full) constitutes your agreement with our terms and implies a binding contract between Velox and the client.

15. Can Velox Boreholes handle large-scale projects?

Yes, Velox Boreholes has the capacity and expertise to undertake projects of all sizes, from small residential boreholes to large-scale commercial and institutional projects.

16. Can I get a customized borehole solution for my specific needs?

Yes, our experts will work closely with you to understand your unique requirements and provide a customized borehole solution that meets your needs and budget.

17. How can I track the progress of my borehole drilling project?

We maintain transparent

18. Do you provide after-job remedial services?

Yes, Velox Boreholes offers after-job remedial services to address any concerns or issues that may arise after the completion of the project.

19. What happens if extra costs are required for the successful completion of the borehole?

If any extra costs are necessary due to factors such as extra depth, hydrofracturing, logging, testing, water treatment, or automation, the client will be responsible for these additional expenses.

20. Can I get assistance with obtaining permits and approvals for drilling?

Yes, Velox Boreholes can assist you with obtaining the necessary permits and approvals for drilling.

21. Can Velox Boreholes handle boreholes in challenging geological conditions?

Yes, Velox Boreholes has the experience and expertise to handle boreholes in challenging geological conditions.

22. Can Velox Boreholes provide references or testimonials from past clients?

Yes, Velox Boreholes can provide references or testimonials from past clients.

23. Are you licensed and insured?

Yes, Velox Boreholes is licensed and insured.

24. How experienced is the Velox Boreholes team?

The Velox Boreholes team has over 10 years of experience in the borehole drilling industry.

25. Can Velox Boreholes provide assistance with borehole maintenance?

Yes, Velox Boreholes can provide assistance with borehole maintenance.

26. Can I request a specific borehole depth beyond the standard range?

Yes, you can request a specific borehole depth beyond the standard range, but the cost will be calculated based on each extra rod (5m) drilled.

27. What is the process for drilling a borehole?

The process for drilling a borehole involves conducting geophysical surveys to identify potential water sources. Once the site is identified, our experts proceed with the borehole drilling and construction, followed by the installation of the appropriate pump system.

28. What should I expect during the geophysical survey?

Our geophysical survey involves using specialized equipment to assess the subsurface and identify potential water sources. The data collected helps us determine the best drilling location.

29. Can I request manual/hand pumps for the borehole?

Manual/hand pumps are available on request, but they will incur additional costs.

30. How long does it take to complete a borehole project?

The duration of the project depends on various factors, including the borehole depth, geological conditions, and project complexity. Our team will provide you with an estimated timeline during the consultation phase.