



SeptiTech FAQ's

Please Contact your Service Provider if you require additional information.

Clear River Environmental - www.clearriverenvironmental.com

Long Island Authorized SeptiTech Service Provider

Please Call for Service 24/7 (631) 467-5447

1. I lost power and when it came back on I got an alarm?

- a. This is normal when system power comes back on. It takes the PLC 15 seconds or so to “boot up”, much like a computer. In this timeframe, the alarm will sound because the PLC, which controls the alarm function, is not functioning. You can reset the alarm and you should be fine.

2. Should I hear a “gurgle” sound from the air vent?

- a. If you get close enough to the air intake pipe, you may be able to hear the sound of the water sloshing about in the processor. This is normal and you should not be concerned.

3. My system seems to be running all the time?

- a. This is normal. Our system is a demand-based system. Once there is sufficient inflow and the treatment program is turned on, then the system runs a treatment cycle that consists of on and off cycles for the better part of the day.

4. Can I turn off my power for the season?

- a. Yes! The system will rebound quickly once you return next season. However, please be aware we recommend you leave the power to the system running if you will not be leaving for the season – if you will be using your house weekends only, for example.

5. Why is there no snow around my SeptiTech system access lids?

- a. We utilize a biological treatment process that relies on billions of microbes to consume waste, this process produces heat as a byproduct. Since the lids are not insulated, warmth from the system can seep into the snow above the lids and melt it. This does not affect system performance and is normal.

6. Is the pipe sticking up an air vent?

- a. It is not a pipe that allows air to escape from the system, but rather an air intake pipe that allows air to be drawn into the treatment process which is necessary for the health of the system.

7. Should the system smell bad? Or have a waste smell?

- a. No odor should be associated with a SeptiTech system, it should smell “earthy” or like dirt.



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8. How long do pumps usually last?

- a. We use high quality Tsurumi and Goulds pumps for all of our systems. The lifespan of a pump is hard to estimate, but the manufacturers of the pumps offer a 2 year warranty. However, many of our systems go far beyond that warranty window with no trouble.

9. How long do the bulbs in my UV systems last?

- a. Bulbs can last over 12 months. If your system contains UV however, we recommend that bulbs be replaced annually to ensure maximum efficiency even if they do not burn out.

10. Does my SeptiTech processor unit need to be pumped?

- a. No. Conventional septic tanks should be pumped based on your contractor recommendations, but the SeptiTech unit does not need to be pumped. It is designed to pump back any accumulated solids into your conventional septic tank thereby eliminating the need to pump the SeptiTech system.

11. Who should I call if I have a question or an alarm?

- a. Your service provider will have affixed a label to your controller with their contact information.

12. I can't hear my alarm where it's located – do I have any options?

- a. SeptiTech offers a remote alarm option which allows placement wherever you desire. Contact your service provider for pricing and installation options.

13. Can I move my air intake pipe? Can I cover it or paint it?

- a. Yes, but you must work with your contractor or service provider so that the positive pitch that is required with the system is maintained. (Please note that we recommend the air intake pipe be installed away from main living quarters due to the soft sound of air intake occurring during normal system operation.) You can cover it with a decorative feature that allows freely flowing air (see www.pagodavent.com for examples) or you can paint it.

14. Can I bury the access lids?

- a. No – those lids must be kept accessible so that service personnel can access the system via all ports throughout the year. We have had many customers choose to have the system placed to the side of a lawn where wild grasses grow rather than in the middle of the yard. However, if yours is not a new installation, then small shrubs or bushes planted as a screen are great camouflage.



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15. Can I drive over my system?

- a. No – unless you specifically engineered and ordered an H-20 rated system the system cannot handle traffic.

16. Do I need to take samples from the system?

- a. Some States do require effluent water testing. Depending on the requirements of the State your system is located in, you may need to contract with a certified service provider to take the samples for you and submit to the State. You will not be required to take the samples yourself.

17. Do I need to perform regular maintenance on my system?

- a. We recommend that you contract with a certified service provider for an O&M plan. (Operations and Maintenance). These plans provide the suggested annual maintenance that allow you to be pro-active with your system and catch any potential problems early, before they can become big problems.

18. Can I use a garbage disposal with my system?

- a. Septic systems in general do not “like” garbage disposals; however, the SeptiTech installation requires that the septic system is fitted with an effluent filter which helps nominally. Basically, we recommend that you use your garbage disposal minimally, and limit the quantity of fats, oils and greases down the drain.

19. Should I be concerned with detergents or cleaners with my SeptiTech system?

- a. You should read your owner’s manual for a detailed outline about what should not be used with your SeptiTech system, but in general – detergents that are low in phosphates, nitrates and chlorines are recommended – such as Mighty Mike products. (Please contact SeptiTech at 800-318-7967 for pricing on the Mighty Mike line.)

20. Should I put septic tank additives into this system?

- a. No, the SeptiTech system is designed to work with a conventional septic system and no additives should be placed directly into it.