



Environment/One Grinder Pump Units

Operation & Maintenance Questions and Answers

Q. What is the average yearly cost of electricity to operate a unit servicing the typical single typical home?

A. A typical single family home will use 250 gallons of water per day. The E/One pump for this home will consume about 200 kwh of electricity per year. At \$.011/ kwh x 200 kwh = \$22.00 per year cost of electricity to operate the E/One pump.

Q. What is the maintenance schedule?

A. There is no required maintenance schedule. All pump components used are designed to provide years of trouble free service without maintenance. The storage tank is designed to be self-scouring, eliminating the need to wash down the tank periodically.

Q. What if my home is vacant for a period of time?

A. If you are planning to be away for more than two weeks -run clean water into the tank until the pump activates. Shut the water off and allow pump to run until it shuts off. If possible, leave the power on. This will insure that if somehow water from your home (such as a leaky faucet) gets into the tank it will be pumped out.

Q. What materials or objects will clog the pump?

A. The E/One pump is capable of accepting and pumping all materials commonly found in domestic wastewater as well as unintentional disposal of materials such as plastic - diapers - sanitary napkins. The toilet should never be used for a trash receptacle and materials that are non-biodegradable belong in proper trash receptacles. **DO NOT FLUSH** baby wipes.

Avoid - Bones and seafood shells as well as introducing large amounts of grit such as fish tank gravel as these wear on the grinding components of the pump. Avoid dumping cooking grease. Avoid metal (such as a bolt or nut) as these should not enter the grinding shroud.

The following materials should never be introduced into any sewer and may damage the pump components:

Explosives - Flammable materials - Strong chemicals – Gasoline.
Please contact your local authority for proper disposal Methods.

Q. Can I use a garbage disposal?

A. Yes. The E/One pump is not affected by material passing through a garbage disposal. Check local regulations about the use of garbage disposals.

Q. What type of Warranty does this pump unit have?

A. The Environment/One Corporation provides a two-year (from the date of installation) or 27 Month (from the date of shipment) whichever occurs first. The warranty covers manufacturer's defects for the entire pump unit (no pass through warranties) and includes parts and service, which is typically done On-site.

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Q. How long will my pump last before I need to repair or replace it?

A. The E/One pump unit has been providing sewer to homes and businesses since 1970. Service providers and the Environment/One Corporation have kept excellent service records. The mean time between service calls has proven to be 8 to 10 years. The need for a major pump rebuild has proven to be 15 to 20 years.

Q. What is the cost for a repair or rebuild when needed?

A. Of course it will depend on what pump component was responsible for the service call, but again well kept service records show the most common call is related to wear of the rubber stator (boot) around the stainless steel rotor. We are typically able to rebuild a pump even after 15-20 years of service. The average ownership cost including operation and service has proven to be less than \$70.00 per year.

The E/One pump units you receive today have many upgrades, including solid state relays which should increase the Mean time between service calls and extend the over all life of the pump unit, both of which are already the best in the industry.

Q. If I get an alarm what should I do?

A. F.R. Mahony & Associates Inc. Is and has been the New England representative for the Environment/One Corporation for over 35 years. Each pump unit has an alarm panel in a location convenient to the homeowner. Each alarm panel is supplied with an F.R. Mahony name tag on it with telephone number to reach our 24 hour service department. A trained service technician will respond to your home to repair the pump. The occupants of the home can continue to use the system while the service technician is in route. Most repairs are completed on site. Should the service technician decide that the pump will be repaired at the service shop, they will place a replacement core (at no cost to you) in your wet well. This insures that your sewer system will work while your pump core is being repaired.

Q. Why can't I just call my plumber?

A. Because the pumps (which are designed and engineered specifically to operate in a domestic wastewater environment) are providing a very important function for the homeowner, Environment/One Corporation requires a commitment from the people and companies they approve for service. This commitment includes providing 24-hour service and charging no more per hour than other providers of similar service in the area. The approved service representatives also receive product specific training, insuring the customer receives professional service with genuine factory repair parts in a timely fashion. This policy has proven to be cost effective and appreciated by our thousands of customers.

Q. What happens if there is a power outage?

A. The pump does require electricity to operate. So when the electricity is out the pump will not run. During power outage water usage drops significantly, because the appliances, which account for much of the water we use, are not working. There is adequate storage in the wet well to continue using water for necessities for a period of several days. The pump will automatically come on when power is restored. The Environment/One Corporation now uses a NEMA 6 electrical quick disconnect instead of troublesome junction boxes. This feature allows a generator to be connected and provide power to the pump. Since most power outages are of short duration you will probably never have an occasion to take advantage of this feature.

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