

E/ONE

EXTREME

S E R I E S

Q. How long will my pump last before I need to repair or replace it?

A. The E/One pump unit has been providing sewer to homes and businesses since 1970. Service providers and the Environment/One Corporation have kept excellent service records. The mean time between service calls has proven to be 8 to 10 years. The need for a major pump rebuild has proven to be 15 to 20 years.

Q. What is the cost for a repair or rebuild when needed?

A. Of course it will depend on what pump component was responsible for the service call, but again well kept service records show the most common call is related to wear of the rubber stator (boot) around the stainless steel rotor. The stator (cost \$80.00) can be changed at your home. We are typically able to rebuild a pump even after 15-20 years of service. The service records show operation and service costs of the grinder pump units to be less than \$70.00 per year.

The E/One pump units you receive today have many upgrades, including solid state relays which should increase the Mean time between service calls and extend the over all life of the pump unit, both of which are already the best in the industry.

Q. If I get an alarm what should I do?

A. F.R. Mahony & Associates Inc. Is and has been the New England representative for the Environment/One Corporation for the past 20 years. Each pump unit has an alarm panel in a location convenient to the homeowner. Each alarm panel has an F.R. Mahony name tag on it with telephone number to reach our 24 hour service department. A trained service technician will respond to your home to repair the pump. The occupants of the home can continue to use the system while the service technician is in route. Most repairs are completed on site. Should the service technician decide that the pump will be repaired at the service shop, they will place a replacement core (at no cost to you) in your wet well. This insures that you sewer system will work while your pump core is being repaired.

Q. Why can't I just call my plumber?

A. Because the pumps (which are designed and engineered specifically to operate in a domestic wastewater environment) are providing a very important function for the homeowner, Environment/One Corporation requires a commitment from the people and companies they approve for service. This commitment includes providing 24-hour service and charging no more per hour than other providers of similar service in the area. The approved service representatives also receive product specific training, insuring the customer gets professional service in a timely fashion. This policy has proven to be cost effective and appreciated by our thousands of customers. There are many service representatives throughout New England.

Q. What happens if there is a power outage?

A. The pump does require electricity to operate. So when the electricity is out the pump will not run. During power outage water usage drops significantly, because the appliances, which account for much of the water we use, are not working. There is adequate storage in the wet well to continue using water for necessities for a period of several days. The pump will automatically come on when power is restored. The Environment/One Corporation now uses a NEMA 6 electrical quick disconnect instead of troublesome junction boxes. This feature allows a generator to be connected and provide power to the pump. Since most power outages are of short duration you will probably never have an occasion to take advantage of this feature.

“LEADING THE INDUSTRY WE INVENTED”