



USER INSTRUCTIONS FOR THE USE AND CARE OF YOUR GRINDER PUMP

In order to provide you with suitable wastewater disposal, your home is served by a low-pressure sewer system. The key element is an Environmental One Grinder Pump. The tank collects all the effluent from the house. The solid materials are then ground to a small size suitable for pumping as slurry with the effluent water. The grinder pump generates sufficient pressure to pump this slurry from your home to the wastewater treatment disposal plant.

With proper care and by following a few simple guidelines your grinder pump will give you years of dependable service. **Please post this set of instructions on the inside of a cabinet door or at a place that is accessible to all residents or their guests.**

The Grinder pump is capable of accepting and pumping a wide range of materials. However, **never** introduce either directly or through a kitchen waste disposal unit the following:

Glass	Strong Chemicals	
Diapers, socks, rags	Toys	Flammable materials
Metal	Utensils	Egg Shells
Plastic Object	Plastic objects	Cigarette / Cigar butts
Sanitary napkins or tampons	Seafood Shells	Lubricating Oil
Explosives	Gasoline	Kitchen Grease

PERIODS OF DISUSE:

If your home is unoccupied for longer than a couple of days, purging the system will prolong the life of your grinder pump. To purge the system: Run clean water in the unit until the pump activates (Approximately 10 minutes). Immediately turn off the water and allow the grinder pump to run until it shuts off automatically. The Grinder Pump cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum. Inadequate power will cause damage to the grinder pump.

IN CASE OF A PROLONGED POWER OUTAGE, IT IS OBVIOUS THAT THE USE OF SEWER SERVICE WILL BE IMPAIRED AND THE HOMEOWNER WILL NEED TO PLAN ACCORDINGLY.

PUMP FAILURE ALARM

The Grinder Pump has been manufactured to produce an alarm signal (120-Volt) in the event of a **high water level in the basin**. The alarm signal is connected to an audible and/or visual alarm to provide adequate warning to the user that service is required. **If your alarm sounds and/or the red light comes on, it may simply be a signal that there is a high water level in the pump tank that could be the result of running, for example, a washing machine and a dishwasher at the same time. When the pump “catches up” with the high water level, the alarm is silenced and goes off.**

In other circumstances, when the red light is activated, we ask that you wait a few minutes, with all water sources off, before calling TNA Operations and Management. During the interim, prior to the arrival of TNA’s technicians, water usage **MUST** be limited.

The Llano County MUD # 1 is responsible for:

1. Maintenance and repair of the grinder pump.
2. Sewer shut off valve and the line running to the main.
3. The electrical control box and the power from that box to the grinder pump.

The Property Owner is responsible for:

1. Maintenance of the sewer line from the house to the grinder pump.
2. Maintenance of the sewer line from the grinder pump to the collection line on the street.
3. Providing electricity through a dedicated, 240 Volt, 15-amp circuit breaker that has no external or internal connections to the grinder pump control box (the black box with the red light on top).

Costs incurred by the MUD for the repair, rebuild or maintenance of a sewer line, a grinder pump or control box that are occasioned by neglect, mistreatment or damage of such item (by the homeowner or their agents), shall be the responsibility of the customer and will be billed to the customer.

Any call-outs billed to the MUD that are the customer’s responsibility will be billed out as a **Work Order Reimbursement**. These costs include any charges incurred in diagnosing problems later determined to be the customer’s responsibility, including weekend call-outs.

WHAT TO DO IF YOUR PUMP FAILS:

Between the hours of 9:00-5:00, Monday through Friday, call the Llano County MUD # 1 Office at (830) 598-5460.

After 5:00 and on weekends, call TNA Operations and Maintenance at (830) 385-4800, Operations personnel, Tim Webb, and they will respond. Please make sure that you tell them what subdivision you are in and that you are a customer of Llano County MUD #1.

Please call Angela Burton, General Manager at 830-385-9027, if you have problems reaching TNA Operations and Management on the weekends and after hours.