



## Maintenance Brief

Congratulations on becoming the proud owner of a **BIG RED**® waste water treatment plant.

The choice you've made is helping to reduce your carbon footprint and further conserve our valuable natural water resource. You will also be responsible for discharging clean and safe effluent back into the environment and in doing so, helping to protect our fragile and delicate eco-systems as well as ground water supply.

The **BIG RED**® waste water treatment plant is an easy to operate, 'plug n play' design and you should experience a trouble-free operation for many years to come.

However, we are treating raw sewage in a natural, biological approach (using nature to clean nature), and there are a few areas that need to be kept in check for optimum performance of your plant to function as designed.

- We advise an annual inspection of the WWTP to be carried out by your accredited installer.
- As with your motor vehicle, your **BIG RED**® will require periodic servicing.
- Please contact our office and we will point you to the nearest approved expert. ([info@ecotanks.co.za](mailto:info@ecotanks.co.za))
- **BIG RED**® is very power efficient and requires a constant, uninterrupted power supply. The system only uses 100watt per hour for aeration and 180watt when the pump chamber is being emptied (approximately 30min in total per day).

Troubleshooting Self Assessment	
Observations	Action
Aeration pump is off	<ul style="list-style-type: none"> <li>• Check that power switch at wall is on for the aeration pump</li> <li>• Check that the circuit breaker has not tripped</li> <li>• Check that there is power to the house (no load-shedding)</li> <li>• If all the above is correct, and the problem still persists, call installer</li> </ul>
Sprinkler has not come on	<ul style="list-style-type: none"> <li>• Check that power switch at wall is on for the discharge pump</li> <li>• Check that the circuit breaker has not tripped</li> <li>• Check to see that your hosepipe is not bent or folded, restricting water flow</li> <li>• Open the Discharge chamber lid, ensure the float switch is not restricted</li> <li>• Toggle the float-switch up and down a few times</li> <li>• If all above is correct, and the problem still persists, call accredited installer</li> </ul>
Effluent is escaping through lids	<ul style="list-style-type: none"> <li>• Discharge pump is not in operation - refer to the above check procedures</li> <li>• The emergency overflow is blocked / restricted or not correctly installed</li> <li>• There is a potential blockage / obstruction in the WWTP internal pipework</li> <li>• If you are not able to resolve, and the problem still persists, call accredited installer</li> </ul>
Ammonia smell at the WWTP and/or the water from the sprinkler smells of sewer	<ul style="list-style-type: none"> <li>• Aeration pump is faulty or not working. Check to see if its blowing air</li> <li>• Ensure grease trap has been cleaned (reduce FOG entering WWTP)</li> <li>• Check cleaning materials used are eco-friendly, safe for biological use. Chemicals that say "kills 99.9% of all germs" is not permitted for use</li> <li>• Place two sachets Trubac into toilet bowl and flush twice</li> <li>• The system will rectify itself within a few days</li> <li>• Your in-line chlorinator is empty and you should replace the chlorine canister</li> <li>• Refer to the "How to change your chlorine cartridge" pamphlet</li> </ul>

