

# Homeowners Guide



## Avoiding blockages

There are a few things you need to know to ensure the system runs smoothly.

The system operates like a conventional sewer, it takes waste liquids from your toilet, sink, shower, bath, dishwasher and



**Emergency storage  
built in**

washing machine. The pump grinds up solids and transfers all the waste off your property to the treatment plant. No treatment is done onsite.

To avoid blockages and damage to the system, there are a number of items that you should never flush down toilets, sinks or drains.

## Don't flush:

- ✗ **Wet wipes or "Flushable toilet wipes"**
- ✗ **Nappies, sanitary pads, tampons, condoms**
- ✗ **Socks, rags, clothes**
- ✗ **Cooking fat, oil or grease**
- ✗ **Hazardous Materials**

**Please note:** These items are accepted in the kerbside bins.

## What is an Ecoflow system?

An Ecoflow E/One pressure sewer system is an environmentally friendly sealed sewer network that eliminates wastewater overflows into New Zealand's waterways and beaches helping protect our natural resources for future generations.

- Sealed system, no infiltration and lower impact on treatment plant capacity
- More resilient to seismic activity such as ground movement and liquefaction
- 24/7 customer support

The system consists of a pumping unit on your property which is connected to a network of pipes from other properties in your area. These pipes transfer wastewater to the off-site sewerage treatment plant.

## What to do during a flooding event



If your E/One system is fully submerged due to a flooding event, it is likely the alarm will sound.

Please follow the below steps **'if you can safely reach the alarm panel'**.

1. **Silence the alarm.** The 'Silence' button is located at the bottom of the Alarm panel.
2. **Wait for the water to subside**, then perform a reset by opening the alarm panel and cycle the power switch off and then on again.
3. **If the red light is still on** 1 hr later or the alarm sounds call the Ecoflow support line on 0508 528 3725.

Blockages caused by these items may result in a loss of service, inconvenience and repair costs to the residents.

## General guidelines for use

If there is a power failure – keep water use to a minimum. When power is restored the system will reset itself.

**Do Not** – Put heavy items on unit lid or cover the lid with dirt, mulch or any materials, as the lid is self-venting and needs to have air flow around the lid.

**Do Not** – Turn off the power to the pump unless in response to a broken sewer pipe or evacuation in an emergency.

## If the alarm sounds

The audible alarm can be turned off by **pressing the rubber button underneath the alarm panel.**

- If the alarm light is still active after 15 minutes then call Ecoflow for assistance.
- Please also call if the system re-alarms within the next few days.
- Ecoflow will ask for your phone number and address and will have their service contractor respond to the situation.

**The system has a built in emergency storage capacity**, so any repairs will be carried out within the 24 hour period. Whilst waiting for the unit to be repaired you should try to minimise the amount of waste going through the system.

If you notice any irregularity with the unit, i.e. the alarm frequently sounding, then contact Ecoflow and discuss your concerns with them.

**Please Note:** Maintenance costs for privately owned systems are the responsibility of the homeowner.



**1. Press the silence button** (located under the alarm panel)



**2. Call Ecoflow 0508 528 3725**  
Give Ecoflow your name, address and contact number.



**3. If necessary an Ecoflow Service Technician will visit your site to solve the issue.**

