



Hi there,

There's a good chance you don't know us. So our team at Septic Systems Australia (SSA) would like to take the opportunity to introduce ourselves.

We specialise in quarterly routine services for domestic, and commercial, sewage treatment plants.

With more than ten years experience in the waste water industry, our team is both highly professional and committed to providing reliable and efficient service.

Our service technicians were among the first Victorians to complete the only nationally recognised certification, the Goulburn Murray Water course in 'monitoring, operating and controlling effluent disposal and reuse'.

We offer an extensive range of professional services, including:

- Scheduled maintenance of domestic, and commercial, sewage treatment plants
- Four dedicated service vehicles to respond to emergency call-outs and repairs
- Fully equipped vehicles, with state-of-the-art testing equipment and a comprehensive range of spare parts to service all types of systems
- Vac-trucks for de-sludging

For further information on our full range of professional services, please refer to our brochure enclosed in this pack.

Each time we visit we issue a service report - which details the performance of your sewage treatment plant - and a text message that confirms the service has been completed.

Our office also undertakes all necessary correspondence with your local council, as required by council reporting regulations.

We offer flexible and efficient payment options, including pay-per-service or pay-per-year, via direct debit, cheque or credit. Please refer to our service contract forms in this information pack.

Please also find enclosed some important tips and facts to assist you with the maintenance your sewage treatment plant in between services. We hope you will find this information helpful.

If you have any questions regarding onsite sewage treatment plants or our services, please contact our office on (Free Call) 1800 800 333 or email us at [ssa\\_psa@optusnet.com.au](mailto:ssa_psa@optusnet.com.au)

We look forward to meeting you soon.

The team at SSA



## Information for new customers:

### Getting Started:

New systems require a "settling in" period, to allow the necessary bacteria to establish itself. New tanks may be "seeded" with sewage sludge to help this process, although the incoming sewage will naturally seed the tank with bacteria.

During the first few months of operation there may be some odour that emanates from the vents in the system. This should cease once the bacteria has been established.

Septic Systems Australia can provide products that can speed up bacteria growth. Please contact the office with assistant in this matter on 1800 800 333.

### What to use indoors:

#### Cleaning Products:

- Use products labelled as biodegradable or septic-safe.
- Follow directions for use, and use in MODERATION.
- Use alternative cleaners such as bicarbonate of soda, pure soap, borax, vinegar, lemon juice, cloudy ammonia, etc

#### Toilet Paper

- Use only biodegradable toilet paper. Facial tissues, sanitary napkins, tampons and disposable nappies or nappy liners should NEVER be flushed down the toilet.

#### Food Scraps

- These go into the bin or to compost, NOT down the sink.

#### Water Use

- To save money and care for your septic system, minimise water use, e.g. by suds saving spreading wash loads over the week, and reducing in shower times.

### Prohibited Discharges:

Some materials simply must not enter your system; otherwise problems will almost certainly occur. These include:

- Storm water from downpipes or rainwater tank overflows.
- Backwash water from pools, spa pools or water softeners.
- Solid materials such as paper, plastic, sanitary napkins, tampons, nappies or nappy liners.
- Trade waste from commercial or industrial premises.
- Paint, petroleum products or other solvents, strong alkaline, acid or bleaching agents.



### Quarterly Services:

E.P.A and council regulations demand the quarterly services of onsite sewage treatment plants. These services are no different than your common vehicle service. Without them both your car and sewage treatment plant, will begin to have problems and will eventually turn into a costly repair.

Each service performed onsite will have a service report providing information on what was done during the service, information on the performance of the systems and recommendations for improving the system. One copy of this report is left onsite, one is filed at Septic Systems Australia's office and the third copy is sent to your council for verification of service.

For further information or for information about payment terms, please contact Septic Systems Australia on 1800 800 333.

### Odour Problems:

To function correctly, septic tanks need to operate under alkaline conditions. Some factors which can cause acid conditions and odour problems include:

- Excessive use or use of the wrong type of cleaning chemicals.
- Shock volumes of incoming water (e.g. several loads of washing in quick succession or a large number of people at a party).
- Lack of use of the system while the house has been vacant. (e.g. Holiday homes).

The normal bacteria may die off under acid conditions, which results in offensive odours. It is quite simple to restore the balance using hydrated lime available from hardware stores.

- Mix 0.5kg of lime with 10 litres of water.
- Flush the mixture down the toilet 2 or 3 times per day for 3 - 4 days, until a total of about 5kg is used.
- If desired, 5kg of lime to 10 litres of water can be used in one hit, however this can be more difficult to flush through the system, especially with new dual flush cisterns.
- If the odour persists, repeat after 7 days.

Septic Systems Australia can provide products that can speed up bacteria growth and help neutralise odours. Please contact the office on 1800 800 333



## Important facts about your new system:

**Irrigation filter:** (Not installed on all systems, depends on local government regulations)

The irrigation filter is usually black in colour and is fitted to a timber post next to, or near, your sewage treatment plant. This filter requires regular cleaning in between quarterly services. Septic Systems Australia recommends you check this filter fortnightly.

## What effect does an unclean filter has on your system?

Each submersible pump is trying to discharge treated water to your irrigation field but cannot push water through filter. This will place pressure your pump and can eventually burn the pump out. The alarm will ring once the high water level switch is activated. Check and clean filter.

## System Alarm:

Your system is fitted with a white control panel found either on the wall closest to the system, or fitted to the green box on top of your system. The control panel has an internal audible alarm and an external red warning light and mute button.

**You control panel is 240v power device and should only be opened by trained and authorised people DO NOT OPEN the control panel under any circumstances.**

Possible reasons for a ringing alarm:

- One of the pumps has tripped the circuit breaker in the control panel.
- Submersible is unable to discharge water from system and activate high level alarm switch.
- Irrigation filter is dirty, which may be slowing, or stopping water flow from the submersible pump

When in alarm mode you should immediately mute the audible alarm by pushing the red warning light. Once muted the red light will continue to show until system fault is fixed. Contact Septic Systems Australia immediately on 1800 800 333 and a service technician will be sent out.

## Desludging:

- All types of septic tanks and aerobic systems require desludging by professional contractors at least every three years. Some tanks may require more frequent pump-outs depending on size and usage.

Desludging prevents solid materials from passing out of the sludge chamber of the septic tank - both standard and aerobic systems - into soakage trenches, common effluent schemes, clarification chambers or irrigation systems.

Solids passing into these areas will clog the pores in soil preventing absorption of effluent, or block pipes and pumps, all of which can result in costly repairs and present a risk to health when failures occur.

**Septic Systems Australia will inform you when your system requires desludging.**



**Pay-Per-Year Contract form:**

Your onsite sewage treatment plant will be service quarterly (every three months). On the completion of each service, a Service Report Sheet will be left onsite with the service technician's name, time, date and details of the service. To pay-per-year (four services) please fill out the details below and return this form to:

**Septic Systems Australia**  
**P.O. Box 432**  
**MONTROSE VIC 3765**  
**Email: ssa\_psa@optusnet.com.au**  
**Fax: 03 9855 0583**

Name: .....

Address: .....

..... Post Code: .....

Postal Address: .....

..... Post Code: .....

Tel: ..... Fax: ..... Mobile: .....

email: .....

I will pay by:  Direct EFT into BSB: 063 138 Account: 1042 1701

*Please put your surname as the payment reference.*

Date paid: ..... Receipt number: .....

Visa  MasterCard  Bankcard

Cheque / Money Order payable to Septic Systems Australia

Please debit my card number:

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Expiry Date: ..... Amount: **\$320**

Signature: ..... Date: .....



**Pay-Per-Service Credit Card Debit Form:** Credit card customers only

Your onsite sewage treatment plant will be service quarterly (every three months). On the completion of each service, a Service Report Sheet will be left on site with the service technician's name, time, date and details of the service. Your credit card will be debited after the service is completed. Please fill out the details and below return this form to:

**Septic Systems Australia**  
P.O. Box 432  
MONTROSE VIC 3765  
Email: ssa\_psa@optusnet.com.au  
Fax: 03 9855 0583

Name: .....

Address: .....

..... Post Code: .....

Postal Address: .....

..... Post Code: .....

Tel: ..... Fax: ..... Mobile: .....

email: .....

Visa       MasterCard       Bankcard

Please debit my card number:

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Expiry Date: ..... Amount: **\$80 per service**

Signature: ..... Date: .....