



## Environment One Service — Engineered to do one job perfectly!



### Thank You

You have a home serviced by a pressure sewer system. The grinder pump system in your home is manufactured by Environment One Corporation. E/One® is the industry leader in this technology that they invented over 40 years ago. We are pleased to inform you that with many years of experience and continuous product improvements, you have the most reliable pressure sewer system available.

### Why Do I have a Grinder Pump?

Your grinder pump is part of a pressure sewer system. This system is used in certain areas because of the unsuitability and/or cost of a gravity sewer system.

### Where is my Grinder Pump?

Your grinder pump may be located outside the home or may be inside in a basement area. The pictures to the left show the typical outdoor and indoor pump options.

You may have a slightly different looking station depending on the size of your home and the age of the grinder pump.

### How does this thing work?

Your grinder pump collects wastewater from your plumbing fixtures and will automatically turn on at preset levels to grind sewage solids and pump the liquid to the wastewater treatment system. The pump forces wastewater into pipes in the street and maintains pressure in the system to discharge sewage from your property when it is required.

### Who owns and maintains the grinder pump?

The answer depends if you are a single occupancy home or business or part of a condominium association. Most homeowners are responsible for the maintenance of their grinder pump much the same as with your household heating and cooling systems or other household appliances.

### What if I need service?

**F. R. Mahony & Associates, Inc.** has been the service provider in New England for over 38 years. Our service staff is fully trained and equipped to provide professional service. Our staff of certified service technicians are ready to help you.

Our service vehicles are fully stocked with Genuine E/One® parts as well as rebuilt and new pump cores. If we can't fix your pump the same day, we have loaner cores to get you back in service.



Your E/One® grinder pump is a very robust product. The average time between service calls is typically 8–10 years. Your pump can most likely be repaired and used for many more years.

### Can't I just call my plumber?

While your plumber may be very skilled, it is likely they won't be prepared to do the service repairs we are prepared for. They will not have genuine E/One® parts. Many times it is easier for them to just replace the pump. This may not be the most cost effective option for you. F. R. Mahony & Associates, Inc. maintains very competitive service rates and provides the best parts pricing. With a trained and certified technician we can have you back in service in less time.

**Trust Your Certified Service Provider!**

### You don't have an E/One® grinder pump?

We can help there too. We can easily upgrade your existing pump chamber.

## SERVICE POLICY

Your grinder pump came with a 2 year parts and labor warranty. While this is not a "bumper to bumper" free service warranty, this warranty covers manufacturer's defects. E/One® is the only manufacturer to offer this comprehensive on-site warranty service.

When you call for service:

1. You will be informed of our service policy and current rates.
2. Before FRMA can send anyone to the site FRMA will need a valid credit card to have on record, we accept MC, Visa and AMEX. We will not charge your card unless that is your option for payment or we do not receive another form of payment.
3. If we determine that your problem is covered under warranty you will not be charged.
4. Payment is due at the time of service

Before calling for a repair, have the following information available for the service coordinator.

1. Does an alarm condition exist?
2. If so, for how long?
3. Brief description of the problem:
4. Is the unit indoors or outdoors?
5. Address where pump is located including contact person's Name and Phone Number.

**SHOULD YOU NEED SERVICE - KEEP WATER USE TO A MINIMUM**

Listed below are a few helpful hints:

1. Flush only when necessary.
2. If you need to run the tub or shower, put a stopper in the drain to keep the water from going down the drain.
3. Do not run appliances that require water, such as washing machines or dishwashers.
4. Use sinks sparingly.



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### F. R. Mahony & Associates, Inc.

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F. R. Mahony & Associates, Inc.

water supply and pollution control equipment



## Service Information



**Service Link 508-765-0051**