

# AWTS and Septic Servicing

## Why do you need your system serviced?

As an owner of an aerated wastewater treatment system (AWTS), you are responsible for ensuring that your septic system is safe and well maintained.

A failing septic system is a health risk for your family, community and may cause harm to the environment.

- NSW Health & your local Council require an AWTS to be serviced every three months (each quarter) at the expense of the property owner
- Servicing of your AWTS is essential to ensure it continues to work properly and to avoid problems and blockages

A poorly maintained AWTS may present health risks and can result in:

- Impacting the environmental and damage to water ways
- Smells and odours
- Toilets to block and back up
- Raw effluent to overflow from tank





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## What do we do in a BluenGrey service?



### Step 1

Respect your property and follow OH&S guidelines.



### Step 2

Check for electrical safety and if control box and alarm is working at the tank.



### Step 3

Clean aeration filters.



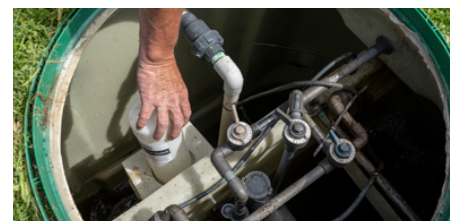
### Step 4

Measure sludge accumulation in septic chamber to see if pump out is needed.



### Step 5

Adjust and operate sludge return as required.



### Step 6

Check inlet and chamber junctions are clear and report on septic chamber crust.



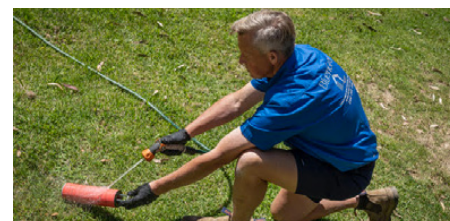
### Step 7

Test Ph, free chlorine levels and replenish chlorine as required (up to 6 tablets).



### Step 8

Report on status of irrigation area.



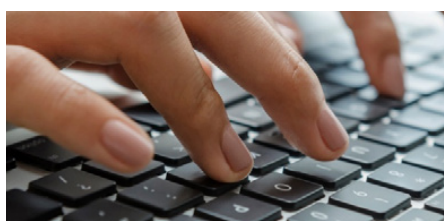
### Step 9

If fitted and accessible clean irrigation filters.



### Step 10

Make comments and recommendations for any additional work that may be required.



### Step 11

Once completed we will email you a service report and forward it to your Local Council, within 5 days.

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## What is not included in the service?

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The service involves checking the tank to see if it is operating properly and reporting on the status of the irrigation. At times, your septic tank may require additional work to be done to keep it operating efficiently.

These repairs are outside the usual service and we are happy to arrange for these works to be done:

- Repairs and installation of any irrigation parts or sprinklers
- Desludging of clarification and irrigation chambers
- Emergency call outs for any failure or breakdown
- Parts and labour for any repairs and/or additions or modifications to any part of the system
- Cleaning out of any tank or compartment
- Pump outs
- Aeration and Irrigation Pump Replacement

## What are my responsibilities as an owner of an AWTS?

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Your responsibilities as a AWTS owner include:

- Never turn the system off
- Ensure that the Aerated System is serviced every 3 months
- Fixing the system when problems are reported
- Replacing the aeration, irrigation and sludge pumps when they reach the end of their life and are no longer operational
- Maintain your irrigation area – make sure the area is mowed around sprinklers and that the irrigation line is free of kinks and tank is accessible for the technician
- Complying with Council's request for inspections or maintenance
- Ensuring a sign stating that it is "Recycled water, Avoid Contact, Do not Drink" is displayed on your property
- Have the tank pumped out every 3-5 years

## Our technicians are experienced and qualified

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We take pride in the quality service and advice that our technicians provide in our services. With a knowledge of wastewater and how bacteria works, BluenGrey keeps your system working with good advice and reliable, professional servicing.



### Training

BluenGrey Service Technicians are accredited and trained in servicing domestic wastewater management systems in accordance with NSW Health requirements.



### Knowledge

Benefit from our extensive knowledge of wastewater and septic systems.



### Experience

Since 1986, BluenGrey has been providing good practical advice for servicing septic systems. We understand how bacteria and septic systems work.



*We make the decisions about water and septic simple*