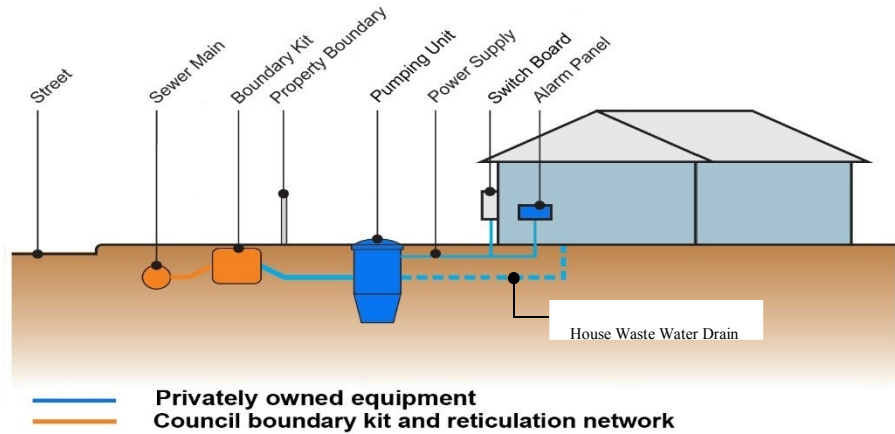


Using the System

There are a few things you need to know to ensure the system runs smoothly.

The system operates like a conventional gravity sewer, it takes waste liquids from your toilet, sink, shower, bath, dishwasher and washing machine. The pump grinds up solids and transfers all the waste off your property to the treatment plant. No treatment is done on site.



To avoid blockages and damage to the Pressure Sewer System the following items should **NOT** be put into the pump station:



- Glass / Metal
- Gravel, sand or aquarium stones
- Seafood or Egg shells
- Nappies, sanitary pads or tampons
- Baby or Flushable wipes



- Kitty Litter
- Flammable materials
- Oil / Grease
- Strong chemicals
- Petrol, diesel
- Storm-water
- Plastics

The new Pressure Sewer System



The new system consists of a pumping unit on your property which is connected to a network of pipes from other properties in your area.

These pipes transfer wastewater to the off-site sewerage treatment plant.

From ground level to the alarm level you have approximately 24 hours of emergency storage. This means that even after the alarm sounds you can continue to use the system for around a day before it will overflow (however you are encouraged to minimise water use during this time).

If the alarm sounds

The audible alarm can be turned off by pressing the rubber button underneath the alarm panel.

If the alarm light is still active after 15 minutes then call Ecoflow for assistance (refer to phone number on alarm panel). Please also call if the system re-alarms within the next few days.

Ecoflow will ask for your phone number and address and will have their service contractor respond to the situation.

The system has a built in 24 hour emergency storage capacity, so any repairs will be carried out within the 24 hour period. Whilst waiting for the unit to be repaired you should try to minimise the amount of waste going through the system.

If you notice any irregularity with the unit, i.e. the alarm frequently sounding, then contact Ecoflow and discuss your concerns with them.

Press the silence button
located under the alarm panel.

Call: Ecoflow
0508 528 3725

Give Ecoflow your name,
address and contact number

If necessary an Ecoflow
Service Technician will visit
your site to solve the issue



On your property

THE SYSTEM IS DAMAGED AND NEEDS REPAIR? (eg a pipe breaks) - If the alarm goes off, follow the alarm instructions (see above). Report the damage to Ecoflow and state if the damage is on yours or the council land.

THE UNIT BECOMES SMELLY - When operating normally there should be no noticeable odours coming from the unit. If it gets smelly the unit may need flushing. Just run clean water down your kitchen or bathroom sink for about 5 minutes. If the unit remains smelly contact Ecoflow.

YOU NOTICE WET SPOTS AROUND THE UNIT OR ITS PIPES - The pumping unit and the pipeline are totally sealed. If you notice wet spots around the unit or its pipes and there has not been any recent heavy rains, contact Ecoflow.

THE ALARM KEEPS GOING OFF WHEN IT RAINS - It means rainwater may be getting into the system and overloading it. Contact Ecoflow.

THE NEIGHBOUR'S ALARM SYSTEM GOES OFF AND THEY ARE AWAY - Telephone Ecoflow.
Do not investigate the problem yourself.

THERE IS A POWER FAILURE - If there is a power failure, keep water use to a minimum. When the power is restored the system will reset itself.

DO NOT - Put heavy weights on the unit lid. The unit lid can be safely walked on but this should be avoided.

DO NOT - Touch the valves in the boundary kit.

DO NOT - Turn off the power to the pumps unless in response to a broken sewerage pipe or evacuation in an emergency.

DO NOT - Cover the pumping unit with any dirt / garden mulch etc.

ENSURE ACCESS - Is available to the pump at all times.

CONTACT THE COUNCIL - If you are making any modifications to your home which may effect the system.

IF YOU ARE GOING ON HOLIDAY - Even if only for a few days, you should flush the system. This is to avoid the possibility of the system becoming smelly in your absence and causing alarm to your neighbours. To flush the system, simply run a tap in the kitchen or bathroom sink for approximately 5 minutes.

TAKE CARE IN THE GARDEN - Be careful when digging in the garden near the pump unit or its discharge pipes. If you do accidentally break the pipeline, immediately contact Ecoflow and let them know what has happened. While waiting for Ecoflow to arrive, minimise the water use in the house.

DO NOT ATTEMPT TO REPAIR THE SYSTEM YOURSELF.