General Information
In order to provide you with suitable wastewater disposal, your home is serviced by a low-pressure sewer system.

The key element in this system is an Environment One Grinder Pump. The tank collects all effluent from the house. The solid materials are then ground to a small size suitable for pumping a slurry with the effluent water.

The Grinder Pump generates sufficient pressure to pump this slurry from your home to the wastewater treatment receiving line and/or disposal plant.
USER INSTRUCTIONS FOR THE ENVIRONMENT ONE GRINDER PUMP

Congratulations on your Environment One Grinder Pump investment. With the proper care and by following a few simple guidelines, your Grinder Pump will give you years of dependable service.

Care and use of your Grinder Pump
The Environment One Grinder Pump is capable of accepting and pumping a wide range of materials. It is not necessary to panic if an occasional object is mistakenly “flushed”.

Regulatory agencies advise the following items should not be introduced into any sewer either directly, or through a kitchen waste disposal unit:

- Glass, Diapers, cloth, wipes, Swiffer Pads
- Metal, Plastic objects (toys, utensils, etc.)
- Seafood Shells Sanitary napkins or tampons
- Kitty Litter Aquarium Gravel

**In addition, you must NEVER introduce into any sewer:**
- Explosives, Strong chemicals (paints and solvents)
- Gasoline, Flammable material
- Lubricating oil and/or grease

**Periods of disuse and winterization:**
If your home or building is left unoccupied for longer than a couple of weeks, use the following procedures:

- **Purge the system:**
  - Run clean water into the unit (about a bathtub full), immediately turn off the water and allow the Grinder Pump to run until it shuts off automatically.
  - It is recommended that the power be left on to the unit.

- **Your Grinder Pump cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum.**
IMPORTANT CONTACT INFORMATION

LOCAL DISTRIBUTOR AND SERVICE
F.R. Mahony & Associates
Rockland, MA
Main Number 781-982-9300

Alen Lane, Service Supervisor
Service Number 508-765-0051

PUMP MANUFACTURER:
ENVIRONMENT ONE CORPORATION
2773 BALLTOWN ROAD
NISKAYUNA, NEW YORK 12309-1090

MAINTENANCE

Environment One Pumps require no periodic lubrication or maintenance. Homeowners should follow all instructions for the proper operation of their Grinder Pump. Repair service should only be provided by an authorized factory trained professional.

LOSS OF POWER
If a power outage occurs please keep water use to a minimum. Once the power comes back on, the alarm may sound, this indicates that the pump tank is at or near capacity. It also means that power has been restored and the pump should pump the tank down. The alarm should clear within 5-10 minutes.

ALARM
If a pump fails to come on, an alarm will contact will close. The alarm will continue to exist until the problem is remedied.

IN EVENT OF AN ALARM
The Alarm indicates that the water level in the unit is too high. This is the warning that the unit may back up. It is suggested to Stop the use of all water.

If an alarm condition does not clear itself after 15 minutes please call for service. Repetitive intermittent alarms should be reported to service as well as this indicates a part could be wearing out or not working properly.

Silencing an Alarm
The alarm may be silenced by pushing the silence button located on the bottom of the alarm panel - the light will stay lit.
KEEPING WATER USE TO A MINIMUM

Listed below are a few helpful hints:
1. Flush only when necessary.
2. If you need to run the tub or shower, put a stopper in the drain to keep the water from going down the drain.
3. Do not run appliances that require water, such as washing machines or dishwashers.
4. Use sinks sparingly.

GRINDER PUMP SERVICE REQUEST

Before you call - Please verify that there is power to the grinder pump unit. Check circuit breakers at the alarm panel and also at the house panel

Please NOTE: Service technicians need clear access to the cover of the pump. Removing landscape objects, turf, mulch etc. and any restoration thereof is not covered under this warranty. You may be charged for wait time and or your service may be delayed if the technician cannot gain access.

CALL:
F. R. Mahony & Associates
Emergency Service number 508-765-0051

SERVICE POLICY
Your grinder pump came with a 2 year parts and labor warranty. This warranty covers manufacturer’s defects. It is not a “bumper to bumper” free service warranty.

When you call for service
1. You will be informed of our service policy and current rates.
2. Before FRMA can send anyone to the site FRMA will need a valid CC to have on record, we accept MC Visa and AMEX, we will not charge your card unless that is your option for payment or we do not receive another form of payment.
3. If we determine that your problem is covered under warranty you will not be charged.
4. Payment is due at the time of service

Before calling for a repair, have the following information available for the service coordinator.
1. Does an alarm condition exist?
2. If so, for how long?
3. Brief description of the problem:
4. Is the unit indoors or outdoors?
5. Address where pump is located
6. Name Phone
ENVIRONMENT ONE GRINDER PUMP UNITS
WINTERIZATION PROCEDURES

Questions on any procedure should be directed to F.R. Mahony service dept at 508-765-0051.

OUTDOOR UNIT

If Power Is To Be Left **On** To the Pump Control Panel

*It is recommended that when possible to leave the power on the unit. There is a very small resistance heater in the pump core to keep moisture from becoming a problem.*

**For small periods of time – 2-3 weeks**
1.) Flush entire system with clean water. A couple of toilet flushes will do
2.) Leave Power on to the unit

**For an entire season**
1.) Flush entire system with clean water. A couple of toilet flushes will do.
2.) 10 gallons of **Non-petroleum** food grade antifreeze (such as that obtained from a pool supply store) may be added to the pump chamber to prevent ice damage
3.) Leave Power on to the unit

If Power Is To Be Left **Off**

For small periods of time – 2-3 weeks
1.) Flush entire system with clean water. A couple of toilet flushes will do

**For an entire season**
1.) Flush entire system with clean water. A couple of toilet flushes will do.
2.) 10 gallons of **Non-petroleum** food grade antifreeze (such as that obtained from a pool supply store) may be added to the pump chamber to prevent ice damage. *Ethylene glycol or petroleum based antifreeze will harm the pump*

INDOOR UNIT

If Power Is To Be Left **On** To the Pump

*It is recommended that when possible to leave the power on the unit. There is a very small resistance heater in the pump core to keep moisture from becoming a problem.*

**For small periods of time – 2-3 weeks**
1.) Flush entire system with clean water. A couple of toilet flushes will do
2.) Leave Power on to the unit
Date: February 21, 2013

To: All Distributors and Service Centers

Subject: Powering the Grinder Pump with a Portable Generator

E/One has recently become aware of a few issues associated with grinder pump stations being run by portable generators during power outages or start-ups. After extensive research and testing, E/One has developed a list of best practices for these situations. Please note, most of these best practices apply to powering any common appliance with a generator.

To ensure proper operation of E/One grinder pump stations (especially those that have an alarm panel with the Generator Receptacle/Auto Transfer feature), the following generator guidelines must be followed:

- **The 240V generator must be rated to start a 6500-watt load minimum.**
  - Never use an undersized generator; it will likely cause damage to the generator, pump and/or panel.
  - When the grinder pump starts, it will need approximately 6500 watts for up to ¼ of a second at 240 volts.
  - Once the grinder pump motor is running, the wattage will drop to between 500 and 1200 watts depending on the LPS system pressure.

- **Read and understand the generator’s operation and maintenance manual.**
  - Follow all safety, operational and maintenance procedures.

- **Allow the generator’s motor to warm up completely before supplying power to the grinder pump station.**
  - A generator that has just been started will not be up to full performance until the generator’s motor warms up completely.
  - Before the generator motor is fully warmed up, it will exhibit lower performance, which will cause the voltage output to drop quicker. This can cause component failures within the pump and/or panel.

- **Before connecting to the grinder pump station, measure that the voltage the generator is putting out unloaded. It should be 235 to 250 volts.**
  - Your generator’s manual will give instructions on how to adjust it to the proper voltage.
• If the generator is operated at a voltage that is too low or too high, damage can occur within the pump and/or panel.

• If the generator is not running smoothly or is revving up and down, do not use it until it is repaired.
  • Any issues with the motor on the generator will prevent it from producing power at its fullest potential.
  • When a load is put on the generator and the generator struggles to stay at the proper speed, the generator should be quickly shut down to investigate the problem.

• E/One does not recommend using any type of “Auto-Idle” feature (if your generator is so equipped).
  • We have found, in some cases, that this feature engages very slowly (as far as electrical current is concerned). Because of this, the voltage stays low during the motor start process, potentially causing damage to the pump and/or panel.

• Check all wire connections between the generator and the panel.
  • Ensure wire connections within each plug end are tight and in good condition.
  • The plugs must fit tightly into the receptacles. If they do not, replace the worn components.
  • Poor and loose connections can cause voltage drops, causing the generator to work harder and possibly causing damage to the pump and/or panel.