

“the most successful
system of its kind
in Australia”



**SUPER-TREAT
OWNERS MANUAL**

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Super TREAT



SYSTEMS PTY LTD

SEWAGE TREATMENT SYSTEMS

Super-Treat Owners Manual

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Super-Treat Owners Manual

Dear Sir/Madam,

Thank you for installing a Super-Treat Wastewater Treatment System. The following booklet contains the relevant information and instructions needed to understand and manage your Super-Treat System.

1. Your Super-Treat System- How does it work?

- ❖ Your new Super-Treat Sewage Treatment System consists of two tanks. The first is a normal septic tank and the second is a special aeration tank which contains the treatment components.
- ❖ Wastes from all plumbing in the house receive 'primary' treatment in the septic tank before passing into the aeration tank for 'secondary' treatment.
- ❖ Before being sprayed out, the treated water is clarified and lightly disinfected.
- ❖ The water produced is clean and crystal clear. It has no smell and is completely safe for normal garden use.

2. The Septic Tank- What does it do?

- ❖ This is the first of the two tanks and is usually closest to the house. It is specially sized to suit the number of people your home can accommodate.
- ❖ The septic tank breaks down and partially treats the wastes while retaining the solids. The resulting liquid, however, still contains high levels of unhealthy bacteria.
- ❖ An effective septic tank has a blanket on the surface and a sludge layer at the bottom with activity taking place in between.
- ❖ The tank may need to be partially emptied every few years to ensure it continues to work properly.

3. The Aeration Tank- What does it do?

- ❖ This is the second of the two tanks. It has a control box mounted on top which contains the power unit. Inside, wastes from the septic tank receive treatment in oxygen rich conditions, completing the cleansing process.
- ❖ From close by you may hear a low hum and the sound of bubbling. This is the aeration system working. When the irrigation is spraying you may also hear the irrigation pump working.
- ❖ Spray-out occurs automatically when the treated water reaches a preset level and continues for five minutes or so. Irrigation will be more frequent when showers are being used, a bath is being emptied or when the washing machine is operating.
- ❖ You may notice that the system stops running from time to time. This is quite normal. A built-in time clock is set to shut down for short periods during the day and night. These shut down periods are an essential part of the water treatment.

4. Alarms and Potential Problems

When the alarm goes off there is usually a problem with the pump. You may still flush the toilets but should keep water use to a minimum.

The system is supplied with an alarm plate which is usually located in the kitchen or laundry (or wherever convenient). It has a switch plate with a light.

The switch mechanism should be in the “on” (normal) position. If the alarm is tripped by any of the following:

- ↺ High water level
- ↺ Low air pressure or failed air supply
- ↺ False alarm (after a power failure the light may be activated)

The light will remain ON until the problem is fixed.

First you should check that the sprinklers are working or have worked recently, then you should proceed through the following list.

LOW AIR PRESSURE

Possible Cause	Remedy
Low Water Level (New Systems)	Turn on tap until system fills to normal working level

HIGH WATER

Possible Cause	Remedy
New system fill up before switched on	Level will eventually drop when power is switched on
Linked irrigation hose	Unkink hose
Blocked irrigation hose	Investigate and clear blockage- usually blocked sprays. Line may also need to be disconnected and flushed out.
Pump not working	Check that pump is plugged in and that there is power to the system. If unsuccessful contact agent.

EXCESSIVE FOAMING

Possible Cause	Remedy
Too many washes in a short period of time	Only do one or two washes per day
Use of excess or non recommended detergent	Reduce quantity used. Check recommended list.

ODOURS

Possible Cause	Remedy
Low pH	Where there is no dishwasher installed the pH can become low for proper purifying of the micro-organisms. Put one cup of agricultural lime (as used on roses) down the toilet each week for 4 weeks
Too much waster use	Avoid using the bath, shower, dishwasher and washing machine too close together
Possible Cause	Remedy
Septic Tank Zone inactive	All inactive septic tanks need treating or pumping out. This may become necessary when certain detergents or cleaners which are not favourable for micro organism growth, enter the system. The system can be restored by using "ACTIZYME" which boosts bacterial growth.

DO NOT USE any anti bacterial solutions (e.g. disinfectant, Handy Andy, Napisan, Toilet Duck etc)

DO NOT USE any bleaches (e.g. Domestos, White King, Glade etc)

DO NOT USE any toilet cleaners (e.g. Toilet Duck, Harpic, Ajax etc)

OTHER POTENTIAL PROBLEMS

Possible Cause	Remedy
Gurgling noise/odour from floor waste	S-Bend not sealed. Pour 10 litres of water down each floor waste
Joint between tank top and tank not properly sealed	Seal all exposed areas except inspection caps with sand and cement mix or silicone.
Water leaking from side of tank A) 50mm lifting holes not sealed by plumber/drainier	Seal with a putty made of cement and "SILASEC" available from most hardware stores.
B) 100mm inlet pipe has become dislodged.	Dig down to expose pipe to check and remedy. Usually caused by earth movement. May require plumber/drainier.

If your problem cannot be solved by any of these please call us on the numbers listed at the front of this manual.

5. Servicing Arrangements

Your Super-Treat Wastewater System requires regular service and maintenance inspections. This will be done by our trained technicians. Every three months we will phone to arrange a suitable time to attend to your Super-Treat Systems servicing needs.

A record sheet (in triplicate) will be completed by our technician at the time of service. One copy is for you the customer, another is sent off to Council and the third copy will be retained for our records.

Please call our office on the number listed at the front of this manual for the cost of servicing after the initial 12 month period. This amount will be charged to you in advance and is also G.S.T free. (GST is charged for labour and parts). This entitles you to quarterly services which will include :

1. A general inspection of tank area, irrigation and drainage.
2. Inspection of electrical equipment including timer, venturi, irrigation pump, aeration pump, warning lights and connections.
3. Inspection of holding well and septic tank including testing water sample, checking air lines, adjusting air supply (if necessary), operating de-sludging unit, resetting air control, operating submersible switch, checking bio-mass growth, checking sludge level.
4. Inspection of irrigation including lines, jets and outlets.
5. Replenish chlorine supply.

Between 3 - 9 years the tank will need to be de-sludged (pumped out) as with any septic tank. **Cost of the de-sludging to the customer. Never pump out tanks in wet weather as floatation may occur.** We do not do de-sludging but if you call us we can provide you with business contacts that specialise in this type of servicing.

6. General Do's and Don'ts

- ❖ Don't turn your system off
- ❖ Call your service Agent when you encounter problems
- ❖ Cooking oils/fats are never to be introduced to the system
- ❖ Bleach may not be used.
- ❖ Scrape plates of all food stuff before washing up.
- ❖ Only use gentle biodegradable products as listed previously.
- ❖ Do not allow items such as newspapers, napkins (sanitary or disposable), cotton buds, plastic bags, tampons or any sort of rubber product to enter the system.
- ❖ We recommend that you do your washing up on a daily basis so as not to put undue pressure on the hydraulic shock loading in the system.
- ❖ Try to avoid using showers, washing machines, dishwashers all at the same time.
- ❖ In other words, common sense prevails and by adhering to these few rules you will get the most out of your Super-Treat Wastewater System.

7. Holiday Precautions

Basically there are no precautions to take. Your Super-Treat System can be left to function automatically for up to three months. However if you are likely to be away from home for more than six weeks you may like to contact our office so we can make a routine check.

8. Council Requirements

- ❖ Now that your Super-Treat Wastewater System has been installed there are a few Council Regulations that must be adhered to.
- ❖ Irrigated water must not be allowed to run off onto other properties
- ❖ No fruit or vegetables grown on your property are to be irrigated with effluent from the system. The irrigated water is to be used only for irrigation purposes. It is not suitable for human or animal consumption.
- ❖ Use only sprinklers provided with the system for your waste water irrigation. The use of any others may result in confusion as to which is waste water and which is town or rainwater.
- ❖ The Council must approve that the area is turfed and landscaped to their standards.
- ❖ All storm water and seepage from higher levels should be diverted around the disposal area by a suitable drain.

9. Responsibility

As the owner of the system you are responsible for the correct operation and maintenance and to conform to Councils requirements.

10. Suitable Plants for your Irrigation Area

If the natural topsoil is less than 150mm deep, it is recommended that the irrigation area be thoroughly dressed with river sand or wood chips to a depth of at least 200mm. This will greatly assist in retaining water with the area, allowing the plants to take up and transpire more efficiently.

☞ “Poorinda Royal Mantle” (Grevilla)

Prostrate x 6 metres. Full to partial sun. Tolerates frost but needs water in dry conditions. Dark red toothbrush type flowers in winter / spring.

☞ “Wiry Dog Rose” (Bauera Rubioides)

1-2 metres tall x 1-1.5 metres. Full, partial or no sun. Likes boggy conditions but is tolerant of most situations. Needs summer water. Attractive shrub with small leaves. Pink or white flowers most of the year. Low spreading form also available.

☞ “Wild Native or Ivy Leaf Violet” (Viola Hederacea)

Prostrate x 15cm x 1-2 metres. Full, partial or no sun. Tolerates frost, snow and wet conditions. Dense matt forming plant spreading long runners. Mauve and white flowers most of the year.

☞ Astartea Ambigua

50cm x 1.5 metres. Full or partial sun. Tolerates damp conditions. Low spreading shrub with dense pink or white flowers on slender arching branches in spring and summer.

☞ “Spiny-headed Matt Rush” (Lomandra Longifolia)

50cm - 1 metre x 1.2 metres. Full, partial or no sun. Tolerates wetness. Tuft with long green arching leaves. Scented cream flowers in Spring. Considered a “low storey” rain forest for cool conditions.

☞ “Bottle Brush” (Callistemon Cultivar)

Covers a large range numbering over 20 varieties. 1.5 - 6 metres. Some particularly suitable varieties are C. Viridiflorus, C. Speciosus, and C. Subulatus.

☞ “Yellow Hakea” (Hakea Nodosa)

Up to 8 metres x 2.5 metres. Full or partial sun. Tolerates wet conditions. Long thin branches bear yellow flowers in Spring.

☞ “White Cloud Tree” (Melaleuca Bracteata)

5 -6 metres x 5 metres. Like all paperbarks will tolerate very wet conditions. Small white brushes in Spring and Summer. Vigorous root system. Has ability to absorb fats and phosphates from soap and detergents. **This plant is highly recommended for irrigation areas.**

☞ “Feather or Thyme Honey Myrtle” (Melaleuca Thymifolia)

60cm - 1 metre x 1.2 metres. Full or partial sun. Tolerates both dry periods and very wet conditions. Small bushy shrub with mauve / purple flower in Summer and Spring.

There are a large range of other trees and shrubs which are considered to be suitable for planting in irrigation areas served by secondary treated effluent. These include the following :

Eucalyptus Botryoides, Eucalyptus Robusta, Kennedia, Pannosus, Lonicera Japonica, Lacteus, Pandorea Jasminoides, Casis Bicapsularis, Cottoneaster Glaucophyllus and Euphorbia Milli.

Your local plant nursery should be able to advise you on specific plants, shrubs and trees particularly suitable to your area and climate.

11. Recommended Products.

What products are safe to use in the system?

WASHING POWDERS, LIQUIDS AND SOFTENERS.

Add Soft	Blue Gum	Blue Sno	Care	Castle
Cuddly	Cold Power	Dynamo	Ease	Embassy
Fab	Hurricane	Launda	Love & Care	Lux
More	Purlite	Rinso	Softly	Spree
Sunlight	Surf	Top Wash	Woolmix	

⚠ Watch out for soap powders with added bleaches and whiteners. These are harmful to the system.

DISHWASHING LIQUIDS.

Finish Powder for Dishwashers

Adds	Bushland	Kit	KwitCare	Greenapple
Morning Fresh	Palmolive	Sunlight	Top Wash	Trix

SURFACE CLEANERS.

Jiff Crème Cleanser	Nifty	Spray & Wipe (In limited Quantities)
Shower Power	Swipe	Windex

DO NOT use any anti bacterial solutions (e.g. disinfectant, Handy Andy, Napisan, Toilet Duck etc)

DO NOT use any bleaches (e.g. Domestos, White King, Glade etc)

DO NOT use any toilet cleaners (e.g. Toilet Duck, Harpic, Ajax etc)

In a “Nutshell” – your system works using bacteria so anything that kills bacteria is NOT suitable for your system. When the bacteria is not present the result will be a smelly system. This can even be caused by a member of the family using Antibiotic medicine.

If anti bacterial solutions need to be used we suggest using them in a bucket and then discarding in the yard

12. A Few More Helpful Hints.

These days the clothes we wear are not really very dirty, due to personal hygiene and cleaner habits. We have our daily showers and daily change of clothes. Because of the clothes not being so dirty any more, the detergents we tend to use foam more, sometimes excessively. To prevent this from happening, try putting a tablespoon of crushed bathsoap (left-overs) in with your washing powder. It will cut down the foaming.

Try to avoid products with ammonia and bleaches being put through the system. If you want to use spray-ons for the bathroom tiles, wipe most of it off with a cloth, but don't rinse this cloth out in the laundry sink. Rinse it in a bucket and discard it the yard away from the system.

To get nappies, socks or other whites cleaner, try using an air tight container and your normal washing powder/liquid. Soak the dirty socks in the container, giving it a shake every time you pass the bucket without opening the lid. This should do the trick.

For the bathroom, use Jiff applied with a soft brush and rinse off with hot water for the tiles, toilet bowl, bathtub and sink.

N.B. Each week many new products come onto the market, as well as changes to the composition of existing products. It is not possible for Super-Treat to keep track of all these products and/or changes. The ultimate responsibility for the use of the system is the owner/user of the system. Remember, the Super-Treat system, like all sewage treatment/disposal systems is biological, so that if a product kills bacteria in the house, it will kill the bacteria that do the sewerage treatment.

IF IN DOUBT, PLEASE ASK US

Disclaimer

These Recommendations Are Made To The Best Of Our Knowledge And Are Not Intended To Promote Or Discredit The Product Of Any Company



Australian
Standard
NSWD
GL Pt3
Lic.2316
AWTS

CERTIFICATE OF COMPLIANCE

TO: _____

of: _____

Super Treat Systems Pty Ltd manufacturer of

Super-Treat Aerated Wastewater Treatment systems certifies that the model SB10/SE10

Installed at the above site on _____ --

has been manufactured and installed in accordance with the relevant specifications approved by NSW Health Department or Certificate of approval issued by the Victorian Environmental Protection Authority.

Major system specifications:

- Air supply by VENTURI delivering 110/115 L /min air at depth of 1.2m.
- Growth Media capacity 61 M² total number of media sheets 66
- Irrigation Pump Type Orange Capacity: 45L/m@ 13 m head.

Super Treat Systems Pty Ltd guarantees that where a random grab sample of the final effluent from the system does not comply with the following standard,

- BOD₅ < 30 mg/L
- Suspended Solids < 45 mg/L
- Free residual Chlorine > 0.2 and < 2.0mg/L
- Thermotolerant coliforms < 100 cfu /100ml

They will at their expense, make good the system and retest, provided that the system has not been abused or neglected by the house occupier or where they have no agreement to maintain the system.

Distributor

Date



Certificate of Accreditation

Aerated Wastewater Treatment System

This Certificate of Accreditation is hereby issued by the Director-General of the NSW Department of Health pursuant to Clause 41(1) of the Local Government (General) Regulation 2005.

System: *Super-Treat SB10 AWTS*

Manufacturer: *Super-Treat Systems Pty Ltd*

Of: *Unit 1, 286 Princes Highway, South Nowra, NSW, 2541*

This is to certify that the Super-Treat SB10 AWTS as described in Schedule 1, has been accredited as a sewage management facility for use in a single domestic premises in NSW. This accreditation is subject to the conditions of accreditation and permitted uses specified in Schedule 2, and in accordance with the Sewage Management Facility Accreditation Guideline, May 2005.

A handwritten signature in black ink, appearing to be "W. J. ...".

*Director, Environmental Health Branch
for Director-General (delegation PH335)*

Date of Issue: 8 September 2010

Certificate No: AWTS 013

This Certificate of Accreditation is in force until 31 December 2015



Certificate of Accreditation

Aerated Wastewater Treatment System

This Certificate of Accreditation is hereby issued by the Director-General of the NSW Department of Health pursuant to Clause 41(1) of the Local Government (General) Regulation 2005.

System: Super-Treat SE10 AWTS

Manufacturer: Super-Treat Systems Pty Ltd

Of: Unit 1, 286 Princes Highway, South Nowra, NSW, 2541

This is to certify that the Super-Treat SE10 AWTS as described in Schedule 1, has been accredited as a sewage management facility for use in a single domestic premises in NSW. This accreditation is subject to the conditions of accreditation and permitted uses specified in Schedule 2, and in accordance with the Sewage Management Facility Accreditation Guideline, May 2005.

A handwritten signature in black ink, appearing to be "W. J. ...".

*Director, Environmental Health Branch
for Director-General (delegation PH335)*

Date of Issue: 8 September 2010

Certificate No: AWTS 012

This Certificate of Accreditation is in force until 31 December 2015

Approval

PURSUANT TO
SECTION 53M(7) OF THE
ENVIRONMENT PROTECTION ACT 1970
CERTIFICATE OF APPROVAL

An approval is hereby issued by Environment Protection Authority
(EPA) Under Section 53M(7) of the *Environment Protection Act 1970*
(the Act)

TO: SUPER-TREAT SYSTEMS PTY LTD

FOR: SUPERTREAT Models SB440 and SR480

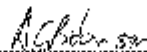
Treatment type: Aerated Wastewater Treatment System (AWTS)

This is to certify that the above system (the system) is a type of septic tank system approved
by EPA for the purposes of Part IXB of the Act, subject to the attached conditions.

A separate permit (the permit) is required from the relevant municipal council before
installation, pursuant to Section 53M(5)(b) of the Act. The permit shall govern the dispersal
method and maintenance requirements.

Approval Number: CA 54/11

Date of issue: 1 March 2011



ANTHONY CRAIG ROBINSON
DELEGATE
ENVIRONMENT PROTECTION AUTHORITY

This Certificate of Approval is valid until 1 March 2016,
unless withdrawn earlier by EPA.



EPA (Northern Centre)
Level 3, 201 Victoria Street, Carlton, Victoria 3053 370 Box 4376, Melbourne, Victoria 3001
E: 03 9397 7222 F: 03 9397 3800 www.epa.vic.gov.au



Tasmania

Certificate of Accreditation

On-Site Waste Water Management System

This Certificate of Accreditation is hereby issued by the Minister for Justice and Workplace Relations pursuant to Section 59(2) of the Building Act 2000 and Part G2 of the Tasmanian Plumbing Code 2006.

System: **Super-Treat Models: SR480 and SB440 AWTS**

Manufacturer: **Super-Treat Systems Pty. Ltd.**

Of: **286 Princes Highway, South Nowra, NSW, 2541**

This is to certify that the Super-Treat Modes SR 480 and SB 440 as described in Schedule 1, have been accredited as an on-site waste water management system for use in a single domestic premises in Tasmania. This accreditation is subject to the conditions of accreditation and permitted uses specified in Schedule 2, and in accordance with the Tasmanian Plumbing Code 2006.

Director, Building Control

delegate of the Minister for Justice and Workplace Relations

Date of Issue: 12 January 2007

Certificate No: BSR0384/2007

14. Statement of Warranty and Service Life

The Super-Treat SB10 (Concrete) and SE10 (Polymer) models are both warranted to the homeowner in writing as per “Owners Guide and Warranty Card” and “Conditions of Sale”, both documents attached.

In addition to the written warranty, an addendum will be inserted into the owners brochure stating:

1. All metal fittings fasteners and components other than the pumps are made of non-corrosive materials and are designed to operate reliably for 15 years.
2. All mechanical and electrical parts are designed to have a minimum service life of 5 years.
3. All materials and labour in assembling the system is warranted for a minimum of 3 years, except for mechanical and electrical parts.

WARRANTY

Your “Super-Treat” Sewage Treatment System is guaranteed to be free of any defects in materials or workmanship at the time of installation.

Should any mechanical, electrical or manufactured part/s fail as a result of defect within twelve months of installation, the part/s will be replaced free of charge.

During the twelve months following installation, a cost free maintenance program is provided which includes the provision of necessary chlorine tablets.

The aeration tank of your system is guaranteed to remain free from sludge for a period of five years from the date of installation.

This Warranty is governed in total by the “Conditions of Sale”

CONDITIONS OF SALE

This quotation as submitted is subject to the terms and conditions as listed below and should be read and understood clearly as they constitute part of the Quotation.

1. The Quotation remains open for acceptance for a period of thirty days after which the price is subject to confirmation.
2. The quoted price will be subject to revision if the site conditions are altered in any way between the date of acceptance of this Quotation and the commencement of work.
3. The quoted price is based on the completion of the whole of the work at the one time unless otherwise agreed.
4. The customer warrants that he is the sole owner of the job site. If this is not the case, the customer will produce written approval from the site owner for the installation of the system.
5. the nominated "SUPER-TREAT" Agent or Supplier will apply for all the necessary local Council and Health Authority approvals for the installation of the system unless the Customer chooses to undertake this responsibility. The customer will do all things reasonably necessary to obtain such approvals including the signing of all necessary documents and forms and the payment of all necessary fees to enable approvals to be obtained from the relevant authorities for the installation of the system. If all such approvals are not obtained within six (6) weeks from the date of this agreement, or if any approval is given upon a condition with which either party is, on reasonable grounds, dissatisfied, then either party may, providing it has complied with its obligations under this condition, rescind this agreement whereupon half the deposit monies will be refunded to the customer and half retained by the Supplier/Agent and thereafter neither party shall have any further claim against the other.
6. Once all necessary Statutory Approvals have been obtained, the customer will:
 - a. In the case of a conversion from either septic tank/absorption trench/ transpiration bed or pump out system, arrange and pay for the proper desludging of the existing system to the satisfaction of the Agent/Supplier.

OR

 - b. In the case of a new installation, immediately ensure the area where the "SUPER- TREAT" system and tanks (if applicable) are to be installed, is free and clear so as to allow any and all machinery associated with the installation to enter the site and complete such work without hindrance. Should it be necessary to hire or use cranes or other heavy equipment to facilitate installation, then the customer agrees to pay for the additional costs incurred. Where this Quotation involves the Agent/Supplier in trenching or drainage work additional costs arising from the presence of rock or other obstruction underground will be borne by the customer.
7. Upon advice from the Customer that the site is ready for the installation of the "SUPER-TREAT" system, the Agent/Supplier will proceed with that installation in accordance with the layout as approved by the relevant Statutory Authorities, provided that this may be altered if it is found to be impractical to adhere to that layout. In all cases the responsibility for the burial of the irrigation lines and/or any additional landscaping within the irrigation area will lie with the customer. With the installation of a conversion system, the Agent/Supplier will disconnect the evacuation line but will not be responsible for its removal from the site. As little disturbance as possible will be caused to any established lawns or gardens, but no responsibility will be accepted for the replacement of lawns, plants or trees so disturbed. Should it be required to remove or dismantle any fences or parts of buildings in order to gain proper access, the costs of such work will be the responsibility of the customer. Removal of any spoil arising from excavation or drainage work will be the responsibility of the Customer.
8. Should the Agent/Supplier agree to perform any additional work or to supply any additional materials other than those specified in this quotation, then the Customer agrees to pay for such work or materials.
9. Super-Treat Systems Pty Ltd as manufacturers of these A.W.T.S or the Agent/Supplier on behalf of Super-Treat Systems Pty Ltd provides an unconditional warranty on the installed system for a period of 12 months from the date of the actual commissioning of the system, it being understood that any failure of the system caused by the customer with the Operating Instructions or actual interference with the system or any of its parts will render such warranty null and void
10. Included within the Quotation is a maintenance Contract covering a period of 12 months dating from the actual commissioning date of the "SUPER-TREAT" system, the provisions of which are;
 - a. Full maintenance service every 3 months including the supply of all necessary chlorine tablets. A copy of the Service Report will be provided to the Customer at the time of each service.
 - b. The establishment of a service Report Record for the system and provision of full details of all service results to pertinent Statutory Authorities as required by them.
 - c. Responding to all emergency service requirements as or when such service may be required, providing that any fault or defect in the operation off the system caused by Customer non compliance to Operating Instructions or actual interference with the system or any of its parts will incur a charge for the rectification of such faults or defects.
11. State Health Authorities require that all domestic waste treatment systems be maintained during their lifetime by the systems supplier or a suitably qualified maintenance contractor and to this end, the Customer agrees to enter into a maintenance Contract upon the expiry of the warranty period for the ensuing 12 months and each year thereafter with such a contractor and to pay the annual fees applicable to that time.

12. In the event of the sale of a property at which a "SUPER-TREAT" system is installed, the customer agrees to:
 - a. Advise the Agent/Supplier or Super-Treat Systems Pty Ltd of the change in ownership of the system and;
 - b. Advise the new owner of the Statutory requirements as expressed in Clause 11 above.
 - c. It is understood that any residual portion of the current maintenance contract will be honoured in respect of the new owner
13. any fault or defect in the system requiring service, parts or materials where such is required due to the willfully damaging actions of any person or the Customer's failure to comply with the Agent/Suppliers or Super-Treat Systems Pty Ltd's suggestions or recommendations for the system or if due to the system being required to bear a work load for which it is not certified or is extraordinary for the size of the dwelling on the site, or if due to earthquake, fire, flood, storm, lightening or tempest, or if due to unauthorized persons interfering with the system in any way, or if due to the Customers failure to comply with any of the conditions of this agreement will result in such service, parts or materials being charged to the customer and the said customer, as party to this agreement, agrees to accept such charges as his responsibility.
14. Super-Treat Systems Pty Ltd and/or its Agent/Suppliers obligations under the warranty expressed in Clause 10 above and all maintenance provisions referred to throughout this agreement are conditional on the full price having been paid for the installation and provision of the "SUPER-TREAT" system. With respect to any particular defect or malfunction of the system, such obligations are also conditional on the customer giving notice of such malfunction or defect within 7 days of the customer becoming aware of it.
15. If through the Customers default in any of his obligations as expressed in this agreement, the system cannot be installed, then this agreement is at an end and any deposits paid by the customer will not be refunded.
16. The customer acknowledges that this document comprises the whole agreement between the parties and that, in entering into this agreement, he is not relying on any representation, statement or warranty that is not set out in this document.
17. Where herein used, words importing the singular number or plural number shall include the plural number and singular number respectively and words importing one gender shall include any other gender. If there is more than one customer, such Customers shall be jointly and severally liable hereunder.
18. Service of any notice hereunder may be effected by posting or delivering it to the address of the party shown herein, or in the case of service on the Customer, by delivering the said notice to the site of installation.
19. Super-Treat Systems Pty Ltd manufacturer of the said A.W.T.S and I/we.....
 Appointed distributor, will ensure that the A.W.T.S system which is the subject of this sale, will be installed in accordance with the specifications on which the system has been accredited by the NSW Health Dept. and in accordance with a "Certificate of Compliance" in the form appearing hereunder, which certificate will be issued to the owner upon commissioning of the system.

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OWNERS REGISTRATION CARD

PLEASE COMPLETE THIS SECTION AND RETURN TO US FOR WARRANTY TO BE REGISTERED

DATE OF INSTALLATION:.....

NAME OF OWNER.....

ADDRESS.....POSTCODE.....

TEL:(H).....(W).....

COUNCIL.....

USUAL NUMBER OF OCCUPANTS.....ADULTS.....CHILDREN

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Super-Treat Wastewater Treatment Systems Annual Maintenance Contract

Contract Period:

From:.....To:.....

Customer Details:

Name:.....

Address:.....

Phone No:.....

Council:.....

Amount to pay.....

Contract Details:

(Business Name).....

(Business Address).....

(Business Phone Number).....

(Business email).....

Hereby agrees to provide preventative quarterly maintenance as well as required emergency service for the installed Household Wastewater Treatment System at the above address under the following conditions:

1. For the Contract period provide quarterly services as per the Maintenance schedule, including the supply of required disinfectant.
2. Complete a written report at the time of each service call, providing a Service Report copy to Customer and a copy to the Local Authority.
3. Following the Warranty period as stated in the sales Contract on "Super-Treat" Systems, any parts or materials necessary for service will be a separate charge to the customer, together with labour costs should return calls need to be made due to replacement or factory reconditioning of damaged parts. Other brand systems will be treated similarly. Quotation for such costs will be supplied prior to providing the required service and repairs.
4. Should any repairs or parts need to be provided during regular or emergency servicing as a result of negligence, willful interference with the system, overloading beyond the systems capability, or if due to earthquake, fire, flood, storm, lightening or tempest then labour and parts supply costs will be considered the responsibility of the owner.
5. Maintenance Contract issued for products other than "Super-Treat" Systems require a detailed condition inspection to be made before acceptance and issue of a Contract. It being understood that we are unable to provide any Warranty obligations for such system.
6. Emergency Service required under this Contract after business hours or at weekend periods, holidays etc. may be handled the first available normal work period following the reported difficulty.