



One City Plaza, Suite B  
P.O. BOX 1287  
Cabot, Arkansas 72023  
Phone 501 605-1740  
Fax 501-605-1743

## **Grinder Pump User Guide (Revised March 2, 2012)**

If your home or business has a grinder pump, a fiberglass or plastic sewage holding tank has been installed underground on your property and a sewage grinder pump is housed in the tank. The tank cover is round and is the only part that shows above the ground. All of the wastewater from your home or business flows into the buried tank. When the tank fills to a preset level, the grinder pump automatically turns on, grinds the waste and forces it out of the tank and into the sewage system. The grinder pump normally will run for one or two minutes and will automatically turn off when the tank has been emptied. The pump is programmed to operate in cycles, rather than continuously.

The grinder pump in your yard is part of the larger Cabot WaterWorks sewage collection system. Grinder Pumps are used in areas where sewage cannot flow downhill by gravity. The pumps force sewage through smaller pipe to the sewage collection system. If you have a grinder pump, your home or business is one served by a pressure sewer system. The grinder pump grinds the sewage from your home or business (much like a garbage disposal in your kitchen sink) and forces the sewage under pressure to the sewage collection system.

Grinder pumps are owned by Cabot WaterWorks, our technicians provide the maintenance and service for the unit. It is not advisable to plant flowers or shrubs or place such items as fences, decorative pilings, fish ponds, etc. next to the grinder pump. Cabot WaterWorks cannot be responsible for any damage to landscaping or items placed next to the grinder pump or within the easement while performing any maintenance function. Electric power and alarm wires are buried under ground between the control panel and the tank. Before digging in the area, call Cabot WaterWorks to have a technician locate the lines.

### **If the Alarm Sounds:**

If there is a grinder pump failure, the tank which contains the pump will become full. An alarm horn and/or light located on the alarm box outside of your home or business will automatically turn on. You should;

- ❖ Discontinue water use to prevent overflows.
- ❖ Turn off the alarm by depressing the alarm silence button on the bottom of the alarm box. The alarm horn should silence but the light will remain on until the tank is pumped down.
- ❖ Wait fifteen minutes before taking further action. If you have a high volume of water usage, this will sometimes trip the alarm. This situation is self correcting. If



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- the pump is operating correctly, the tank will automatically be pumped down and the alarm light will turn off.
- ❖ If the alarm light is still on after fifteen minutes, call our 24-hour emergency personnel at 501-743-1428
  - ❖ Never attempt to open the tank cover or the electrical panel box. **CAUTION:** Electrical shock or damage to the pump may occur. Cabot WaterWorks emergency crews are on duty 24 hours a day, seven days a week and will respond promptly.

### **Protect Your Pump:**

With your cooperation, your grinder pump will provide many years of safe, reliable service. Please take a few moments to read the following information to insure the proper functioning of your pump.

**The Property owner is responsible** to keep the ground sloped away from the tank so rain water will not drain into the tank or vent, which may damage the pump. Grinder pump tanks have an air vent located on the side of the tank, just below the cover. This vent must be kept open and free of debris, such as mulch or grass, for the unit to remain operational.

**The Property owner is responsible** for damage to the grinder pump. The pump can handle any wastewater that is normally discharged to the sewer from the kitchen, bathroom or laundry. Some chemicals and materials may cause operating problems or safety hazards. It is advisable to check labels on chemicals prior to their disposal. Never connect a sump pump to the grinder pump or tank.

**CAUTION:** Never put any of the following materials into sinks, toilets or drains. These materials may clog your grinder pump or create unsafe conditions in your lines and tank.

Glass	Diapers, socks, rags or cloth	Stones, rocks, gravel or concrete
Metal	Plastic objects (toys, utensils, etc.)	Seafood shells
Kitty litter	Sanitary napkins or tampons	Explosives or strong chemicals
Gasoline	Flammable material	Lubricating oil and/or grease

- ❖ Cooking fat (lard, oil, grease)
  - Recycle cooking oil, Never pour oil or grease down the drain
  - Scrape excess food and waste from pots and pans and dispose into the garbage can.
  - Put unusable fats, oil and grease in a sealed container and dispose into the garbage can.



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**Grinder Pump Stations are easily damaged during construction activities. Contractors are notorious for damaging them with construction equipment. The property owner is responsible for the replacement costs of any Grinder Pump Station or Grinder Pump damaged by any person or equipment, including damage caused by debris in the property owner's sewer lines.**

### **Power Outages:**

If your home has a power outage your grinder pump will also experience a loss of power and will not operate. The grinder pump tank has a certain amount of holding capacity, but household water use should be severely limited until power has been restored.

While on Vacation If you are going to be away from home for more than seven days, the following steps should be taken to minimize any stagnating odors. First, run water from an inside tap long enough for the grinder pump to begin running. After the pump turns on, turn the water off. The grinder pump will run until the tank is empty and will shut off. This process will cleanse the pump and leave it filled with a minimum of clean water. Leave the electrical power on. This allows the heating element inside the pump to operate which helps eliminate condensation and freezing. By following these guidelines, you can ensure that your grinder pump system will provide many years of safe, reliable service.