**NASSAu County’s s.e.pt.i.c. HOMEOWNER’S Manual**

[Insert Date of Manual]

**FOR [INSERT MODEL NUMBER]**

*[INSERT TECHNOLOGY DIAGRAM]*

*[INSERT COMPANY LOGO AND CONTACT INFORMATION]*

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10. **DEFINITIONS**

Insert key definitions here

1. **ABOUT YOUR NEW SEPTIC SYSTEM**

Thank you and congratulations on the purchase of your new [INSERT TECHNOLOGY NAME] wastewater treatment system. The [INSERT TECHNOLOGY NAME] uses biological processes to treat wastewater and significantly reduce the amount of nitrogen released to the environment.

How the [INSERT TECHNOLOGY NAME] works:

[DESCRIBE TECHNOLOGY in layman terms].

[INSERT TECHNOLOGY SCHEMATIC]

1. **CARING FOR YOUR NEW SEPTIC SYSTEM**

**System Use**

The [INSERT TECHNOLOGY NAME] wastewater treatment system is designed to treat wastewater that is produced from residential homes. However, in order to optimize performance and longevity of the system, it is important to not overload or abuse the system. Since the system treats the wastewater using a biological process, which takes advantage of

bacteria in the wastewater to consume pollutant, there are limitations to the types of

wastes and constituents that can be treated using the system. For example, substances that are meant to kill bacteria that are found in typical households must be used in moderation.

Some of these items include but are not limited to the following:

* **Additives:** Please do not use toilet tablets of any kind (the tablets that turn the water blue or green) or other products such as Drain-O. These products deplete or degrade bacterial action. Never use septic tank additives of any kind (such as Rid-X).
* **Laundry Detergents:** Laundry detergents that are low in phosphates, nitrates, and chlorine such as Arm and Hammer laundry detergent are recommended. Such detergents are gentle to your clothing, as well as the septic treatment system and disposal field.
* **Bleach:** Minimize the use of chlorine bleach. Use bleach sparingly and don’t do multiple loads of laundry that requires the use of bleach back-to-back. Instead, spread its use over time so the bacteria in the treatment system are not depleted.
* **Soaps and Cleaners:** Minimize the use of antibacterial soaps and cleansers. There are a lot of products on the market that include “antibacterial” chemicals within them such as hand soaps, laundry detergents, dish soap, among others. Antibacterial products kill bacteria, and therefore, are not good to be using with septic systems which relies on bacteria to work properly.
* **Hand Sanitizer:** Like antibacterial soaps and cleaners, hand sanitizer has antibacterial agents that kill the bacteria that your septic system relies on to work properly. Please use hand sanitizer in moderation and do not flush any excess sanitizer down the drain.

Other Items that you shouldn’t flush down the drain:

* **Trash**: Please keep sanitary napkins, wipes, cigarette butts, paper towels, coffee grounds, cooking greases and oils as well as paints, petroleum products and other nonbiodegradable materials out of the system.
* **Grease**: Never dispose of grease down the drain. Grease will only congeal and coat drain piping, which could lead to clogging, and will also deplete or degrade bacterial action. Rather, dispose of grease into the trash after it has cooled.

Finally, the use of garbage disposals, or garbage grinders are not recommended due to the increase in amount of solids and organic loading that are added to the system. If you do use a garbage disposal, please use it sparingly and be aware that your system will need more frequent maintenance and pumping.

1. **WHAT TO DO IN CASE OF AN ALARM**

State the type(s) are purpose of the alarms and provide instructions for silencing the alarm and when the service provider should be contacted.

1. **SYSTEM WARRANTY INFORMATION**

State the type(s) and length of any warranty (pumps, floats, blowers, controls, and overall system). How to register your warranty, what is included, and who to contact if there is a problem with a covered component.

Include a copy of their warranty in this section or as an attachment

1. **OPERATION & MAINTENANCE REQUIREMENTS**

Explain the purpose and importance of routine operation and maintenance, where they can find their service provider information, types of reporting and notices the service provider may leave, what they need to access during service, and other items the service provider will need access to like outside water or interior electrical panel.

Include a copy of their warranty in this section or as an attachment

1. **SEASONAL USE**

State any precautions or protocols for seasonal installations.

1. **COLD WEATHER CLIMATE INSTALLATIONS**

State any precautions or protocols for cold weather installations.

1. **FREQUENTLY ASKED QUESTIONS**

Include a technology specific FAQ containing typical questions asked by property owners

**APPENDIX**