

Bennetts Concrete Products Pty Ltd

A.B.N. 79 061849349
Gold License Installations 10607C

Premises :
286 Princes Highway, South Nowra.
P.O. Box 214, Nowra. NSW 2541



PHONE : (02)4422 3861
FAX : (02)4421 3861
After Hours Service : (02) 4422 1902

Agents for Supertreat Wastewater Systems

Dear Sir/Madam,

Thank you for installing a Supertreat Wastewater System. The following booklet contains the relevant information and instructions needed, including a "possible problems and solutions" chart.

Your Supertreat System will require quarterly servicing. The trained technicians at Bennetts Concrete Products will conduct this service.

The first 12 months servicing fee is included in the price of your system and after that a yearly account will be sent to you for the next 12 months servicing.

If you experience any problems not listed on the above mentioned chart you may call our 24 hour service hotline on 0414 396 939 or 02 4422 3861 for assistance.

Kind regards,

Dale and Jodie Spresser

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Recommended Products

What products are safe to use in the system?

WASHING POWDERS, LIQUIDS AND SOFTENERS.

Softly	Love & Care	Surf	Add Soft	More
Omo	Cuddly	Launda	Rinso	Fab
Lux	Sunlight	Purlite	Cold Power	Gow
Parry's	Topwash	Spree	Hurricane	Castle
Ease	Blue	Embassy	Blue Gum	Sno Care Dynamo

☞ **Watch out for soap powders with added bleaches and whiteners. These are harmful to the system.**

DISHWASHING LIQUIDS.

For the dishwasher use Finish.

Kit	Sunlight	Bushland	Palmolive	Adds
Kwitcare	Green Apple	Trix	Topwash	

SURFACE CLEANERS.

Jiff No Frills Any other Creme Cleaner.
Sray and Wipe (in limited quantities)

DO NOT use any anti bacterial solutions

DO NOT use any bleaches

DO NOT use any toilet cleaners

As a toilet and surface cleaner hot water has been proven to be the most effective as disinfectant. Where ever possible, it should be used as it is ideal for the system. Another good alternative for toilet and bathroom cleaning is a small amount of Jif as it will not harm the system in small quantities.

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A Few More Helpful Hints.

These days the clothes we wear are not really very dirty, due to personal hygiene and cleaner habits. We have our daily showers and daily change of clothes. because of the clothes not been so dirty any more, the detergents we tend to use foam more, sometimes excessively. To prevent this from happening, try putting a tablespoon of crushed bathsoap (left-overs) in with your washing powder. It will cut down the foaming.

Try to avoid products with ammonia and bleaches being put through the system. if you want to use spray ons for the bathroom tiles, wipe most of it off with a cloth, but dont rinse this cloth out in the laundry sink. Rinse it in a bucket and discard it the yard away from the system.

To get nappies, socks or other whites cleaner, try using an air tight container and your normal washing powder/liquid. Soak the dirty socks in the container, giving it a shake every time you pass the bucket without opening the lid. This should do the trick.

For the bathroom, use Jif applied with a soft brush and rinse off with hot water for the tiles, toilet bowl, bathtub and sink.

N.B. Each week many new products come onto the market, as well as changes to the composition of existing products. It is not possible for Super-Treat to keep track of all these products and/or changes. The ultimate responsibility for the use of the system is the owner/user of the system. Remember, the Super-Treat system, like all sewage treatment/disposal systems is biological, so that if a product kills bacteria in the house, it will kill the bacteria that do the sewerage treatment.

IF IN DOUBT, PLEASE ASK US

Disclaimer

These Recommendations Are Made To The Best Of Our Knowledge And Are Not Intended To Promote Or Discredit The Product Of Any Company

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Plants Suitable For Irrigation Areas

If the natural topsoil is less than 150mm deep, it is recommended that the irrigation area be thoroughly dressed with river sand or wood chips to a depth of at least 200mm. This will greatly assist in retaining water with the area, allowing the plants to take up and transpire more efficiently.

☞ **“Poorinda Royal Mantle” (Grevilla)**

Prostrate x 6 metres. Full to partial sun. Tolerates frost but needs water in dry conditions. Dark red toothbrush type flowers in winter / spring.

☞ **“Wiry Dog Rose” (Bauera Rubioides)**

1-2 metres tall x 1-1.5 metres. Full, partial or no sun. Likes boggy conditions but is tolerant of most situations. Needs summer water. Attractive shrub with small leaves. Pink or white flowers most of the year. Low spreading form also available.

☞ **“Wild Native or Ivy Leaf Violet” (Viola Hederacea)**

Prostrate x 15cm x 1-2 metres. Full, partial or no sun. Tolerates frost, snow and wet conditions. Dense mat forming plant spreading long runners. Mauve and white flowers most of the year.

☞ **Astartea Ambigua**

50cm x 1.5 metres. Full or partial sun. Tolerates damp conditions. Low spreading shrub with dense pink or white flowers on slender arching branches in spring and summer.

☞ **“Spiny-headed Matt Rush” (Lomandra Longifolia)**

50cm - 1 metre x 1.2 metres. Full, partial or no sun. Tolerates wetness. Tuft with long green arching leaves. Scented cream flowers in Spring. Considered a “low storey” rain forest for cool conditions.

☞ **“Bottle Brush” (Callistemon Cultivar)**

Covers a large range numbering over 20 varieties. 1.5 - 6 metres. Some particularly suitable varieties are C. Viridiflorus, C. Speciosus, and C. Subulatus.

☞ **“Yellow Hakea” (Hakea Nodosa)**

Up to 8 metres x 2.5 metres. Full or partial sun. Tolerates wet conditions. Long thin branches bear yellow flowers in Spring.

☞ **“White Cloud Tree” (Melaleuca Bracteata)**

5-6 metres x 5 metres. Like all paperbarks will tolerate very wet conditions. Small white brushes in Spring and Summer. Vigorous root system. Has ability to absorb fats and phosphates from soap and detergents. **This plant is highly recommended for irrigation areas.**

☞ **“Feather or Thyme Honey Myrtle” (Melaleuca Thymifolia)**

60cm - 1 metre x 1.2 metres. Full or partial sun. Tolerates both dry periods and very wet conditions. Small bushy shrub with mauve / purple flower in Summer and Spring.

There are a large range of other trees and shrubs which are considered to be suitable for planting in irrigation areas served by secondary treated effluent. These include the following :

Eucalyptus Botryoides, Eucalyptus Robusta, Kennedia, Pannosus, Lonicera Japonica, Lacteus, Pandorea Jasminoides, Casis Bicapsularis, Cottoncreeper Glaucophyllus and Euphorbia Milli.

Your local plant nursery should be able to advise you on specific plants, shrubs and trees particularly suitable to your area and climate.

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Alarms and Potential Problems

When the alarm goes off there is usually a problem with the air blower or pump. You may still flush the toilets but should keep water use to a minimum.

The system is supplied with an alarm plate which is usually located in the kitchen or laundry (or wherever convenient). It has a switch plate with a light.

The switch mechanism should be in the "on" (normal) position. If the alarm is tripped by any of the following:

- ↙ High water level
- ↙ Low air pressure or failed air supply
- ↙ False alarm (after a power failure the light may be activated)

The light will remain ON until the problem is fixed.

First you should check that the sprinklers are working or have worked recently, then you should proceed through the following list.

HIGH WATER

Possible Cause

Remedy

New system fill up before switched on.

Level will eventually drop when power is switched on.

Kinked irrigation hose Unkink hose.

Blocked irrigation system

Investigate and clear blockage - usually blocked sprays. Line may also need to be disconnected and flushed out.

Pump not working

Check that pump is plugged in and that there is power to the system. If unsuccessful contact Bennetts Concrete.

LOW AIR PRESSURE

Possible Cause

Remedy

Low water level (new system)

Turn on tap until system fills to normal working level

EXCESSIVE FOAMING

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Possible Cause

Remedy

Too many washes in a short period of time

Do one or two washes per day ONLY.

Use of excess or non-recommended detergent

Reduce quantity used. Check recommended list.

ODOURS

Possible Cause

Remedy

Low pH

Where there is no dishwasher installed the pH can become too low for proper purifying of the micro-organisms. Put one cup of agricultural lime (as used on roses) down the toilet each week for four weeks.

Too much water use at one time

Avoid using the bath, shower, dishwasher and washing machine too close together

Septic Tank Zone inactive

All inactive Septic tanks need treating or pumping out. This may become necessary when certain chemicals, detergents or cleaners which are not favourable for micro-organisms growth enter the system. The system can be restored by use of "ACTIZYME"(available from Bennetts Concrete) which boosts bacterial growth.

New System

Try ACTIZYME as advised previously.

DO NOT USE any anti bacterial solutions

DO NOT USE any bleaches

DO NOT USE any toilet cleaners

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Other Potential Problems

Possible Cause

Remedy

Gurgling noise/odour from floor waste. S-bend not sealed

Pour 10 litres of water down each floor waste

Joint between tank top and tank not properly sealed

Seal all exposed areas except inspection caps with sand and cement or silicone.

Water leaking from side of tank

A) 50mm lifting holes not sealed by plumber/drainier

Seal with a putty made of cement and "SILASEC" available from major hardware stores.

B) 100mm inlet pipe has become dislodged, usually due to earth movement

Dig down to expose pipe to check and remedy may require plumber or drainier.

If your problem cannot be solved by any of these please call us on the numbers listed below.

(02)4422 3861 or 0414 396939.

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Servicing Arrangements

Your Supertreat Wastewater System requires regular service and maintenance inspections. This will be done by the trained technicians at Bennetts Concrete Products. Every three months we will phone to arrange a suitable time to attend to your Supertreat Systems servicing needs.

A record sheet (in triplicate) will be completed by our technician at the time of service. One copy is for you, the customer, another is sent of to Council and the third copy will be retained for our records.

Your service contract after the initial 12 months will include:

1. A general inspection of tank area, irrigation and drainage.
2. Inspection of electrical equipment including timer, venturi, irrigation pump, aeration pump, warning lights and connections.
3. Inspection of holding well and septic tank including testing water sample, checking air lines, adjusting air supply (if necessary), operating de-sludging unit, resetting air control, operating submersible switch, checking bio-mass growth, checking sludge level.
4. Inspection of irrigation including lines, jets and outlets.
5. Replenish chlorine supply.

Your service maintenance contract **will not** cover the following :

1. Red light call-out services. If your red light warning system activates indicating a problem, you may ring Bennetts Concrete Products and request a service technician to rectify the problem.
2. Any parts required by your system and any labour required with exception to quarterly services and the first 12 month servicing period

Between 3 - 9 years the tank will need to be de-sludged (pumped out) as with any septic tank. **Cost of the de-sludging to the customer. Never pump out tanks in wet weather as flotation may occur.** Bennetts Concrete do not do de-sludging but if you call us we can provide you with business contacts that specialise in this type of servicing.

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General Do's and Don't's

Cooking oils/fats are never to be introduced to the system. Bleach may not be used also.

Scrape plates of all foodstuff before washing up.

Only use gentle biodegradable products as listed previously.

Do not allow items such as newspapers, napkins(sanitary or disposable), cotton buds, plastic bags, tampons or any sort of rubber product to enter the system.

We recommend that you do your washing up on a daily basis so as not to put undue pressure on the hydraulic shock loading in the system.

Try to avoid using showers, washing machines, dishwashers all at the same time.

In other words, common sense prevails and by adhering to these few rules you will get the most out of your Supertreat Wastewater System.

HOLIDAY PRECAUTIONS

Basically there are no precautions to take. Your Supertreat System can be left to function automatically for up to three months. However if you are likely to be away from home for more than six weeks you may like to contact our office so we can make a routine check.

COUNCIL REQUIREMENTS

Now that your Supertreat Wastewater System has been installed there are a few Council Regulations that must be adhered to.

- ↺ Irrigated water must not be allowed to run off onto other properties
- ↺ No fruit or vegetables grown on your property are to be irrigated with effluent from the system. The irrigated water is to be used only for irrigation purposes. It is not suitable for human or animal consumption.
- ↺ Use only sprinklers provided with the system for your waste water irrigation. The use of any others may result in confusion as to which is waste water and which is

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town or rainwater.

- ↙ The Council must approve that the area is turfed and landscaped to their standards.
- ↙ All stormwater and seepage from higher levels should be diverted around the disposal area by a suitable drain.

Responsibility

As the owner of the system you are responsible for the correct operation and maintenance and to conform to Councils requirements.

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CERTIFICATE OF COMPLIANCE

TO:

OF:

**Tech-Treat Pty Ltd manufacturer of
Super-Treat Aerated Wastewater Treatment
system model SB10/SE 10**

Installed at the above site on.....
has been manufactured and installed in accordance with specifications
approved by NSW Health Department

Major system specifications:

- Air supply by VENTURI delivery 110/115L/min air at depth of 1.2m
- Growth Media capacity.....M² total number of media sheets.....
- Irrigation Pump Type.....Capacity.....L/mm@m head

Tech-Treat Pty Ltd guarantees that where a random grab sample of the final effluent does not comply with the following standard:

- BOD₅ < 30mg/L
- Suspended Solids < 45mg/L
- Free residual Chlorine > 0.2 and <2.0mg/L
- Thermotolerant coliforms < 100 cfu/100ml

We will at our own expense, make good the system and retest, provided that the system has not been abused or neglected by the house occupier or where we have no agreement to maintain the system.

Distributor

for Tech-Treat Pty Ltd

Dated:_____