

YOUR GUIDE TO THE NEW PRESSURE SEWER SYSTEM



**MARLBOROUGH
DISTRICT COUNCIL**



Ecoflow Limited

16b Piermark, North Harbour P.O Box 300-249 Albany

Ph: (09) 447-1793 Fax: (09) 447-3901

info@ecoflow.co.nz

www.ecoflow.co.nz



The new Pressure Sewer System

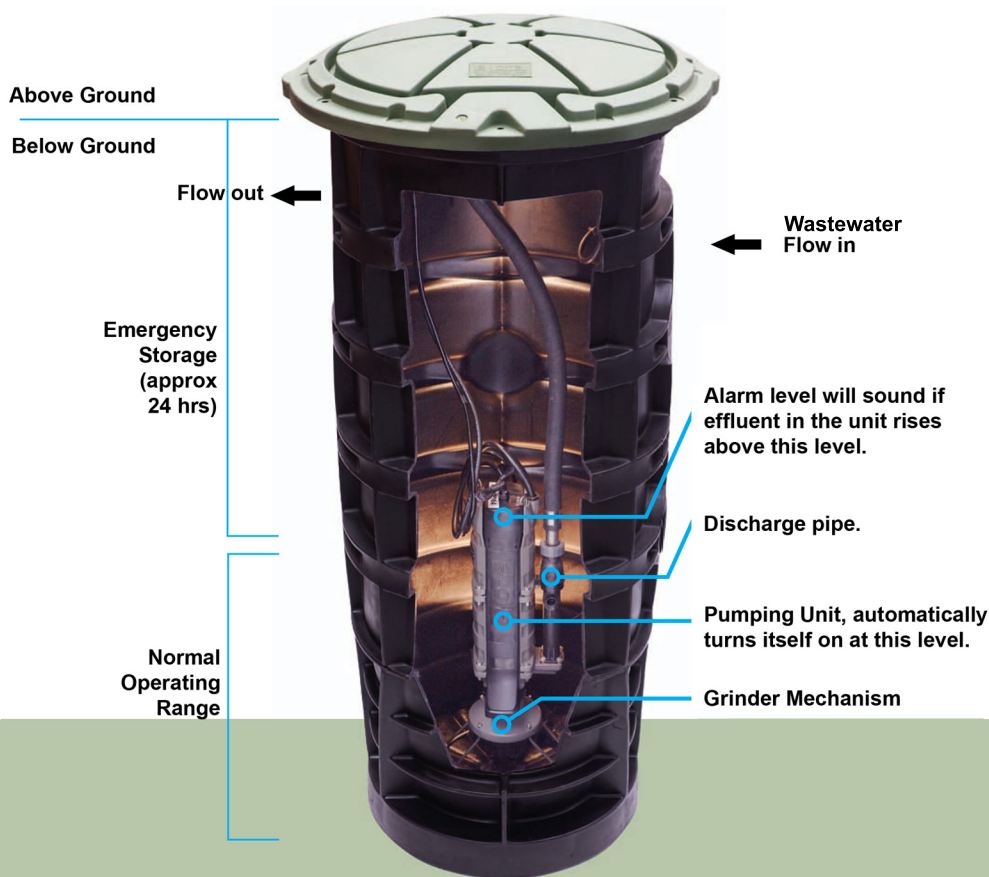


The E/One Pressure Sewer System is reliable and robust. There is very little you need to do and very little that can go wrong. Here is how it works:

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.

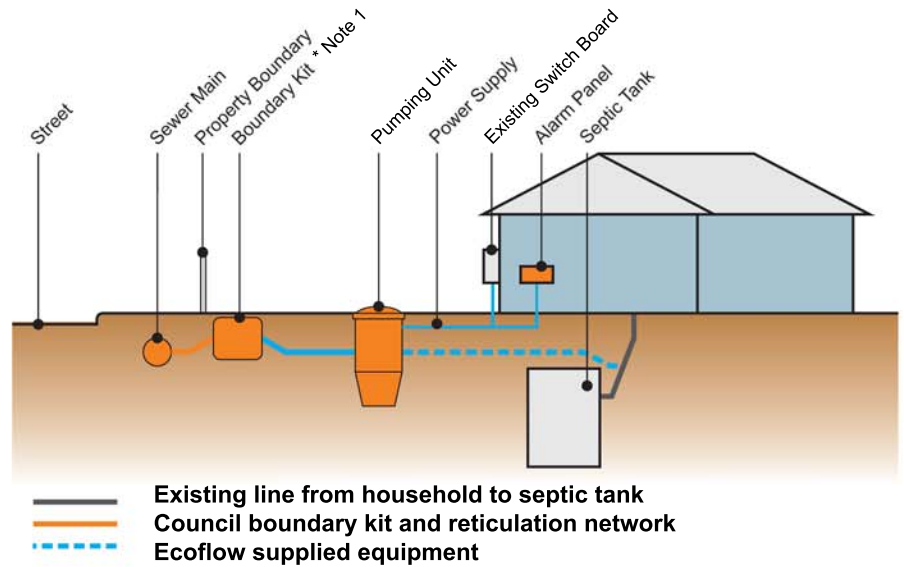
These pipes transfer wastewater to the Blenheim Sewage Treatment Plant, for treatment prior to discharge.

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 Sewer System the following items must **NOT** be placed into the system.

- | | | | |
|--|--|--|---|
| | • glass | | • kitty litter |
| | • metal | | • explosives |
| | • gravel or sand, including aquarium stone | | • flammable materials |
| | • seafood shells | | • lubricating oil, grease, cooking oil and fats |
| | • socks, rags or clothes | | • strong chemicals |
| | • plastics | | • petrol, diesel |
| | • nappies, nappy wipes, sanitary pads or tampons | | • storm water run off |
| | | | • paints (both water soluble and oil based) |

Please be advised that if a blockage and / or damage is caused to the grinder pump system from improper use, the property owner will be responsible for the cost of repair or replacement.

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 Marlborough District Council on (03) 520 7400 for assistance (refer to phone number on alarm panel).

The call centre operator may 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 Marlborough District Council 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 COUNCIL HELP LINE

Give the call centre operator
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.

If it is a sewer main, turn off the power to the pumping unit on your switchboard, report the damage to the Marlborough District Council call centre on (03) 520 7400 and state if the damage is on council land, or is on your 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 the Marlborough District Council call centre help line.

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 Marlborough District Council on (03) 520 7400, to investigate.

THE ALARM KEEPS GOING OFF WHEN IT RAINS

It means rainwater may be getting into the system and overloading it. Stormwater pipes and down pipes must not be diverted to the sewer.

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

Telephone the Marlborough District Council help line (03) 520 7400. 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.

YOU NEED TO EVACUATE DUE TO AN EMERGENCY SITUATION

Flush out the system by running water down your kitchen or bathroom sink for about 5 minutes. Turn off the power to the pump (on / off switch located by the alarm panel).

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 THE COUNCIL

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 Marlborough District Council on (03) 520 7400 and let them know what has happened. While waiting for the technician to arrive, minimise the water use in the house.

DO NOT ATTEMPT TO REPAIR THE SYSTEM YOURSELF.