

TAKE CARE OF YOUR PUMP

DO!

- ✓ Ensure access is available to the pump station at all times.
- ✓ Keep plant growth and other debris away from unit.
- ✓ Take care when digging in the yard near the unit.
- ✓ If you go on vacation flush the system before you go:
Run clean water into the unit until the pump activates, turn off the water and let the pump shut off automatically.

DON'T DO!

- ✗ Do not touch the valves.
- ✗ Do not turn off power to the pump unless instructed.
- ✗ Do not block the vent on the pump station lid.
- ✗ Do not cover the pump station lid.

GRINDER PUMP SERVICE REQUEST

Pump service covers normal repairs to the grinder unit. It does NOT cover any costs associated from damage due to mis-use or neglect.



Before you call for repair please have the following information available:

- Is the alarm going off?
- If yes, for how long?
- Brief description of the problem
- Has it been repaired recently
- Is the unit inside or outside?
- Is the control panel inside or outside?
- Is there power to the grinder pump unit?
- Name & phone number
- Address of pump

Weston&Sampson®
SERVICES, INC.

(978) 328-0235

ChelmsfordGrinder@WestonSampson.com



Town of Chelmsford
Department of Public Works

RESIDENTIAL SEWER GRINDER PUMP OPERATION & MAINTENANCE MANUAL



SERVICED BY

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USING THE SYSTEM

The system operates like a normal sewer system, taking waste liquids from your toilet, sink, shower, bath, dishwasher and washing machine and transferring it to the sewer system or treatment plant.

Avoid blockages and costly repairs!

DO NOT FLUSH ITEMS LIKE:

- Glass or Metal
- Gravel, Sand (including aquarium stone) or Kitty Litter
- Coffee Grinds
- Seafood Shells
- Socks, Rags, Towels or Cloths
- Plastic or Rubber (including condoms)
- Sanitary Napkins or tampons
- Disposable Diapers or Baby Wipes
- Cotton Swabs
- Expired Pharmaceuticals
- Flammable Materials or Paint Thinner
- Lubricating Oil, Grease, Paint or Cooking Oil
- Strong Chemicals or Window Cleaner
- Gasoline or Diesel Fuel
- Hair
- Baby or Personal Wipes*

*Many personal wipes labeled as "flushable" are not as flushable as their manufacturers imply. This includes baby and adult wipes and disposable pop-off toilet cleaning scrubbers. Anything that does not quickly disintegrate or biodegrade will cause pipes to clog and pumps to jam and costly repairs to homeowners.

WHAT TO DO IF AN ALARM SOUNDS

PRESS THE BUTTON

Located under the alarm panel. This will turn off the sound of the alarm, however, the alarm light will continue to be lit.

LIMIT WATER USAGE



WAIT AN HOUR

Then check to see if the light on the alarm panel is still on. If the light is off the panel is no longer in alarm and no further action is required.



If the light on the alarm panel is still lit, then call the number on the back of this pamphlet.



Provide your name, address and telephone number.

PLEASE DO NOT ATTEMPT TO REPAIR THE UNIT YOURSELF

TROUBLESHOOTING

The unit emits an odor

If the pump is operating normally there should be no noticeable odors. If it begins to emit an odor the unit may need to be flushed. Run clean water down your kitchen, laundry or bathroom sink for about 10 minutes. **If the unit still has a noticeable odor, call for service.**

There is a power failure

If there is a power failure, **reduce water use where possible.** The alarm may activate until the unit clears itself. If the alarm remains on for over an hour after power has been restored, call for service.

There are wet spots around the unit

The pumping unit and discharge pipe are completely sealed. If you notice wet spots around the unit or pipe and there has not been recent rain, call for service.

The neighbors are away and their alarm is going off

Call for service and provide your neighbors address. **DO NOT attempt to investigate the problem yourself.**

