

Nicola Lakeshore Estates Inc.

January 22, 2009

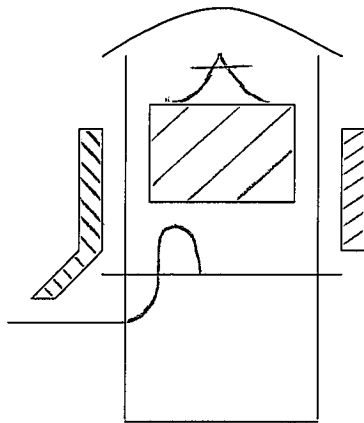
TO ALL RESIDENTS:

RE: e one SEWER SYSTEM

The recent cold weather snap in December has resulted in 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 now recommending 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.



It is also recommended that pink insulation be rolled up in a plastic bag and inserted into the upper chamber, to reduce freeze up of the goose neck section. This can be done on all existing installations.

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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).

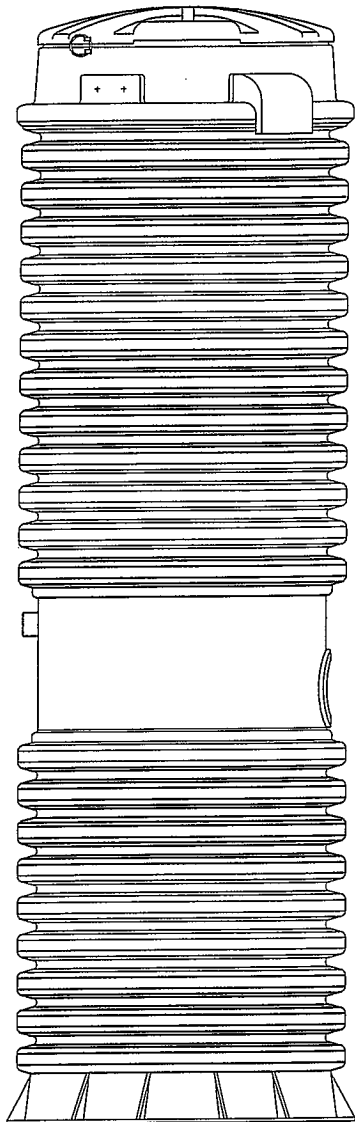
We are strongly recommending all owners act on the above to prevent problems from occurring in the system.

A handwritten signature in black ink, appearing to read "F. R. Rizzardo". The signature is fluid and cursive, with a large initial "F" and "R".

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

/bt

attachments



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: _____



SEWER SYSTEMS

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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

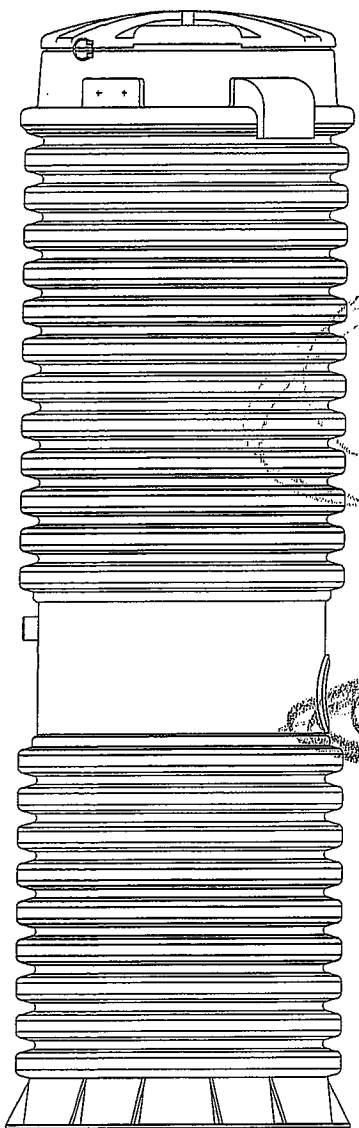
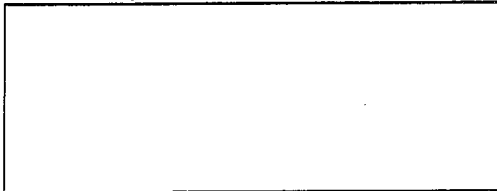
Power Failure

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.