



OPERATIONS FAQ

1. What equipment is required for typical operation & maintenance?

A Sludge Judge will allow you determine the depth of the sludge blanket in any tank where sludge is stored.

A Bottle Brush is required for Bioclere operations and is used to clean the dosing array spray nozzles.

An Amp Meter will allow you the check pump amperage to ensure their functionality without having to pull them out of the Bioclere, Lotus or other Aquapoint treatment equipment.

A pH kit, Ammonia, Nitrate and Alkalinity kit will help you perform quick field tests to determine influent and effluent wastewater conditions.

A small Spare Parts inventory is recommended so that if a piece of equipment needs to be replaced it can be done in a timely manor.

2. How often do I pump the primary or septic tank?

The primary tank should be pumped once the sludge has reached 1/3 the liquid depth. Sludge depth can be determined using a sludge judge. Sludge accumulation and pumping frequency depends on the tank volume and the organic loading to the treatment system.

3. How often do I clean the Bioclere spray nozzles? Nozzle cleaning frequency is a function of organic and hydraulic loading to the plant. Cleaning the nozzles once a month is usually sufficient for most applications.

4. What types of chemicals or substances should NOT be discharged to the system?

Toxic chemicals are problematic for biological systems treating wastewater for commercial or institutional facilities. Please view Aquapoint's **wastewater treatment precautions sheet** for a list of toxic substances. It is critical that this document be placed in the facility so that the employees are aware of the risks associated with dumping toxins down the drain.

5. What do I do if I have been through all of the troubleshooting suggestions in the systems technical manual and the plant is still experiencing problems? Contact Aquapoint. Aquapoint is fully willing to assist operators in achieving consistent quality plant performance and compliance. To asses the plant's condition and possible reasons for poor performance we require that the operator send Aquapoint a Field Report for all pieces of equipment at the site as well as analytical and flow data. These tools will allow us to determine what steps need to be taken to ensure proper operation and plant performance.

6. I lost my technical manual how can I get a new one? Aquapoint keeps copies of technical manuals for every installed project. If you need an additional copy of a manual for a specific site please contact Aquapoint.

7. Where do I order replacement parts for my treatment system?

Contact Aquapoint for all replacement requests or fill out our online material request form.