



OWNER'S MANUAL

SUPER-TREAT
SB440 & SR480

AERATED WASTEWATER TREATMENT SYSTEM



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1. Welcome

You have purchased a property where a Super-Treat Aerated Wastewater Treatment System is installed and we welcome you as a Van Diemen Wastewater Services customer.

The system is not only hygienically safe but also ideal to discharge above ground with no offensive odours.

It saves water usage (and water rates) by recycling through an automatic irrigation system - water that would under normal circumstances go to waste. It promotes garden growth and the system does all this quietly and is fully automatic.

Your Super-Treat is a 10-person AWTS and is designed to treat domestic wastewater to a very high standard. All that is needed are some common sense household approaches and Pages 5 & 6 of this manual advises the do's and don'ts and suggested cleaning products.

2. Contact Details

SERVICE & MAINTENANCE:

VAN DIEMEN WASTEWATER SERVICES

11 Cessna Way, Cambridge Tas 71770

PO Box 147, Sorell Tas 7172

Phone: (03) 6128 3633

Email: info@vandiemenwastewater.com.au

Web: www.vandiemenwastewater.com.au

OFFICE HOURS:

Monday-Friday 8.30 - 4.30pm

For after hours call outs please call the office and follow the prompts. Please leave a voicemail if unanswered.

3. Power

The power should be left on at all times - even if you are vacating the premises.

If the power is off for an extended period of time, say 8 hours, you should keep water usage to a minimum. You can still flush toilets and wash dishes but keep showers short and avoid washing.

The alarm may sound after an extended blackout as the system may fill to high levels. It should return to normal some time after power is restored and the water has had the opportunity to disperse through the irrigation area.

If the power is off for too long, the biological activity will die off and the system will need pumping out.

4. Pump Out

Depending on the individual usage of your septic system, a slow but gradual accumulation of non-biodegradable matter will lead to the need for a pump-out (de-sludge).

This applies to any septic tank and your service technician will advise if a pump out is required and the correct procedures to follow.

The current State Government requirement for septic tank installations specifies that they be de-sludged at not greater than 5 yearly intervals.

Van Diemen Wastewater Services will be happy to advise and assist in this matter. Pump-out of the system is not a standard service procedure and incurs an additional cost.

Please note:

Never allow pump out in wet weather or soon after. This is due to the risk of tank floatation.

Please contact Van Diemen Wastewater Services for crucial instructions to be followed when de-sludging (burn out of pumps etc due to incorrect procedure is not covered under warranty).

5. Do's and Don'ts

The following points are important for protecting the good bacteria in your system. The bacteria are essential for breaking down waste - thus ensuring the AWTS remains in a clean, healthy condition.

DO NOT use bleaches & antibacterial products. They are a NO NO!

DO NOT use products with bleach or ammonia.

DO NOT use any sanitizing agents other than those recommended by the manufacturer. Dangerous chemical reactions can occur.

DO NOT use, or dispose of, strong anti-bacterial products, insecticides, herbicides, pesticides or unused medicines. These could damage the system or kill the bacteria that are required to purify the water and eliminate bad odours.

DO NOT dispose of condoms, tampons, sanitary napkins, cotton buds, any plastics, papers, cooking oils or fatty wastes into your system

DO NOT disconnect power supply to AWTS, even if vacating the premises.

DO NOT allow unauthorised persons to tamper with your system.

DO choose low, no-phosphorus or biodegradable products and use in their recommended quantities.

DO soak any clothes to be whitened in a separate container and dispose of outside the system.

DO always use the correct amount of washing powders etc for maximum results and minimum impact on the environment. Endeavour to spread the washing loads over the week to obtain maximum efficiency.

DO phone if you have any concerns or questions in relation to the above or the following 'cleaning products' page.

6. Cleaning Products

SUGGESTED WASHING POWDERS, LIQUIDS & SOFTENERS

WASHING POWDERS

*Biozet
*Lux Pure Soap Flakes
*Woolworths Homebrand
*Aware (Planet Ark)
*Amway SA8
Spree
Duo
Radiant
Surf
Fab
Cold Power
Dynamo
Surf
Love & Care Lux

WASHING LIQUIDS

*Purity Sensitive
*Green Care
*So Gentle
*Blast
*Earth Choice
*Love'n Care
*Hurricane
*Pure
*Woolmix
Softly
Radiant

FABRIC SOFTENERS

Earth Choice
Cuddly
Fluffy
Purity Sensitive

***Contain no phosphorus (preferred)**

DISHWASHING

Earth Choice
Morning Fresh
Kwit
Finish
Palmolive
Sunlight Ajax Spray & Wipe
Jif or similar cream cleansers

SURFACE CLEANING

Earth Choice
Orange Power
Green products

New products are constantly becoming available; check the packaging/bottles for septic compatibility & environmentally friendly declarations.

TOILET CLEANING

Hot water is an effective disinfectant and can be used with a little cream cleanser.

Orange Power

Green Choice

Earth Choice

PRODUCTS NOT RECOMMENDED

ALL Antibacterial Solutions (eg: Napisan, Nursil, Milton, Nappy Plus etc)

ALL Bleaches (eg: Domestos, White King, Glade, Lemon Bleach, Marvalinn Bleach)

TOILET CLEANERS: Toilet Duck, Pine-O-Clean, Harpic, Ajax powder, Aussa.

NOTE: these are our recommendations and they are based on product knowledge at the time of writing. There are new products being manufactured and released every year that may be equally suitable.

We do not intend to discredit any product or favour others; we are concerned primarily with the function of your unit.

If you accidentally put the wrong products in your system, do not hesitate to call us. We will advise on ways you can remedy the situation or suggest how to recommence the bacterial activity.

7. Service & Maintenance

It is a requirement of State and Local Government Authorities that Aerated Wastewater Treatment Systems receive quarterly maintenance by an authorised service contractor.

Some home owners will be charged this service fee through their Council rates (check with your council for their total cost); most will be invoiced quarterly by Van Diemen Wastewater Services and will be required to enter into a maintenance contract.

Our trained & qualified service technicians will visit the site at quarterly intervals and perform the following:

- Check & report on water quality (on-site testing for pH & Free Residual Chlorine).
- Check high water float switch.
- Replenish disinfecting agent (chlorine) if required.
- Back flush system.
- Check the pump operations.
- Inspect the treatment tanks including scum and sludge returns, water & airflow.
- Re-set aeration valves and sludge return.
- Clean/replace air filter.
- Clean irrigation filters.
- Flush irrigation lines.
- Check & record operation of irrigation area & irrigation fittings.

A written service report will be provided to both the owner & the relevant council.

8. Warranty

We certify that each and every Super-Treat Aerated Wastewater Treatment System is manufactured to strict guidelines and uses only quality components to ensure a product that is safe, reliable, effective and environmentally friendly.

Concrete tanks are manufactured by Wastewater Treatment Systems Tasmania and are covered by a warranty of 15 years from date of purchase.

All mechanical & electrical components of the AWTS are covered under a full warranty – but only if and while ever it is maintained by Van Diemen Wastewater Services, maintenance fees are paid up to date and unless the fault is the result of home owner negligence (ie: kinked pipework, damaged parts etc).

NOTE: Unauthorised work carried out on the Super-Treat system will void all warranties. It must be installed and operated in accordance with installation instructions.

Following commissioning (start-up), irrigation areas and equipment are the responsibility of the home owner.

9. Troubleshooting

The Super-Treat AWTS is supplied with a warning panel that alerts of malfunctions in its operation. Should the alarm be activated, pressing the MUTE button should turn off the buzzer for 24 hours.

The alarm indicates high water level or loss of air which will remain on until the fault has been rectified. If the light remains illuminated after 1-2 hours and none of the following suggestions solves the problem, please call (03) 6128 3633. If the alarm sounds after hours, there is no need for concern - it will be ok until the following day.

PROBLEM

WHAT TO DO

Alarm light & sound:

Check that irrigation lines and sprinkler outlets are clear and not kinked, blocked or restricted.
Check power supply.
Allow 30 minutes for system to catch up after power interruption.
Clean filter – *sub-surface irrigation only (see below).*

Offensive smell:

Check that smell is not coming from another source - eg: dry waste traps, damaged or low vents.

Irrigation not working:

Clear sprinkler heads or filters (if fitted).
Check irrigation pipework for damage or kinking.

Sub-surface irrigation only: There is a disc filter in a rectangle valve box (generally with a purple lid) beside the system tank that requires rinsing every month. Our service technician will clean it when performing your quarterly service but it is suggested that they be cleaned between services (preferably monthly).



Simply unscrew large cap, pull out red cartridge, hose it off & replace. (You may need to turn it off at the meter box first, remember to turn it back on afterwards!)