

## Your Sewer Grinder Pump

### Important Information for WindStone Residents:

The WindStone community is served by a forced main collection system with each house having its own grinder pump, which macerates the waste from your house and ejects it into the force main. The collection system is owned and operated by Mr. Dave Hammel of Rainbro, Inc. Mr. Hammel is responsible for maintenance and repairs to the main system.

Homeowners are responsible for maintenance and repairs to their grinder pump and to the connection of the pump to the main system, typically located near the street. If you're a new WindStone homeowner, it's strongly recommended that you contact a plumber for a maintenance cleaning of your grinder pump.

### IMPORTANT MAINTENANCE:

Grinder pumps must be thoroughly cleaned out once a year, at the minimum, to maintain pump efficiency. In addition to removing the lid and washing down the inside walls of the pump (a water hose with a pressure nozzle is recommended), inspecting the floats and the amp draw are also crucial to grinder pump maintenance.

A systematic cleaning, including removal of any foreign objects, is essential to prevent damage to your pump. Foreign objects include, but not limited to, construction materials, cleaning rags, plastic items, metal or glass objects, feminine napkins, flushable cleaning devices, grease, common kitchen garbage, etc.

Be aware of the possibility of a flashing red light on the unit control box. A flashing light indicates an immediate need for maintenance/repairs and should not be ignored. Minimize your water usage until the pump can be serviced.

In the event of a power outage, you should minimize your water usage until power is restored. In the event of an extended power outage, some control boxes are equipped with an external electrical connection so that a portable generator can be attached to it to lower the basin's level.

For maintenance/repairs call a plumber of your choice, preferably one that has experience with grinder pumps. Below is a list of plumbers known to have experience with and/or to have actually worked on grinder pumps in WindStone. *Please note that the WRA does not endorse any of the plumbers listed on this page. (Plumbers not familiar with grinder pumps and pressure sewer systems should be avoided.)* If your grinder pump needs replacement, always get a second opinion from another plumber.

Don Dawson	423-635-7999
Water & Waste Equipment (Mike Hawkins)	423-479-2084
Metro Sewer & Drain Service, Inc.	423-855-0967
Roto-Rooter (Bill Foxworth)	423-855-1212