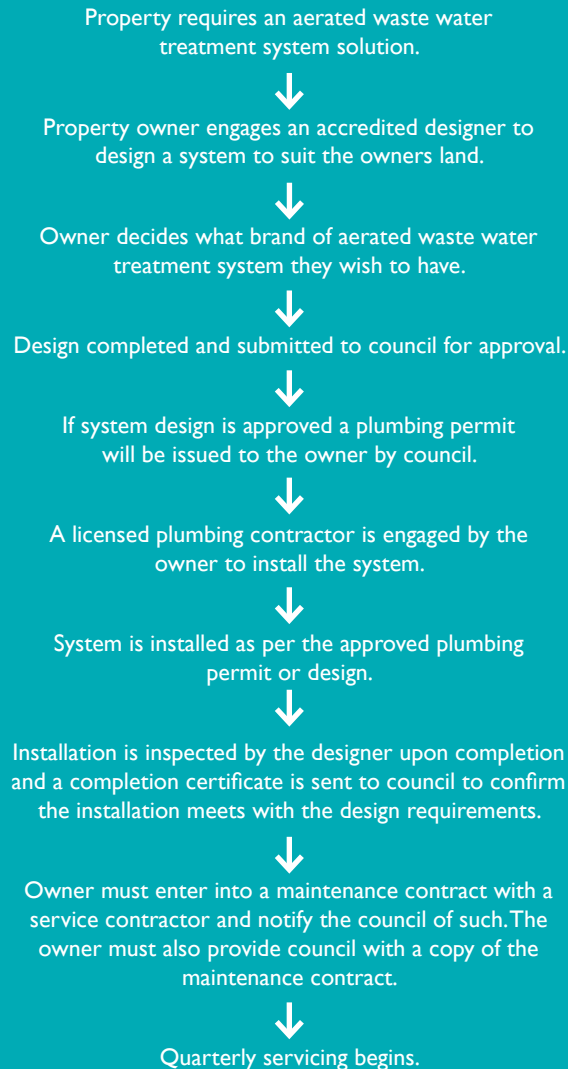


Are you purchasing a new aerated waste water treatment system?

This guide will help you to choose the best system and contractor to suit your needs. Read on for handy tips and information designed to help you make an informed investment choice.

PROCESS IN BRIEF



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A GUIDE TO PURCHASING, INSTALLING & MAINTAINING AERATED WASTE WATER TREATMENT SYSTEMS

Department of Justice
Consumer, Building and Occupational Services



OWNERSHIP

- Purchasing, installing and maintaining a waste water treatment system can be a significant up-front investment, and will have ongoing maintenance costs. We recommend that you choose a system and maintenance contractor which best suits your needs.
- An aerated waste water treatment system accepts normal domestic household waste from toilets, basins, showers, baths and kitchen sinks. It is designed to treat the waste and then distribute treated waste water on site to the garden area.
- It is important to understand that this treated water is not suitable for vegetable gardens or fruit trees or any other produce producing plants
- Even after treatment of the waste water, bare skin contact and contact by pets and livestock should be avoided.

WARNINGS

- Waste water treatment systems that are not working or are working incorrectly can be a serious health hazard.
- Ponding of water and leaking waste water distribution systems should be rectified immediately.
- Keep pets and children clear of waste water distribution areas.

RESPONSIBILITIES

- You, as the owner, will be responsible for the overall operation and monitoring of your system and for making sure the scheduled maintenance is carried out at regular intervals, such as quarterly.
- Your local council will issue a plumbing permit – with permit conditions attached – for your new installation. As long as you own the property you will be responsible for making sure these conditions are met.
- We recommend that you choose a suitable maintenance contractor to work with you to ensure you meet the permit conditions. Perhaps ask other owners who services their system.

INSTALLATION

- Before your system can be installed, an accredited designer will need to complete a design for the waste water system including the irrigation area. The design will require approval from your local authority (council).
- A licensed plumber must be used to install your waste water management system.

CHOOSING YOUR SYSTEM

- There are various waste water systems on the market for you to choose from. Ask your local council, accredited designer or plumbing contractor for some advice on a suitable system.

MAINTENANCE

- Aerated waste water treatment systems require regular maintenance, usually 4 services per year.
- Servicing needs to be carried out by a qualified person (ask your local council for a list of suitable maintenance contractors).
- You will need to enter into a formal maintenance contract with the maintenance contractor.
- You will need to agree on the service costs with the maintenance contractor. This amount should be contained within a Maintenance Service Contract.
- The local council will require a copy of the formal contract once it's been agreed to and signed by both parties.
- The local council will require a 'receipt of servicing' from your contractor after every service.
- You, as the owner, will also receive a copy of this service receipt.
- Generally a service of a typical aerated waste water treatment system takes between 0.5-1.0 hour to complete correctly.

MAINTENANCE CONTRACTORS AND CONTRACTS

- Seek good advice and be prepared to speak with more than one maintenance contractor:
- Maintenance contractors differ when it comes to terms and conditions within a contract, and these terms and conditions are often negotiable.
- You may wish to change contractors or your circumstances may change, which could require you to terminate the contract. Be aware that contractors offer varying exit options from the contract, and make sure you compare the contract exit options when deciding on a contractor:
- Contractors offer varying lengths of time for which the contract is active. You should compare contract lengths to ensure you are entering a contract with a timeframe appropriate for you.
- Make sure you understand all of the terms and conditions prior to signing the contract.
- Ensure that your contract contains all the basic terms including price, services to be provided and service intervals.



Clockwise from above: Example of an aerated waste water system being delivered. Example of a typical installation. Example of regular maintenance.