



# Nicola Lakeshore Water Utility Co. Ltd.

April 5, 2022

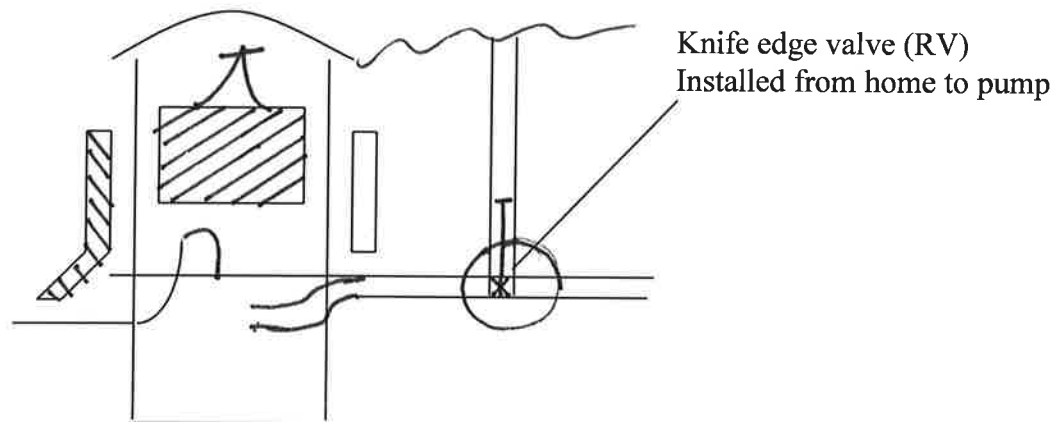
TO ALL RESIDENTS:

**RE: e one SEWER SYSTEM**

The recent cold weather snap in December 2021 has resulted in amendment to resolve the following couple of problems at the grinder pump:

1. freeze up of the goose neck pipe in the upper chamber of the grinder pump
2. blow out of the rubber gasket between the pump and the out flow pipe

We are continuing to recommend that on all new installations, rigid Styrofoam insulation be installed on the external section of the grinder pump for at least 4 feet vertical and horizontal at the level of the exit pipe for a length of 2 feet, or to point where bury depth exceeds 4-5 feet.



It is also recommended that heat tape circuit be installed around the candy cane, to reduce freeze up of the goose neck section. This can be done on all new installations. Older installations should review to add rigid Styrofoam inside the chamber OR place pink insulation above or just below lid (in a commercial garbage bag)

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1121 Mc Farlane Way, Unit #106  
Merritt, B.C. V1K 1B9  
Phone (250) 378-4176 Fax (250) 378-4106



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The last item is a reminder that the attached warranty documentation that was supplied with the grinder, had some dos and don'ts as well as suggestions for purging the system for periods of disuse (on average for 54 gallons for every 100 feet 2" ø line).

We are strongly recommending all owners act on the above to prevent problems from occurring in the system.

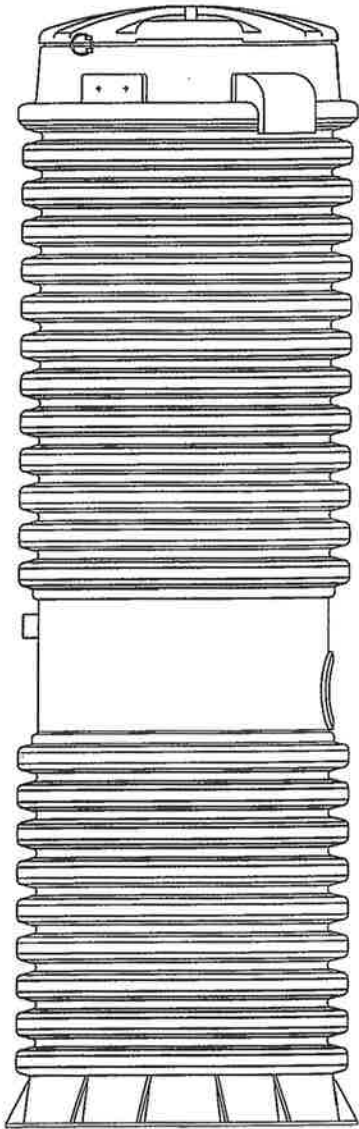
F. R. Rizzardo. A. Sc. T.  
Managing Director

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attachments

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## Limited Warranty

1000 Series, 2000 Series, AMGP

Environment One Corporation offers a limited warranty that guarantees its product to be free from defects in material and factory workmanship for a period of two years from the date of installation, or 27 months from the date of shipment, whichever occurs first, provided the product is properly installed, serviced and operated under normal conditions and according to manufacturer's instructions. Repair or parts replacement required as a result of such defect will be made free of charge during this period upon return of the defective parts or equipment to the manufacturer or its nearest authorized service center.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

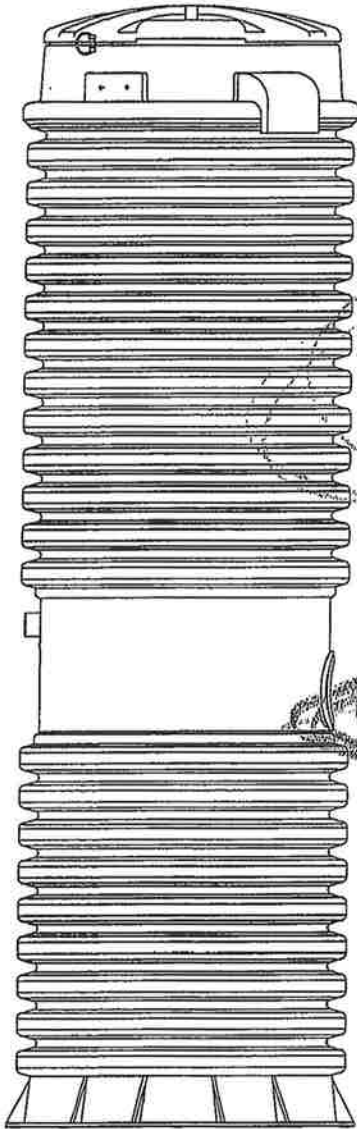
Installation Date: \_\_\_\_\_



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PA1190P01 Rev. A

# User Instructions for the Environment One Grinder Pump



Congratulations on your Environment One grinder pump investment. With proper care and by following a few 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. Regulatory agencies advise that the following items should not be introduced into any sewer, either directly or through a kitchen waste disposal unit:

Glass	Diapers, socks, rags or cloth
Metal	Plastic objects (toys, utensils, etc.)
Seafood shells	Sanitary napkins or tampons
Goldfish stone	Kitty litter

In addition, you must **never** introduce into any sewer:

Explosives	Strong chemicals
Flammable material	Gasoline
Lubricating oil and/or grease	

## Periods of Disuse

If your home or building is left unoccupied for longer than a couple of weeks, perform the following procedure:

**Purge the System.** Run clean water into the unit until the pump activates. Immediately turn off the water and allow the grinder pump to run until it shuts off automatically.

**Duplex Units.** Special attention must be taken to ensure that both pumps turn on when clean water is added to the tank.

**Caution: Do not disconnect power to the unit**

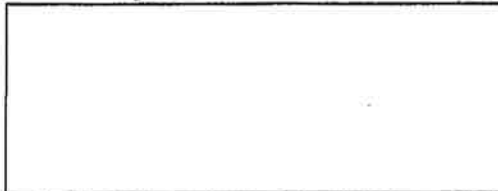
## Power Failure

Your grinder pump cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum.

## Pump Failure Alarm

Your Environment One grinder pump has been manufactured to produce an alarm signal (120 volt) in the event of a high water level in the basin. The installer must see that the alarm signal provided is connected to an audible and/or visual alarm in such a manner as to provide adequate warning to the user that service is required. During the interim prior to the arrival of an authorized service technician, water usage must be limited to the reserve capacity of the tank.

**For service, please call your local distributor:**



## General Information

In order to provide you with suitable wastewater disposal, your home is served by a low pressure sewer system. The key element in this system is an Environment One grinder pump. The tank collects all solid materials and effluent from the house. The solid materials are then ground to a small size suitable for pumping as 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.