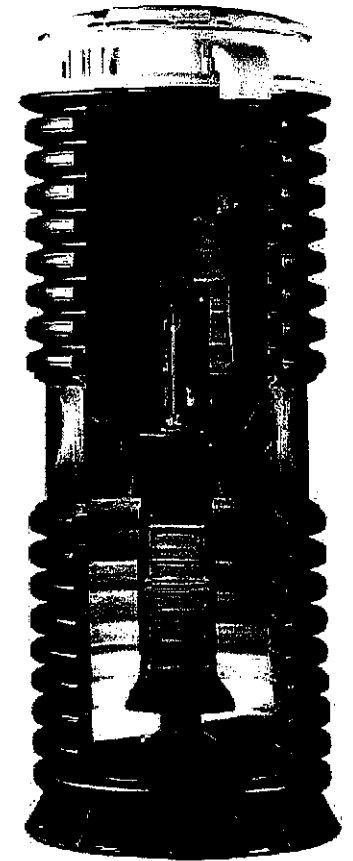


The Pressure Sewer System ***Owners Guide***



Environment One Corporation
A Precision Castparts Company



The Pressure Sewer System

A pressure sewer system is used in certain areas because of the unsuitability and/or cost of a conventional sewer system.

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

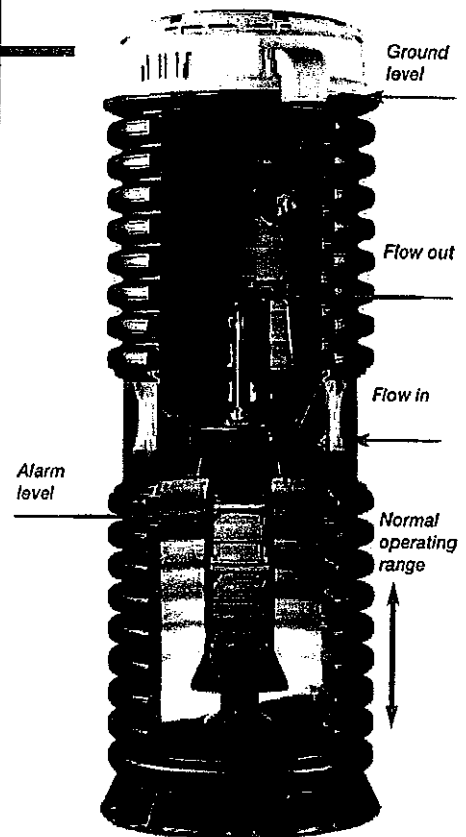
These pipes transfer wastewater to the sewer system or treatment plant.

The systems installed are E/One grinder pump stations and are very reliable and robust.

There is not much you need to do and very little that can go wrong. The diagram opposite shows how it works.

In the event of a power outage, limit water usage as much as possible.

* Your grinder pump station may be different than model shown.



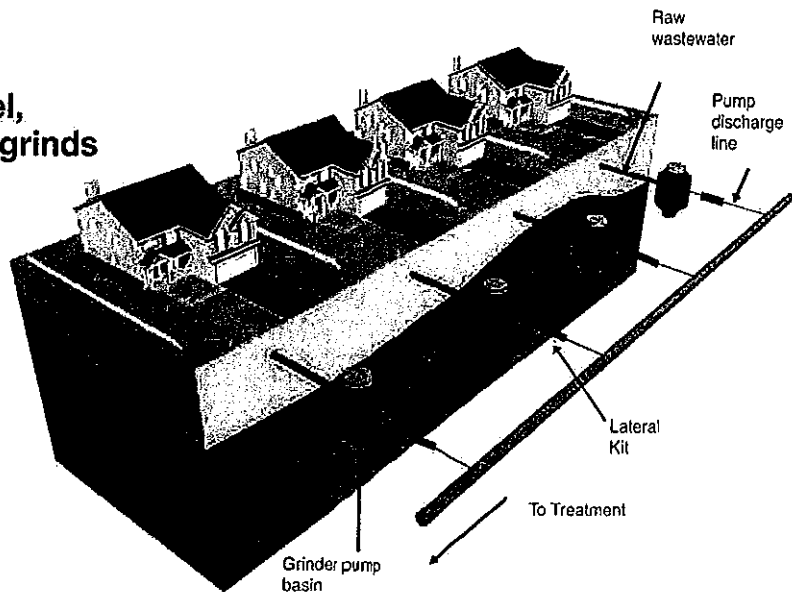
Using the System

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

The system operates like a normal sewer system, taking waste liquids from your toilet, sink, shower, bath, dishwasher and washing machine and transferring it to the sewer system or treatment plant.

*To avoid blockages and damage to the pump, the following items should **NOT** be placed into any sewer system:*

- Glass
- Metal
- Abrasive materials including gravel, sand, aquarium stone, and coffee grinds
- Seafood shells
- Socks, rags or cloths
- Plastic
- Sanitary napkins or tampons
- Disposable diapers
- Kitty litter
- Explosives
- Flammable materials
- Lubricating oil, grease, paint, large amounts of cooking oil
- Strong chemicals
- Gasoline or diesel
- Stormwater runoff
- Personal wipes (and other products marked "flushable")

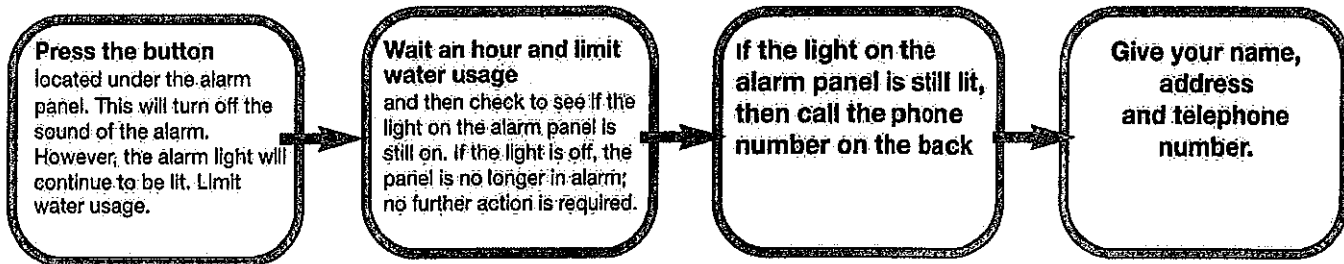
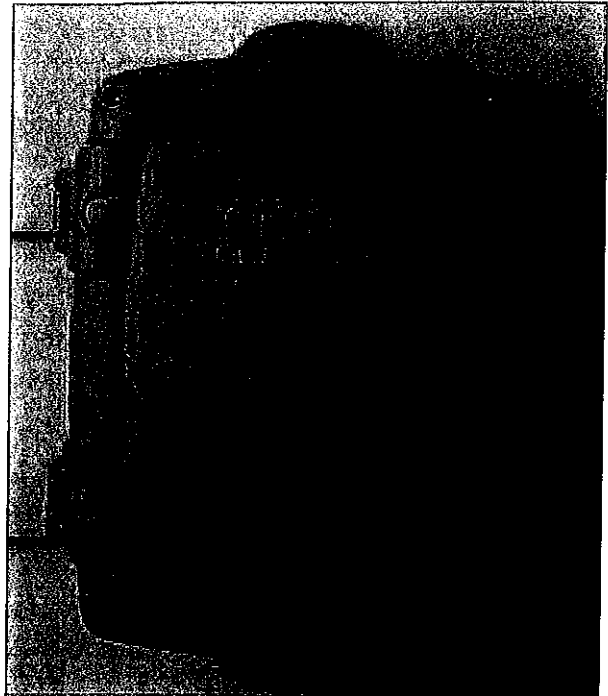


What to do if the alarm sounds

Turn off the sound of the alarm by pressing the silence button underneath the alarm panel. **Limit water usage.**

If the alarm light is still active after an hour, then call the phone number located on the back of this pamphlet. If the alarm sounded and the system subsequently cleared itself, you should consider what caused this to happen.

If you notice any irregularity with the unit, such as the alarm sounding frequently, then contact the phone number located on the back of this pamphlet.



DO NOT ATTEMPT TO REPAIR THE UNIT YOURSELF

Troubleshooting

The system is damaged and/or needs repair

- If the alarm sounds, follow the alarm procedure on the previous page.
- If it is a water supply pipe, **turn off your water supply and contact a plumber for repair.**

Odors coming from the grinder pump station?

- When operating normally, there should be no noticeable odors coming from the unit. If there are odors, the unit may need flushing. Run clean water down your kitchen, laundry or bathroom sink for about 10 minutes. **If odors persist, call the phone number located on the back of this pamphlet.**

You notice wet spots around the pumping unit or the discharge pipe?

- The pumping unit and discharge pipe are totally sealed. If you notice wet spots around the unit or pipe and there has not been any recent rain, **call the phone number located on the back of this pamphlet.**

The alarm keeps going off when it rains?

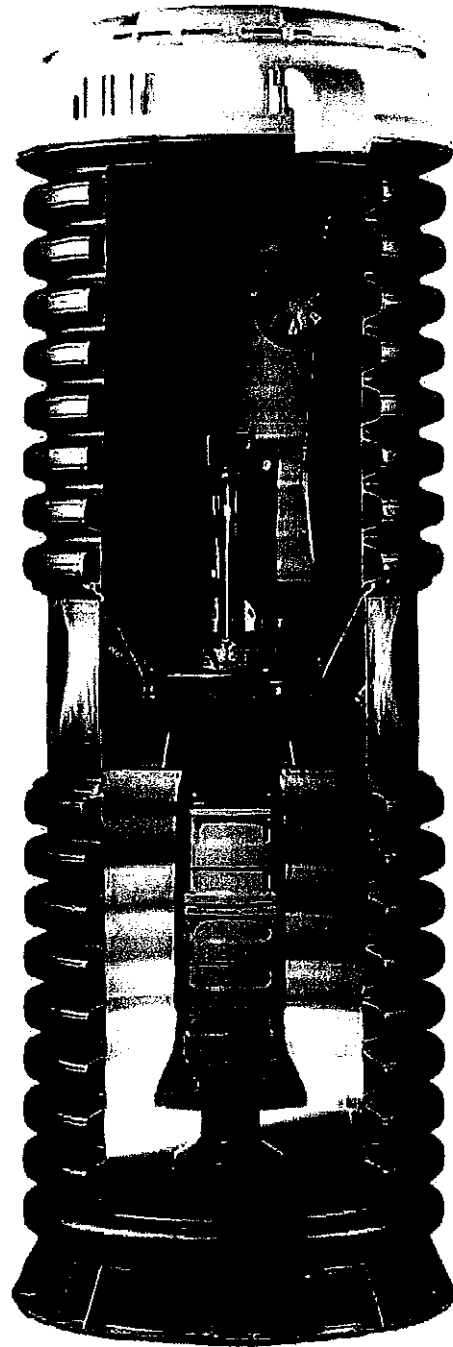
- It means rainwater may be getting into your system and overloading it. **Contact your plumber to investigate.**

The neighbor's alarm goes off and they are away?

- **Call the phone number located on the back of this pamphlet immediately and report the problem. Do not investigate the problem yourself.**

There is a power failure?

- If there is a power failure, reduce water use where possible. The alarm may activate until the unit clears itself. If the alarm remains on for over an hour after the power has been restored, **call the phone number located on the back of this pamphlet.**



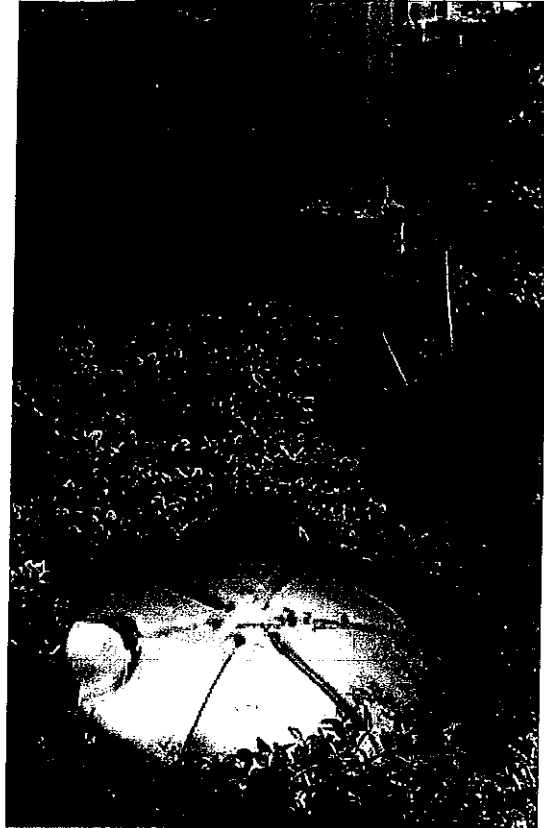
On your property

Be aware ...

- *Do not touch the valves*
- *Do not turn off the power to the pump*
- *Do not block the vent on the pump station*
- *Do not cover the pump station lid*

Contact E/One or your local distributor if you are making modifications to your home which may affect the system, such as installing a spa or swimming pool or extending the house over or near the unit or discharge pipe.

Ensure access is available to the pump station at all times. Keep plant growth and other debris away from the unit.

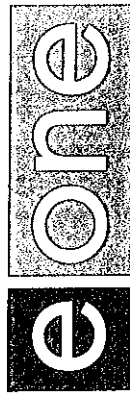


If you go on vacation for a length of time, flush the system before you go away. Run clean water into the unit until the pump activates. Turn off the water and allow the grinder pump to run until it shuts off automatically. If you have a duplex unit (two pumps), special attention must be taken to ensure that both pumps turn on when water is added to the tank.

Take care when **digging in the yard near the pump station** or the discharge pipe. If you do accidentally break any pipeline, call the phone number located on the back of this pamphlet immediately and minimize use of water in the house. Do not attempt to repair the system yourself. You will be responsible for the cost of these repairs.

If you have a pool or want to install a pool or spa, **contact your local distributor for further information.**

If you require further information about the pressure sewer system ...



Environment One Corporation
A Precision Castparts Company

2773 Balltown Road, Niskayuna, NY 12309-1090

Voice 518.346.6161

Fax 518.346.6188 www.eone.com

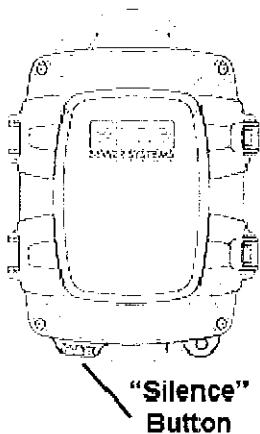
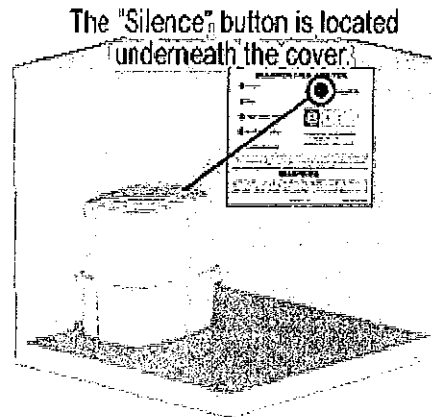
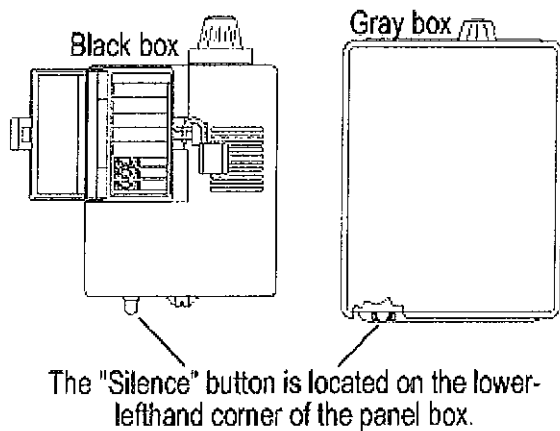
Q: What do I need to know about my grinder pump?

A: All of the wastewater in your home from toilets, showers, dishwashers, sinks, etc. empties into the grinder pump station. When the water in the tank reaches a certain level, the pump will turn on automatically and pump the wastewater to the sewer system. Most of the time, you won't even notice the pump running; it produces about the same level of noise as a washing machine and usually runs for only a few minutes.

Take care not to dump oil, grease, paint, strong chemicals, sand, kitty litter, etc. down your drain. Feminine products and personal/cleaning wipes should be disposed of in a garbage can. These items should not be introduced into any sewer or septic system; they can damage or cause premature problems (parts wearing out) with your pump, or build up in the tank and prevent your pump from working properly.

Q: What if the alarm goes off?

A: If the alarm sounds on your grinder pump, push the Silence button located on the outside of the panel box. If your grinder pump is in your basement and doesn't have a separate panel box, remove the gray cover and push the Silence button. If the red light does not turn off after an hour or so, you should call for service. Look for a phone number on the alarm panel, or call the Service Link at 1-866-539-9803.



Q: How long is the grinder pump warranty? Where can I get the grinder pump warranty information?

A: The standard warranty for your grinder pump varies by specific model. Most E/One grinder pumps have a two-year warranty; the Gatorgrinder has a one-year warranty; and the Indoor Unit has a five-year warranty. You can download the warranty cards [here](#).

Q: Who do I call for service and repair?

A: E/One recommends that you call an E/One authorized distributor or service center for service and repair. They are trained by Environment One and knowledgeable about our pumps.

First, look on your alarm panel for a service sticker with a phone number (confirm that they are an E/One distributor). If no service sticker is on the panel, use our toll-free Service Link (U.S. only) to find a service center near you: 1-866-539-9803. In Canada, use our [Distributor Locator](#).

Some towns take care of the grinder pump service for residents. Check your town's web site for information.

Q: How do I contact E/One's service department?

A: If you have questions about grinder pump service, call us at 518-346-6161 or send an email to ssbfieldservice@eone.com.

Q: What if the power goes out?

A: Limit your water usage as much as possible. The tank has storage capacity and should be adequate for the short term because you are not using the dishwasher, washing machine, etc. When the power comes on again, the alarm may go off for a short time – this is normal because the water could be above the pump's alarm level and the pump needs a few minutes to pump down the tank to a normal level. If the alarm does not turn off, call for service.

The best way to handle power outages is using an alarm panel that is equipped with a Remote Sentry Module and a generator receptacle. The Remote Sentry is a remote alarm with a buzzer & LED that indicates a high water alarm even if the power is out, when it is connected to the Remote Sentry Contacts in the panel. So, the home owner can use the water until the Remote Sentry indicates that the tank is full, then they plug a 6500W generator into the receptacle on the panel, the pump comes on, pumps down and they can continue to use water.

Q: I'd like to get a generator. What kind of generator do I need?

A: E/One recommends a good quality, 6500-watt generator for starting the pump.



2000 Series or Extreme Series
Indoor Grinder Pump Station



2000 Series or Extreme Series
Outdoor Grinder Pump Station

