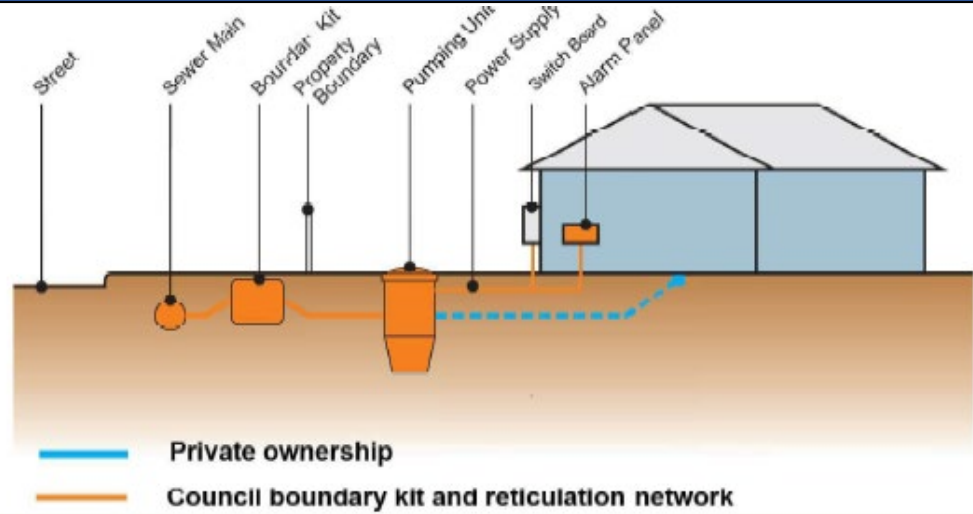















# Homeowners Guide to the Pressure Sewer System

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

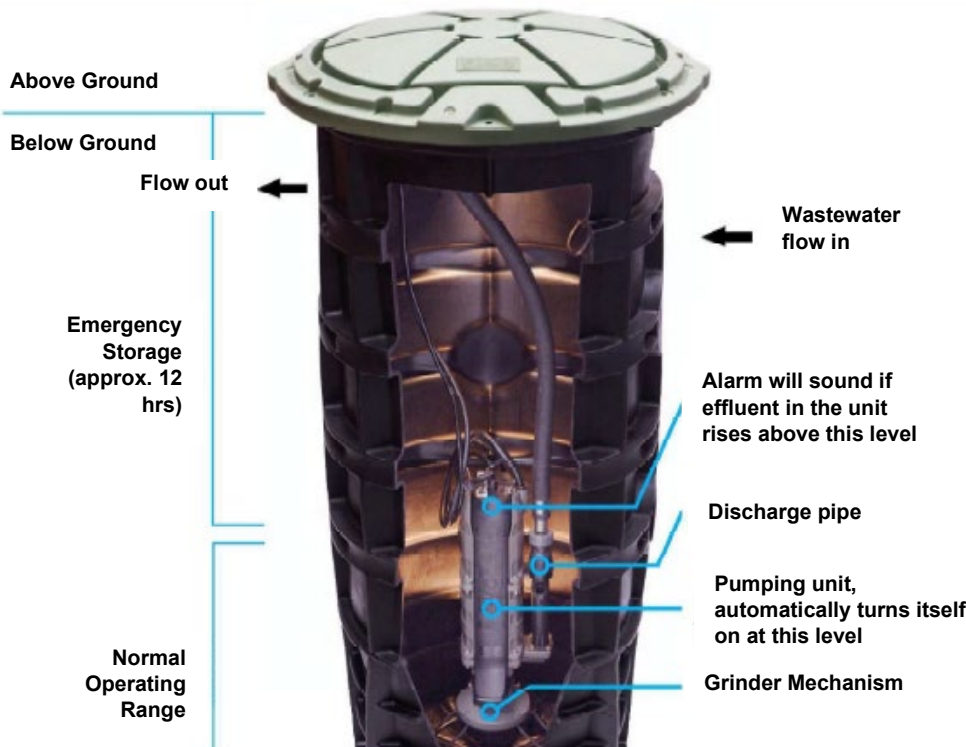
The system operates like a conventional gravity sewer, it takes waste liquids for your toilet, sink, shower, bath dishwasher and washing machine. The pump grinds up solids and transfers all the waste off your property to the treatment plant. No treatment is done on site.



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 shells
-  • Plastic
-  • Nappies, sanitary pads or tampons
-  • Baby wipes
-  • Kitty Litter
-  • Explosives
-  • Flammable materials
-  • Oil / Grease
-  • Strong chemicals
-  • Petrol, diesel
-  • Storm-water

## The Pressure Sewer System



The system consists of a pumping unit which is connected to a network of pipes from other properties 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 12 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 button underneath the alarm panel.

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

The Whangarei District Council will ask for your phone number and address and will have their service contractor respond to the situation.

**Our service contractor is the only person authorised to service the pump. If the pump fault is found to be damaged or blocked by some items which should not be flushed into the system, (eg wipes, nappies, etc, as listed in the Homeowners Guide) the repair costs including callout and admin fees may be charged to the homeowner.**

The system has a built in 12-hour emergency storage capacity, so any repairs will be carried out within the 12-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 is sounded because of 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 Whangarei District Council and discuss your concerns with them.

PRESS THE SILENCE BUTTON  
located under the alarm panel.

Call: WHANGAREI DISTRICT  
COUNCIL  
(09) 430 4200

Give the Whangarei District  
Council your name, address and  
contact number.

Service Contractor will call back  
and make a site visit to solve  
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 the Whangarei District Council and state if the damage is on yours or the council land.

**THE UNIT BECOMES SMELLY** – When operating normally there should be no noticeable odors coming out of 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 Whangarei District Council.

**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 have not been any recent heavy rains, contact the Whangarei District Council.

**THE ALARM KEEPS GOING OFF WHEN IT RAINS** – it means rainwater may be getting into the system and overloading it. Contact Whangarei District Council.

**THE NEIGHBOURS ALARM SYSTEM IS GOING OFF AND THEY ARE AWAY** – Telephone the Whangarei District Council. 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 minimize the water usage through the unit. If there is a power failure, minimize use. 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 of 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 affect 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 neighbors. 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 the Whangarei District Council and let them know what has happened. While waiting for the Whangarei District Council to arrive, minimise the water use in the house.