

## HOMEOWNERS MANUAL



Congratulations on the purchase of your new AquaFLOW Pump Station!

By purchasing this product, you are supporting Australian manufacturing and helping us keep the industry strong. - Everhard Industries

Your Pump Station has been designed and manufactured locally by Everhard Industries. We are Queensland's largest manufacturer of recycled plastics and have been mastering drainage, wastewater & environmental solutions for over 90 years. Our products are designed for Australian homes and commercial applications and Australian conditions, working to conserve the environment for the future. With plastics and precast manufacturing factories in Brisbane, Everhard is committed to local and sustainable manufacturing for generations to come.

The Everhard Industries Pump Stations are designed to handle a wide range of use cases including moving stormwater, greywater blackwater and wastewater where traditional gravity fed drainage solutions aren't usable.

The Everhard Industries Pump Station Series is designed to meet Australian Standards; however, it is vital to consult local authorities before installation to ensure compliance with all applicable local codes and regulations.

Your role now is to ensure that routine maintenance on your system occurs as outlined within this manual and you are aware of the functionality and limitations of the system to ensure its effective operation.

Please read this manual carefully as it includes important information about the maintenance and care of your system.

## HOW IT WORKS:

A pump station is a critical component in water, wastewater, or sewage systems, designed to move liquids or slurries from one location to another, particularly when gravity flow alone is insufficient. Here's a basic overview of how it works:

### 1. Collection

Liquid (e.g., stormwater, wastewater, or sewage) flows into a wet well or holding chamber, which temporarily stores the incoming liquid.

Sensors or floats inside the wet well monitor liquid levels.

### 2. Activation

When the liquid level reaches a predetermined threshold, the pump is automatically activated by a control system.

### 3. Pumping

The pump generates the pressure needed to lift the liquid and transport it through a network of pipes.

Pump types vary based on application but often include centrifugal, submersible, or positive displacement pumps.

### 4. Discharge

The liquid is pushed to its next destination, which might be a treatment plant, another section of the sewer system, or an area where gravity can resume the flow.

### 5. Deactivation

Once the liquid level in the wet well drops below a set point, the pump turns off to conserve energy and prevent dry running.

### Additional Features:

**Control Panels:** Manage operations, provide alerts for malfunctions, and allow manual adjustments.

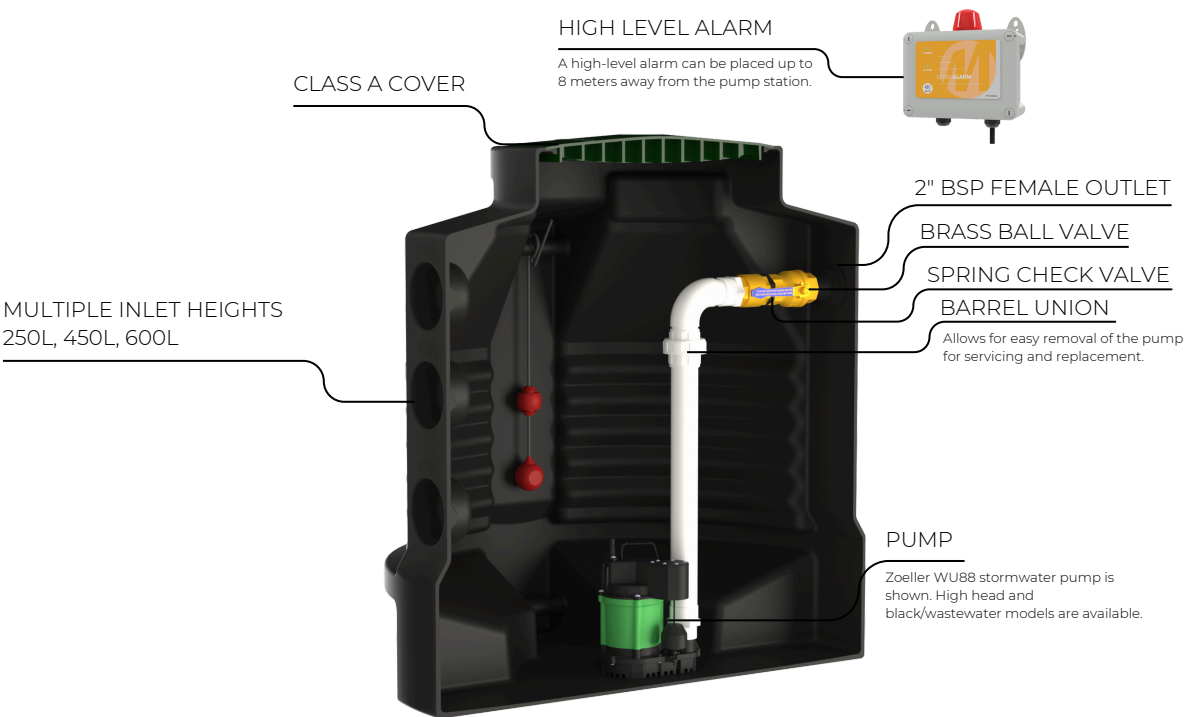
**Backup Systems:** Ensure continued operation during power outages or pump failure.

**Filtration or Screening:** Prevent debris from damaging the pump or clogging the system.

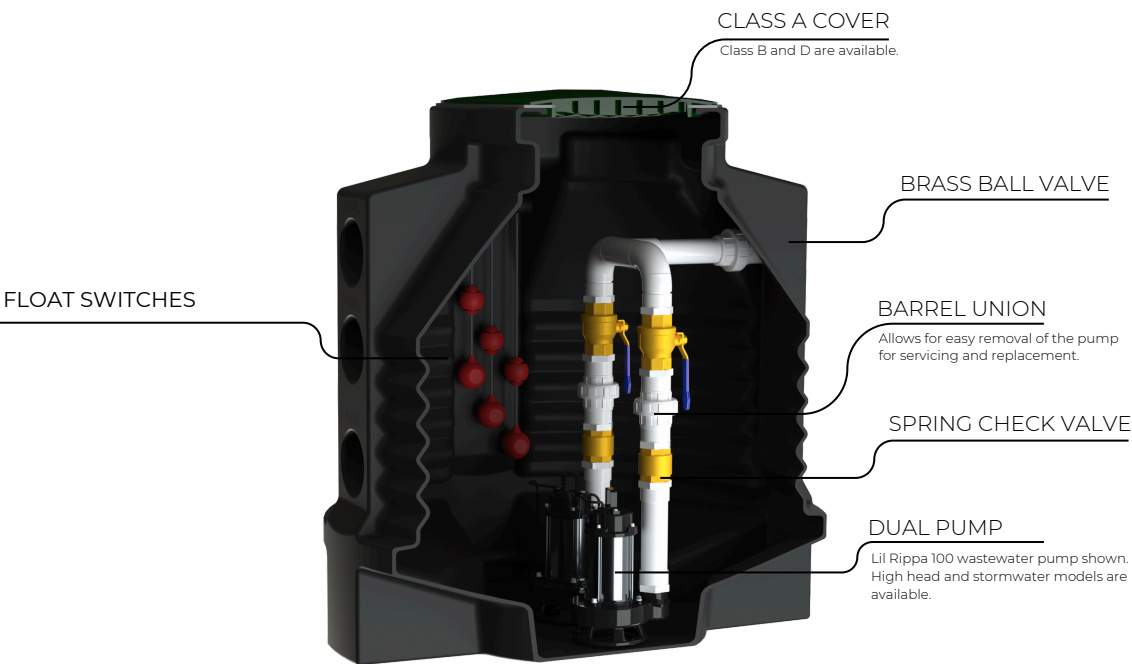
Pump stations are indispensable in managing fluid movement efficiently, especially in areas where topography or distance prevents natural flow.

## SYSTEM DIAGRAM

### 600L Single Pump



### 600L Dual Pump



## OPERATION AND MAINTENANCE

### Initial Setup

Make sure your install technician filled out the warranty and commissioning form online!

First Week Monitoring: Inspect the system daily for the first seven days to confirm proper operation. Special attention should be given to avoid obstructions caused by foreign objects like concrete, gravel, silt, wood, or tools.

### Regular Maintenance

To ensure the pump station remains operational and efficient, the homeowner should perform monthly checks. This should include but is not limited to, inspecting the pump's performance and cleaning off any accumulated fats or debris in the wet well.

#### Professional Servicing (Every 12 Months):

Have a qualified technician thoroughly inspect and maintain the system at least once a year, or more frequently for systems requiring higher upkeep. This servicing should include:

- A complete evaluation of the pump's mechanical and internal components.
- Testing overall system performance.
- Testing of all float switches, controllers and high-level alarm systems.

#### Indicators of Escalated Maintenance Needed:

- Reduced output or discharge pressure from the pump.
- Noticeable increases in energy consumption or extended run times.
- Unusual noises, vibrations, or performance inconsistencies.
- Cleanliness and Preventive Care

If the system is fitted with a Class A lid, ensure no regular pedestrian traffic over tanks is permitted. Ensure no vehicle traffic is permitted within 600mm of the tanks. Ensure access and inspection covers and the control box are always freely accessible and not buried.

### Additional Inspections

In challenging or highly critical environments, more frequent evaluations might be necessary. Adjust inspection schedules based on early performance observations following installation.

## RECOMMENDED APPLICATIONS

### *Grey Water/Sullage/Drainage Pumps (Zoeller WU88)*

- Grey water collection pits.
- Wastewater treatment systems (free of debris).
- Sullage transfer.
- Clean stormwater (without solids).
- Emptying pools and tanks.

### *Vortex Sump Pumps (Zoeller WU222, Zoeller WU223)*

- Grey water pits (handles soft solids up to 50mm).
- Wastewater treatment operations.
- Sullage and stormwater pumping.
- Pool and tank draining.

### *Grinder Pumps (Lil Ripa 100, Zoeller WU2702)*

- Sewage systems.
- Schools, daycare centers, and recreational areas.
- Waste management facilities.
- Industrial processes.

### *Cutter Pumps (Lil Ripa 150)*

- Processing trade waste.
- Managing waste from treatment plants.
- Handling farm waste.
- Sewage systems.

## PUMP TROUBLESHOOTING GUIDE

The following is a guide to diagnose and rectify the most common problems that may arise. This guide should only be used by qualified maintenance personnel. As with any troubleshooting procedure, start with the simplest solution first:

- Always make the above ground checks before removing the pump from the tank.
- Before embarking on any trouble shooting action ensure you read all the warnings at the beginning of this manual.
- Check Power Supply
- Adjust & check floats are clean and unobstructed
- Check if check valve is working and not blocked.

Fault	Cause / Operation	Remedy
Pumps do not run	<ul style="list-style-type: none"> <li>Water level in pump station is below start sensor</li> <li>Power failure</li> <li>Thermal overload setting Loose electrical connections Temperature of pumped liquid is too high</li> <li>Check if visual/audible alarm on control panel is activated Check for voltage at panel (Power On light should be aglow)</li> <li>Ensure circuit breakers are not tripped</li> <li>Check if pump can be started manually</li> </ul>	<ol style="list-style-type: none"> <li>1.Add water</li> <li>2.Switch power on</li> <li>3.Check thermal overload setting and adjust if necessary</li> <li>4.Tighten connections</li> <li>5.Wait for liquid temperature to cool, then start pumps</li> <li>6.Report to an electrician or service department if unresolved</li> </ol>
Pump trips circuit breakers or thermal overload after short time of operation	<ul style="list-style-type: none"> <li>Impeller jammed or partially jammed</li> <li>Phase failure</li> <li>Supply voltage not sufficient Thermal overload set too low Impeller seized to pump casing from lack of use</li> <li>Check that overload is on the correct amperage setting</li> </ul>	<ol style="list-style-type: none"> <li>1.Clean impeller, casing, and pump station if required</li> <li>2.Check electricity supply</li> <li>3.Check thermal overload setting and adjust if necessary</li> <li>4.Free impeller and ensure pumps are regularly run to prevent corrosion build-up</li> <li>5.Adjust overload settings or replace faulty components</li> </ol>
Pump runs but does not pump	<ul style="list-style-type: none"> <li>Gate or discharge valve is closed</li> <li>Suction strainer, discharge line, or check valve is blocked</li> <li>Pump is too small for application Incorrect direction of rotation</li> <li>Air lock in pump</li> </ul>	<ol style="list-style-type: none"> <li>1.Open valve</li> <li>2.Clear blockages and clean pump station if necessary</li> <li>3.Check pump performance and upgrade if necessary</li> <li>4.Correct the direction of rotation</li> <li>5.Remove pump from well and reinstall to expel air lock</li> </ol>
Pump runs but delivers too little water	<ul style="list-style-type: none"> <li>Pump inlets are partially blocked</li> <li>Excessive wear on impeller and/or wear plate</li> </ul>	<ol style="list-style-type: none"> <li>1.Contact servicemen</li> <li>2.Inspect and replace impeller or wear plate as needed</li> </ol>
Pump will not switch off after emptying pump station	<ul style="list-style-type: none"> <li>Selector switch in manual position Off sensor set too low</li> <li>Incorrect wiring</li> <li>Off sensor movement is obstructed</li> </ul>	<ol style="list-style-type: none"> <li>1.Change setting to automatic</li> <li>2.Raise off sensor setting</li> <li>3.Check and rectify wiring</li> <li>4.Reposition off sensor if caught in the up position</li> </ol>

## EMERGENCIES

In the unlikely event that an emergency occurs, contact your service provider or installer and request that they come and review your system. Generally, service providers will attend to the issue within an agreed timeframe (typically mentioned in a service contract).

Following any general power failure, you should check that the circuit breaker for the system is still set to supply power to the system. Service calls can be minimised by the owner first making some simple checks and observations that may indicate to the Service provider what the problem may be.

In the event of a system fault or alarm, refer to the troubleshooting guide. If you do need to call a service provider, minimise water usage as much as possible until the fault is corrected. Call for a plumber if any toilet or other fixtures fail to drain freely. Such problems are usually due to pipe blockages rather than a failure of your wastewater treatment system. The plumber will advise you if there is a problem with the system.



## AquaFLOW Pump Station Warranty

### 1. Overview

Everhard Industries Pty Ltd (Everhard Industries) offers a warranty against defects for AquaFLOW Pump Stations. This warranty assures product quality and applies only to the original purchaser. It is non-transferable and subject to the terms outlined in this document.

### 2. Warranty Periods

Everhard Industries warrants that the AquaFLOW Pump Station products will be free from defects for the following periods:

- Pumps, Parts, and Components: 2 years.
- Polymer Pits & Covers: 5 years.
- Metal Grates: 1 year
- Warranty: 2 years for pumps, parts, components and labour:
  - Commissioning is conducted by a qualified plumber/installer.
  - A completed commissioning form and a letter from the specifying engineer are submitted to Everhard Industries within 30 days of commissioning.
  - Failure to complete the commissioning results in 1-year warranty only

### 3. Warranty Conditions

This warranty is valid only when the product is:

- Installed and used according to Everhard Industries' guidelines.
- Specified correctly for its intended application.

This warranty does not cover:

- Damage due to misuse, improper installation, or failure to follow guidelines.
- Faults caused by unauthorised repairs, modifications, or negligence.
- Incorrect pump specification leads to performance issues.
- Environmental damage or normal wear and tear.
- Costs associated with removal, reinstallation, or transportation of the product unless agreed upon by Everhard Industries.

### 4. Installed Products

For installed products, please contact Everhard Industries Customer Service:

- Phone: 131 926
- Email: [info@everhard.com.au](mailto:info@everhard.com.au)

Everhard Industries may arrange for a representative to inspect the product at the installation site. If the product is deemed defective under warranty, Everhard Industries will repair or replace the product or supply an equivalent alternative if the original is unavailable.

Note: If the defect is visibly apparent and should have been noticed during installation, removal and reinstallation costs will not be covered.

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## 5. Uninstalled Products

Uninstalled products must be returned to the place of purchase along with proof of purchase and any required claim documentation. The customer is responsible for transportation costs.

## 6. How to Make a Warranty Claim

All claims must be made within 14 days of identifying a defect. Claims submitted after this period may not be accepted. To lodge a claim, provide:

- Proof of purchase showing the purchase date.
- Details of the defect, including photos if applicable.
- Evidence of commissioning for extended warranty claims, including the completed commissioning form and engineer's letter.
- If installed, the installer's invoice or proof of installation by a licensed professional.

If requested, customers must provide original documentation. Costs associated with submitting claims, including postage and communication, are the responsibility of the customer.

## 7. Important Notes

- Everhard Industries is not liable for defects caused by incorrect installation or use.
- It is the responsibility of the installer to ensure the product is undamaged and free from visible faults before installation.

## 8. Australian Consumer Law

This warranty is in addition to your rights under the Australian Consumer Law. You are entitled to a replacement or refund for major failures and compensation for other foreseeable losses or damages.

## 9. Contact Details

For further assistance, please contact:  
Everhard Industries  
454 Newman Rd, Geebung, QLD, 4034  
Website: [everhard.com.au](http://everhard.com.au)  
Phone: 131 926