

USER INFORMATION AND MAINTENANCE

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Service Provider

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SYSTEM NUMBER _____

DATE OF COMMISSION ____/____/____

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DESIGN

VOLUME

The **CleanStream TXR-Bio-Filtration Textile System** has been designed and tested to work on an average of 1,200 litres per day of wastewater. This averages out at six people contributing 200 litres per person per day. This loading is spread over the day. The timing processors can be changed to increase the treatment volume but a reduction in treatment quality may occur.

LID

The system has concrete and polyethylene lids that are used for easy access into the system. **These lids are not designed to be jumped on or driven over.** They must be slightly above the finished ground level to stop water intrusion.

ELECTRICAL COVER

The rectangular plastic box houses all the electrical controls. This base should be 100 mm above finished ground level. Please make sure you do not build the soil up around this box because this could allow flooding to occur and this will damage the electrical controls. It must not be jumped on. If it is broken or holed, please call the Service Provider who will need to replace it.

SYSTEM CONTROLLER V2.1

The CleanStream TXR-Bio-Filtration Textile system controller manages the way the system operates.

Unique Features

The controller is pre-programmed for three (3) separate modes

It may be set in a Mode that is appropriate to the loadings for your specific application.

Service Providers are trained to determine which Mode should be applied.

Owners should check with the Service Provider prior to changing setting mode.

ALARM

ALARM TYPES

The system is installed with high level alarms for the recirculation and irrigation pumps.

Should your alarms sound, don't panic. Your system is not broken as such. In fact, it is quite the opposite. The alarm is part of your system and if it is sounding the system is working. The alarm is sounding to indicate that the fluid levels withing your tank are reaching a high level.

We like to think of it a bit like a vehicle. The engine warning light will come on to tell you that you have an issue, yet the car still works. Your CleanStream System is the same as your car, just please don't ignore the alarm warning.

ALARM NOTIFICATION

If an alarm does activate, press the mute button on the alarm panel to silence the buzzer. Please note that muting the alarm will not reset the system. It will only silence the Alarm for 24 hours. The Alert light will stay on. **Please note which Alert light is on.** Advising the Service Provider of this **within 24 hours (see Warranty Terms and Conditions page 8)** will enable them to diagnose the fault and be more efficient in rectifying it.

If it's Alert 1 that is on, it may indicate an overuse issue. The system will automatically move to a higher use mode to clear the high water level that has caused the alert. If the system can clear the water causing Alert 1 it will automatically return to the mode it was set in by the installer.

If it's alert 2 that is on, it may indicate a blocked filter issue that is not allowing treated water to exit the system quickly enough. This filter needs to be cleaned promptly to avoid irrigation pump burning out.

<https://www.youtube.com/watch?v=srkMsOiDbe0>

WHO TO CALL

Act quickly and call your Service Provider within the first 24 hours. Failure to do can exacerbate the issues which may result in a costly outcome such as a burnt out pump that requires replacement.

WHAT TO DO

Until repairs are made (by either the homeowner under the advice of the Service Provider or the Service Provider themselves), limit the amount of wastewater going to the system.

MAINTENANCE

INTERNAL SYSTEM FILTERS

There are 3 x filters within your system.

The Taylex, Zoeller and Arkal Filters.

The Arkal filter protects the irrigation line. The Arkal filter cleans with a spinning action using a high-pressure nozzle on a household hose.

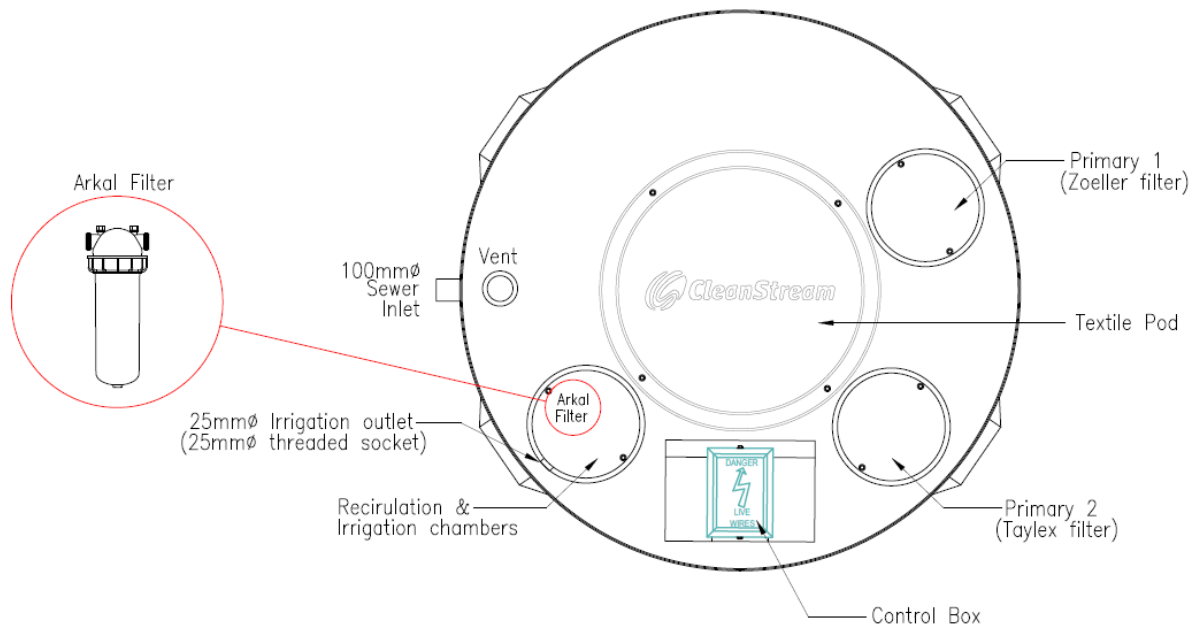
The owner is advised to clean their own Arkal filter every 3 months. Alternatively, for a small fee, our Service Technicians can clean the filter for you. Contact us to arrange this.

Protective clothing, gloves and eye protection should be worn at all times during these cleanings.

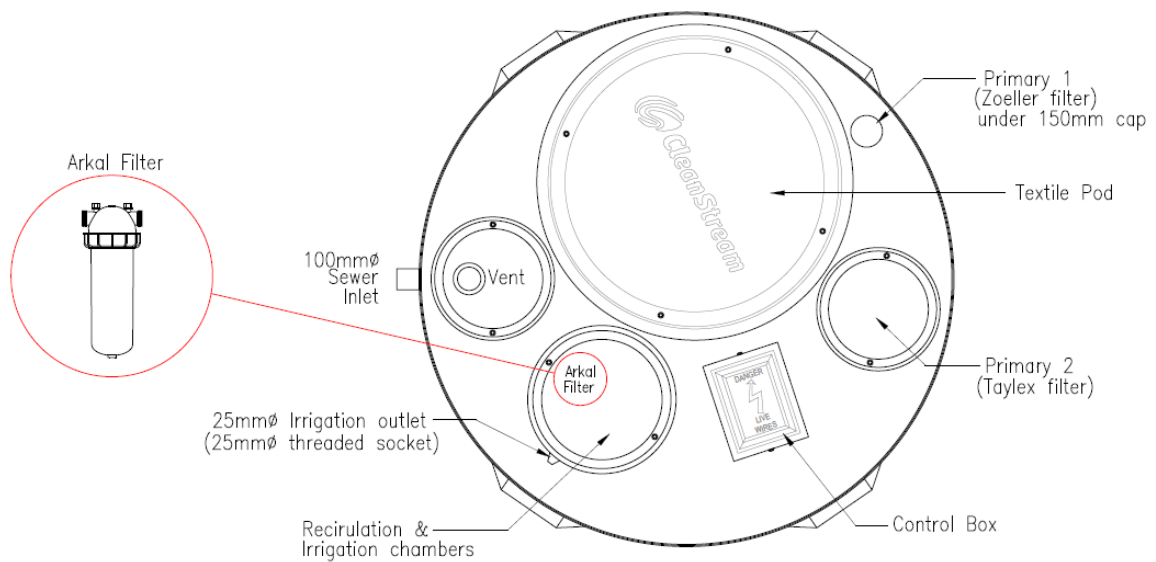
We can also re-locate the Arkal Filter to a location outside of the system for ease of access. Again, contact us for further information and pricing.

Please identify the model of CleanStream TXR that you have and follow the diagrams to locate the Arkal Filter. See below.

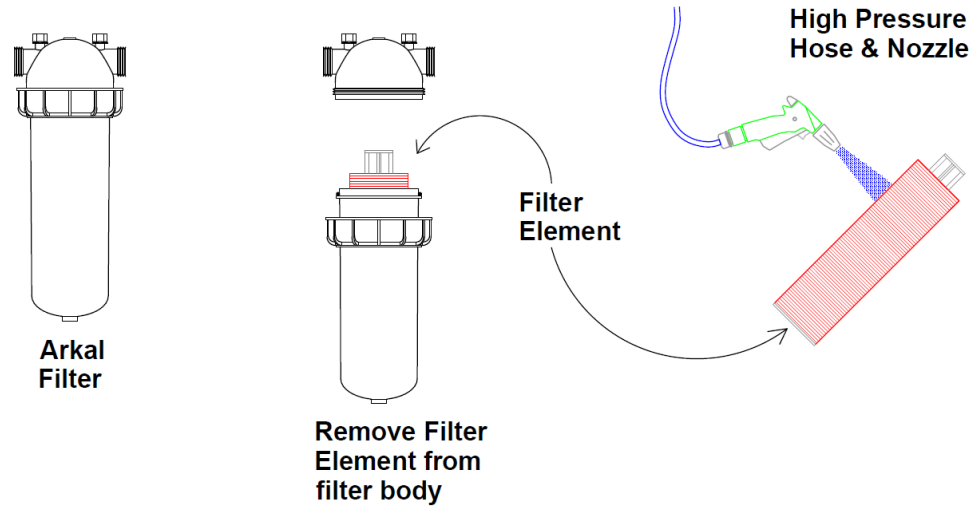
For CleanStream Models from 2011 – 2019



For CleanStream Models from 2019 – Current



ARKAL FILTER CLEANING



To clean the Arkal filter, **the owner** needs to follow these basic steps:

Protective clothing, gloves and eye protection should be worn at all times during these cleanings.

- i) Turn the power off to the system. This stops the pump operating when the filter is open.
- ii) Disassemble the filter by first loosening the locking ring with the plastic wrench provided.
- iii) Remove the bottom portion of the plastic housing exposing the spine on which the discs are stacked. With the cover removed the discs will automatically come free so you can either hose the discs in place by aiming a hose with clean water under pressure at the discs causing these to “spin”. This action cleans the discs. The spine is removable, so the discs may be removed if it is more convenient to clean the discs elsewhere.
- iv) Install the spine (if removed).
- v) Replace the cover and locking ring.
- vi) Tighten ring.
- vii) Turn power back on.

https://www.youtube.com/watch?v=3qPjnwCusHM&feature=emb_title

MAINTENANCE SERVICING

The **Service Provider** will arrange a 6 monthly service for the system. It is important the system is serviced regularly to ensure efficient performance and reduce the requirement for the costly replacement of mechanical components. After each service you will be given a copy of the service report.

The service report provided is a summary of the condition of your system on the day of its maintenance. It does not guarantee the performance or refer to the condition of the system and its components until the next scheduled service in 6 months time.

DESLUDGING

SLUDGE

Desludging is dependent on loadings. For example, the number of people residing in the house will increase the load and may necessitate more frequent desludging.

The Service Provider will advise you if it is necessary to de-sludge. Any desludging required is at the owner's expense.

Typically desludging is required every 3-5 years.

NOISE

PUMPS

The system uses 2 pumps. These pumps are virtually silent and they operate intermittently. If you hear any unusual noise, please call your Service Provider.

ODOURS

VENTING

Remember it is a natural process using bacteria to digest the organic material in your wastewater. Air exchange into the system occurs through the terminal vent on the house (this vent is usually the highest point on the house and any odour is generally dispersed very quickly) and the mushroom vent on the system itself.

It is important to remember that your system is a septic tank and holds some pretty smelly stuff. It is also important to remember that as liquid passes into your system from your house, air gets pushed into the system with it. Therefore, air has to get out (the system needs to breathe) so small amounts of odours are unfortunately unavoidable and should not always be treated as a system malfunction.

In the unlikely event of strong odours occurring, discuss any issues with your Service Provider.

SHOCK LOADING

If you go away for a period of time the system gets shock loaded on your return. This occurs because the bacteria population needs to build up to cope with the increased loadings. This can result in some temporary odours. Likewise, if the loading is increased significantly for a short period, such things as large

numbers of visitors, the bacteria population increases. Bacteria balance themselves with their food source. This can result in some temporary odours.

BACTERIA

Please treat the system as a living entity with lots of different bacteria working for you. We do not recommend using anti-bacterial products.

IMPORTANT DAILY USE ISSUES

DO NOT

- Drive over it.
- Use substances that will kill the bacteria. Such as strong detergent, disinfectant, anti-bacterial handwash, bleach or chlorine-based products such as Napisan.
- Flush sanitary pads, wet wipes, nappies or condoms into the system. Flushing tampons or their packaging into the system should also be avoided because they may cause blockages.
- Damage the irrigation line in any way.
- Use garbage disposal units on any septic tank system.
- Never turn off the power to the system.

SOME DOS'

- Call the service technician within 24 hours if the alarm is activated.
- Reduce the amount of wastewater entering the system if an alarm is activated.
- Call the Service Provider any part of the system is damaged in any way.
- Maintain and prevent intrusion of insects, plants and tree roots into the system.
- We recommend using a liquid laundry detergent, do not use powder.

WARRANTY

All Cleanstream TXR Sewage Treatment Systems produced by Duracrete have been inspected before leaving the factory.

The standard pumps used with the system have a two (2) year manufacturer's warranty from date of commission.

All Davey pumps have a thermal sticker on the body of the pump which turns black when pump overheats from working too hard to push water through blocked filters. The Manufacturer's warranty does not cover pumps with black stickers (burnt out pump).

All other electrical componentry have manufacturers' warranties of one (1) year. **Breaking of the tamper proof seal on the systems Control Box will void warranty immediately.**

The concrete tanks are warranted by the manufacturer for a period of ten (10) years from the time they leave the factory. During this period any defect which is attributed to the manufacturer will be repaired or replaced free of charge at Duracrete's option.

This warranty does not cover damage caused by the following;

- misuse of the tank
- neglect or damage caused after dispatch from our facility during transportation or installation

- failure to keep the unit clean and functional and accessible
- accidental damage
- vandalism
- use of incorrect power supply
- fluctuations in the power supply
- earthquakes, fire, flood, storm, lightening, land slip or other acts of nature
- persons un-authorized by Duracrete interfering with the system in any way
- customer/owner/occupier failure to advise of any warning or other malfunction within 24 hours of the malfunction occurring
- Intrusion by plants or insects
- Breaking of the tamper proof seal on the systems Control Box
- Burnt out pumps due to blocked Arkal filter

Please note;

- the system is not designed to be driven over by vehicles
- Duracrete are not responsible and are not qualified to install, repair or maintain the systems irrigation field.

COMMISSIONING

WHEN TO USE

The **CleanStream TXR-Bio-Filtration Textile System** should not be used in any way until the system has been commissioned. This includes contractors during the construction of the house and owners wishing to take up residency.

Thank you for buying a **CleanStream TXR-Bio-Filtration Textile System**. Please contact your Service Provider if you have any questions.