

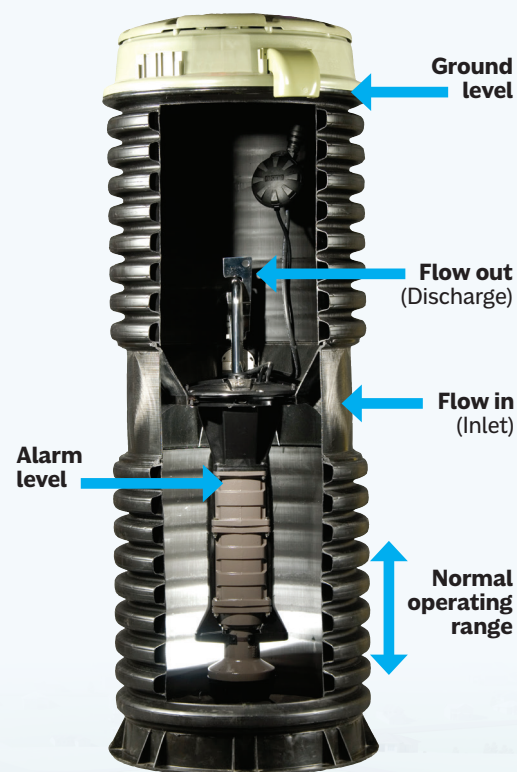


# Owners Guide

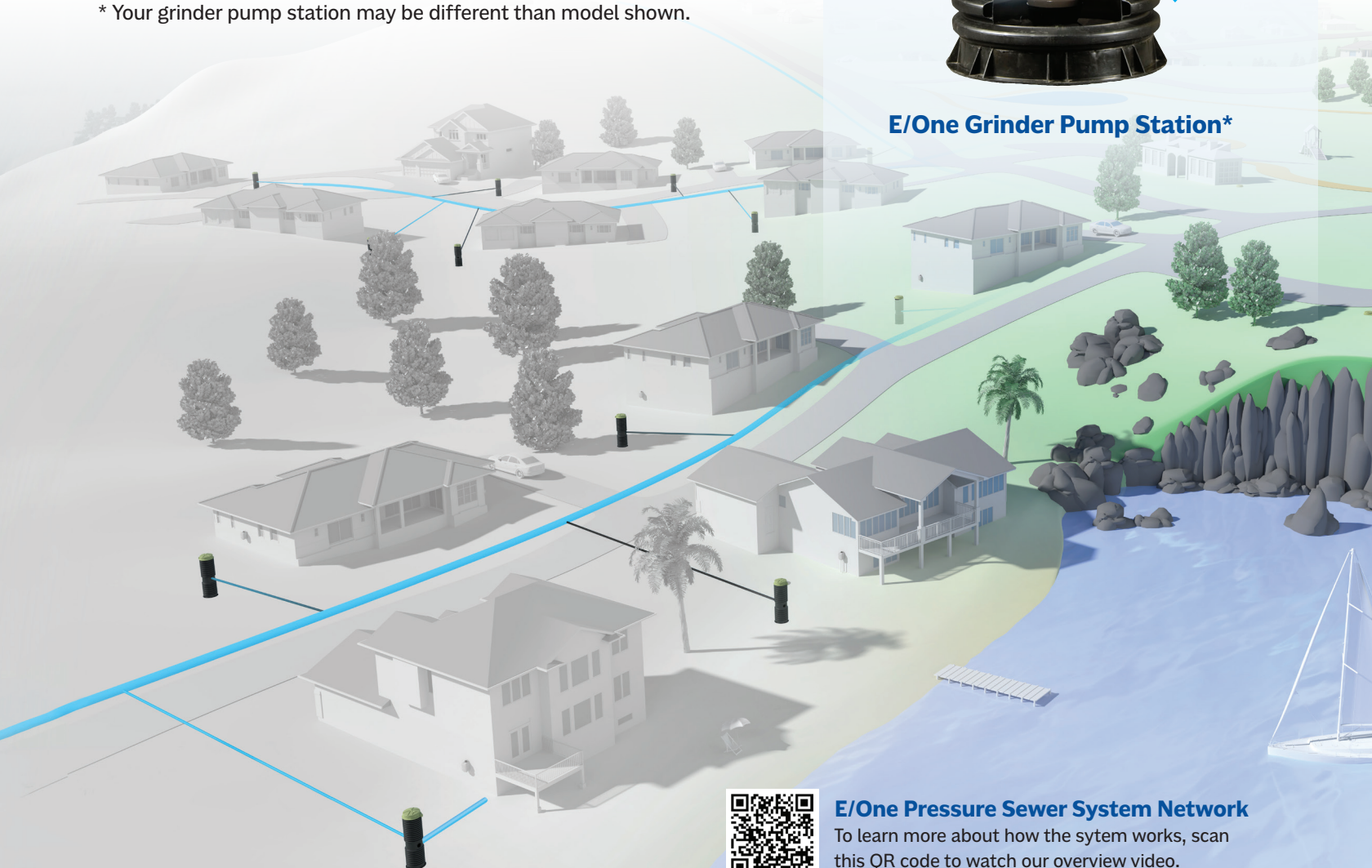
# About the System

A **pressure sewer system** consists of a pumping appliance 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 municipal sewer system or treatment plant that processes the wastewater. The systems installed are driven by the highly-reliable and robust E/One grinder pump. The diagram to the right details the grinder pump, and below is an example of a pressure sewer network across flat, wet, rocky or hilly terrain.

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



**E/One Grinder Pump Station\***



## **E/One Pressure Sewer System Network**

To learn more about how the sytem works, scan this QR code to watch our overview video.



# Using the System

## DON'T FLUSH THESE ITEMS!

Please do not place any of the items listed below into your **toilet, sink, shower, bathtub, garbage disposal, or other drain**. When the wrong thing is flushed, results can include **costly damage** to your grinder pump, backups on your property, problems at your local wastewater treatment plant, or be harmful to the environment. Even if the label reads “flushable,” it’s safer to place the item in a trashcan.

*Contact your local sewer municipal/utility district to get a list of any items they recommend are not flushable.*



## SAVE MONEY BY PREVENTING SEWER PROBLEMS

### DON'T FLUSH ME!

- × Fat, oils, and grease
- × Diapers or baby wipes
- × Tampons, applicators, sanitary napkins
- × Wipes of any kind
- × Rags, cloths, towels, socks, underwear
- × Hair
- × Cotton Swabs
- × Kitty litter or aquarium gravel
- × Rubber or latex items
- × Cigarette butts
- × Syringes
- × Candy/food wrappers
- × Disposable toilet brushes
- × Glass
- × Metal
- × Plastic
- × Flammable or hazardous materials
- × Strong chemicals or paint thinners
- × Seafood shells
- × Any pharmaceutical products

# Property Care



## Important Safety Tips

- **Do not touch** the valves
- **Do not turn off the power** to the pump unless in response to a broken discharge pipe
- **Do not block the vent** on the pump station
- **Do not cover** the pump station lid

## Making Home Modifications?

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, an oversized tub, or extending the house over or near the unit or discharge pipe.

## Digging In Yard

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.

## Keep Pump Station Accessible

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

## Long Vacations

If you go on vacation for an extended 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.



**Require Further Information About E/One Pressure Sewer Systems?**

Learn more by visiting [eone.com](http://eone.com) or by scanning this QR code.



# Alarm Going Off?

Follow these easy steps to silence your alarm and determine if a service appointment is needed.

## Step 1

### Press Button

**Press the button located under the alarm panel to silence alarm.** This will turn off the sound of the alarm. However, the alarm light will continue to be lit. **Limit water usage.**

## Step 2

### Wait an Hour

**Wait an hour and then check to see if the light on the alarm panel is still on.** If the light is off, the system is no longer in alarm; no further action is required.

## Step 3

### Light Still On?

**If the light on the alarm panel is still lit after an hour:** call the phone number on the back of this pamphlet so that a service appointment can be scheduled.

## Step 4

### Call Service

**When calling to make your service appointment:** Please leave your name, home address and telephone number so that a visit can be scheduled.

## **DO NOT** ATTEMPT TO REPAIR THE UNIT YOURSELF

- If the alarm light is still active after an hour, call the phone number on the back of this pamphlet as a service appointment may be needed. If the alarm sounded and the system subsequently cleared itself, you should consider what caused this to happen.
- The system has a 24-hour emergency storage capacity, depending on water usage, so any repairs should be carried out within the 24-hour period. **Please try to minimize the amount of wastewater going into the system.**
- If you notice any irregularity with the unit, such as the alarm sounding frequently, then call the phone number located on the back of this pamphlet.



### Need to Schedule a Service Appointment?

Find your local distributor's contact information by scanning this QR code.



# Troubleshooting

Here are solutions to the most common questions or situations.

## Is my system damaged and in need of repair?

- If the alarm sounds, follow the alarm procedure on the previous page.
- If there is a break in the discharge pipe, turn off the power to the pump.
- Report the damage by calling the phone number located on the back of this pamphlet and minimize water usage until it is repaired.
- Make sure the service person has easy and safe access to the pump for repair.
- If it is a water supply pipe, turn off your water supply and contact a plumber for repair.

## Is the unit emitting an odor?

When operating normally there should be no noticeable odors coming from the unit. If you detect an odor, the unit may need flushing. Just run clean water down your kitchen, laundry or bathroom sink for about 10 minutes. If the odor remains, call the phone number located on the back of this pamphlet.

## Noticing 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 number located on the back of this pamphlet.

## Is the alarm going off when it rains?

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

## Has there been 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.

## Is the neighbor's alarm going 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.



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