



**YOUR GUIDE TO
THE NEW
PRESSURE SEWER SYSTEM**

FOR ANY ALARMS PHONE

ecoflow

**0508 528 3725
0508 LATERAL**



The new Pressure Sewer System

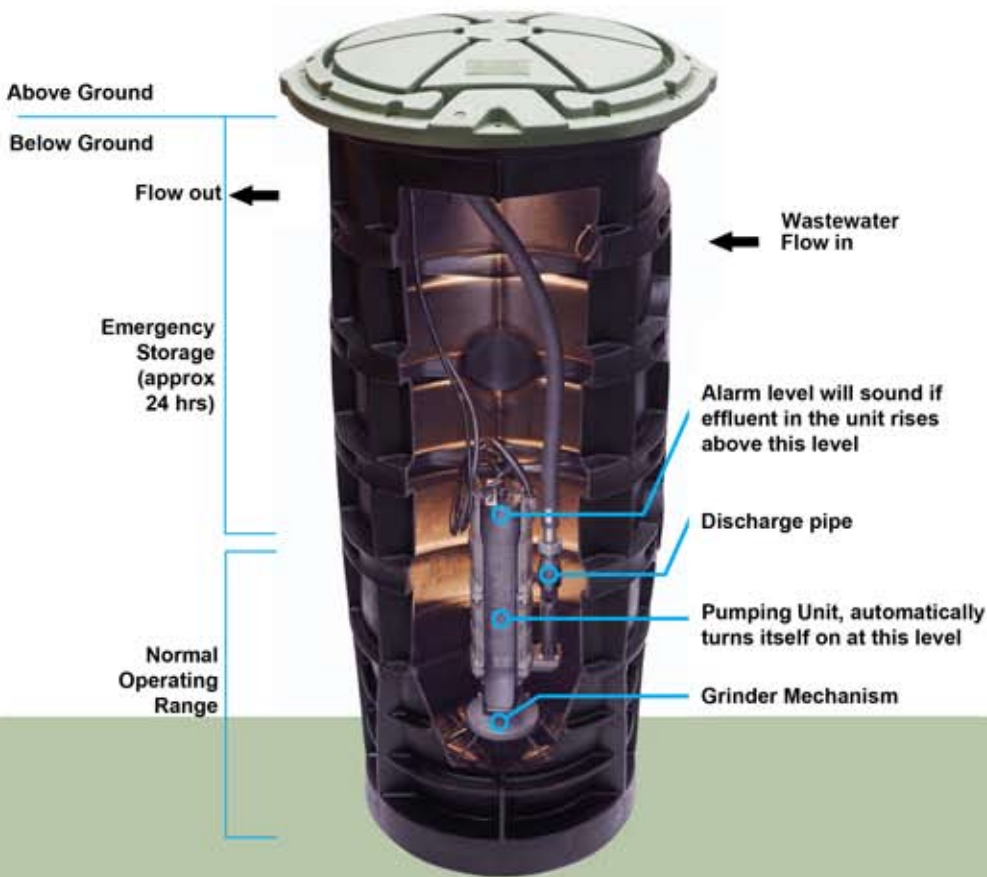


The E/One Pressure Sewer System is reliable and robust. There is little that you need to do and very little that can go wrong. Here is how it works:

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

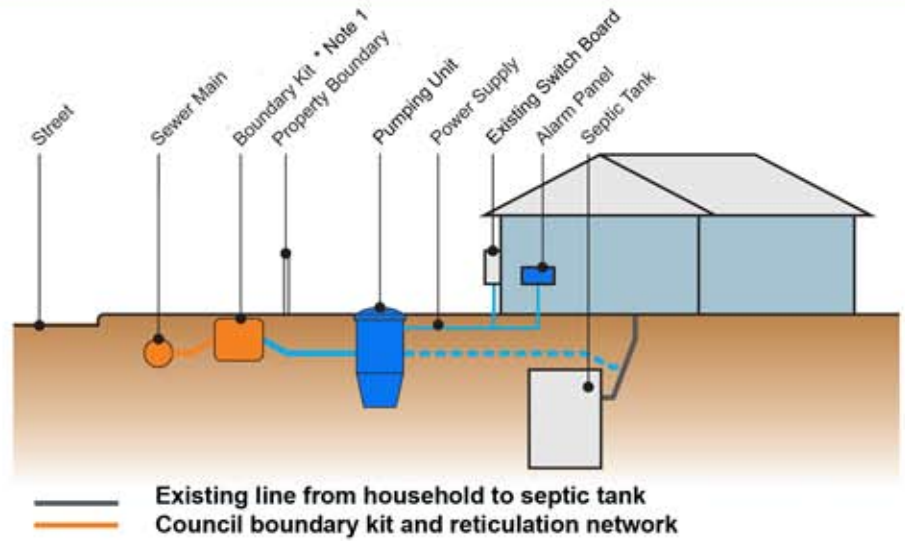
These pipes transfer wastewater to a sewerage treatment plant which processes the wastewater into reclaimed water suitable for re-use or disposal.

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



Using the System

There are a few things you need to know to ensure the system runs smoothly. The system operates like a normal sewerage system. It will take waste liquids from your toilet, sink, shower, bath, dishwasher and washing machine and transfer the waste to the local sewerage treatment plant.



Note 1: Boundary kits may not be installed for temporary solutions.

To avoid blockages and damage to the Pressure Sewerage System the following items should **NOT** be placed into the system.



- glass
- metal
- gravel or sand, including aquarium stone
- seafood shells
- socks, rags or clothes
- plastic
- nappies, sanitary napkins, tampons or baby wipes



- kitty litter
- explosives
- flammable materials
- lubricating oil, grease
- strong chemicals
- petrol, diesel
- storm water run off

If the alarm sounds



The audible alarm can be turned off by pressing the button underneath the alarm panel. If your Pressure Sewer System has had a short term build up of volume then the system will automatically clean itself and the alarm will switch off within an hour. You will know if this has happened because the alarm light will go out.

If the alarm light is still active after one (1) hour 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.

The Ecoflow Technician will ask you a series of questions to help determine the urgency and nature of any repairs that may be required.

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 the alarm sounded because of a short term build up and the system subsequently cleaned itself, you should still consider what caused this to happen. If possible, you should guard against this happening in the future (illegal storm water connections to the system, etc).

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

PRESS THE BUTTON located under the alarm panel. This will turn off the sound of the alarm, however the alarm light will continue to be lit.

WAIT AN HOUR and then check to see if the light on the alarm panel is still on.

If the light on the alarm panel is still on then **CALL THE ECOFLOW CALL CENTRE.**

Give the Ecoflow service technician your name, address and contact number.

If the light on the alarm panel is no longer lit then **NO FURTHER ACTION IS REQUIRED.**



What happens if...

THE SYSTEM IS DAMAGED AND NEEDS REPAIR? (eg a pipe breaks)

If the alarm goes off, follow the alarm procedure on the previous page.

Determine if the broken pipe is a water main or sewer main.

If it is a sewer main, turn off the power to the pumping unit on your switchboard, report the damage to the Ecoflow Call Centre and state if the damage is on council land, or is on your land.

If the damaged pipe is a water main or sewer street main, report the damage to your local Council Call Centre.

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 the Ecoflow Call Centre.

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 the Ecoflow Council Call Centre to investigate.

THE ALARM KEEPS GOING OFF WHEN IT RAINS

It means rainwater may be getting into the system and overloading it. Contact the Ecoflow Call Centre to investigate.

THE NEIGHBOUR'S ALARM SYSTEM GOES OFF AND THEY ARE AWAY

Telephone the Ecoflow Call Centre. Do not investigate the problem yourself.

THERE IS A FLOOD OR POWER FAILURE

If you can safely stay in your home during the flood then simply minimise the water usage through the unit.

If there is a power failure, discontinue using the system. When the power is restored the system will reset itself.

Be aware...

DO NOT

Put heavy weights on the unit lid. eg. large pot plants.

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 ECOFLOW

If you are making any modifications to your home which may effect the system, e.g. installing a pool or spa pool.

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 it's discharge pipes. If you do accidentally break the pipeline, immediately contact the Ecoflow Council and let them know what has happened. While waiting for the Ecoflow Service Technician to arrive, minimise the water use in the house.

DO NOT ATTEMPT TO REPAIR THE SYSTEM YOURSELF

For emergency alarms phone:

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