

Grinder Pump Troubleshooting Guide & Resource List for Henderson, George & Nest Lake



Prepared by:



BOLTON & MENK, INC.
Consulting Engineers & Surveyors

Scenario 1 – You are experiencing problems with your drains and toilets. Prior to calling one of the resources on the list provided, confirm the following has not occurred:

1. Check to see if the electrical disconnect is in the **ON** position (see Figures 1 & 2 below).
2. If the electrical disconnect is in the **OFF** position (Figure 1) move electrical disconnect lever into the **ON** position (see Figure 2).
3. Confirm grinder pump is running by checking your drains and toilets to verify that this took care of the problem. If you now get an alarm visual and audible proceed to Scenario 2. If this **did not** take care of the problem, contact the first person on the resource list provided.



Figure 1

Electrical Disconnect Lever in the “**OFF**” position (see Figure 1). If it is in the off position, raise the lever into the on position as shown in Figure 2.



Figure 2

Place Electrical Disconnect Lever in “**ON**” position. Confirm grinder pump is running by checking your drains and toilets to verify that this took care of the problem. If you now get an alarm visual and audible proceed to Scenario 2. If this did not take care of the problem, contact the first person on the resource list provided.

Scenario 2- There is an alarm light & audible alarm (horn) at your residence. Prior to calling one of the resources listed, confirm the following has not occurred:

1. Stop using water.
2. Deactivate the audible alarm by placing and holding your hand over the sensor located in the bottom right corner of the control panel (see Figures 3 & 4).

If there is an alarm light & audible alarm (horn) at a residence other than your own, please notify the property owner of the audible alarm and contact the first person on the resource list provided:

1. You may deactivate the audible alarm by placing and holding your hand over the sensor located in the bottom right corner of the control panel (see Figures 3 & 4).
2. After deactivating the audible alarm, notify the property owner and contact the first person on the resource list provided.

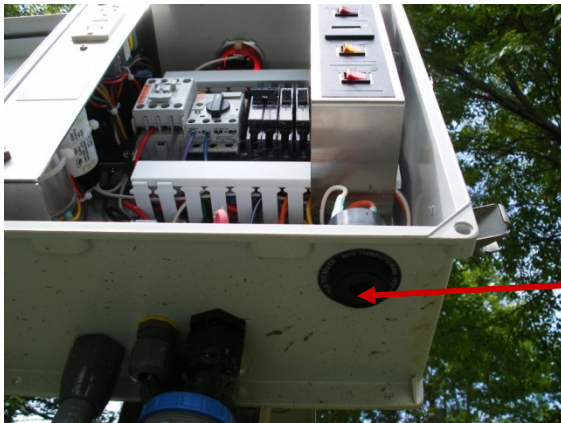


Figure 3

Step 1- STOP USING WATER

Step 2- Deactivate the Audible Alarm (horn) by placing your hand over the sensor shown here. Please note that when you have an alarm you will still have a visual (light) alarm.



Figure 4

Step 3- Placing hand over sensor deactivates the audio alarm only, as shown in Figure 4.

3. Check the position of the grinder pump toggle switch. If it is in **AUTO** position (Figure 5) and the pump is not running, place toggle switch to the **HANDS** position. Placing toggle switch to the **HANDS** position (Figure 6) will activate the audible alarm (horn). To deactivate the audible alarm, place hand over the audible sensor located in the bottom right corner of the control panel (see Step 2 Figures 3 & 4).

4. With the grinder pump toggle switch in **HANDS** position, the grinder pumps should start pumping down. Place the toggle switch back into the **AUTO** position (Figure 5) and if the pump stops pumping it will indicate that you have a problem with the float switch. You may place the grinder pump toggle switch back into the **HANDS** position and manually pump down the wastewater in the basin until you see the top of the pump (this will require that you remove the grinder pump basin cover). This normally takes 20 seconds. **DO NOT PUMP DOWN PAST THE TOP OF THE GRINDER PUMP.** After you have manually pumped down the wastewater, place the grinder pump toggle switch back into the **AUTO** position and contact the first person on the resource list provided and indicate that you have “a float switch problem”. Please be aware that you can still use water but you may have to repeat the above steps until the float switch problem is repaired.

5. If the grinder pump still does not pump down then there is a problem with the grinder pump or power to the grinder pump. Please contact the first person on the resource list provided and do not resume using water until the problem is repaired.

Step 3- Check the position of the grinder pump toggle switch. If it is in **AUTO** position (Figure 5) and the pump is not running, place toggle switch to the **HANDS** position. Placing toggle switch to the **HANDS** position (Figure 6) will activate the audible alarm (horn). To deactivate the audible alarm, place hand over the audible sensor located in the bottom right corner of the control panel (see Step 2 Figures 3 & 4).

Step 4- With the grinder pump toggle switch in **HANDS** position, the grinder pumps should start pumping down. Place the toggle switch back into the **AUTO** position (Figure 5) and if the pump stops pumping it will indicate that you have a problem with the float switch. You may place the grinder pump toggle switch back into the **HANDS** position and manually pump down the wastewater in the basin until you see the top of the pump (this will require that you remove the grinder pump basin cover). This normally takes 20 seconds. **DO NOT PUMP DOWN PAST THE TOP OF THE GRINDER PUMP.** After you have manually pumped down the wastewater, place the grinder pump toggle switch back into the **AUTO** position and contact the first person on the resource list provided and indicate that you have “a float switch problem”. Please be aware that you can still use water but you may have to repeat the above steps until the float switch problem is repaired.

Step 5- If the grinder pump still does not pump down then there is a problem with the grinder pump or power to the grinder pump. Please contact the first person on the resource list provided and do not resume using water until the problem is repaired.

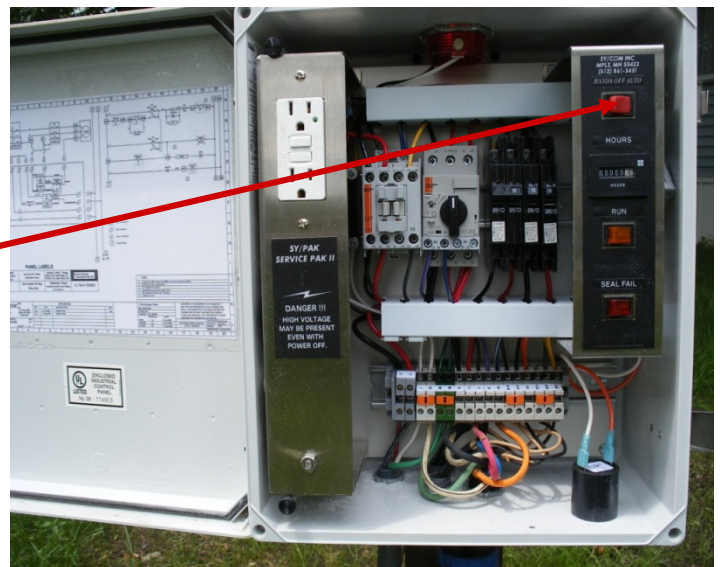


Figure 5

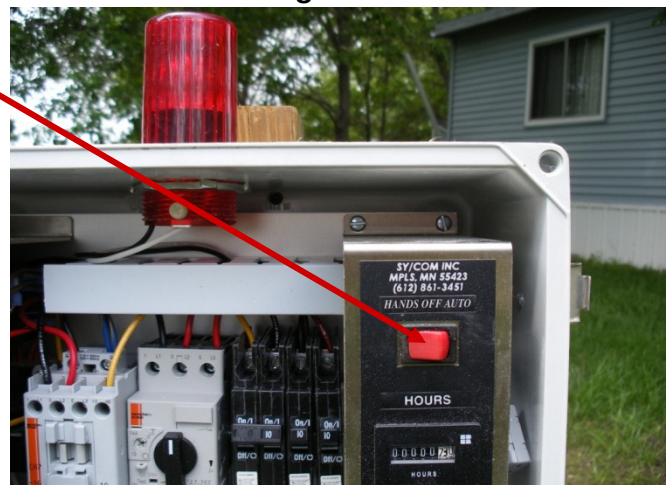


Figure 6

UPDATED RESOURCE LIST

During normal business hours (7 am to 10 pm) your first contact should be to Quam Construction Company, Inc.

Scott Olson - Office (320) 235-3344, Cell (320) 979-1180

During after-hour (10 pm to 7am) emergencies, your contact is B & J Lake Region Electric Office- 320-796-6070.

Billy: 320-894-9202

Dirk: 320-212-3118

If you are unable to reach one of the above you may contact one of the contacts below for assistance-

W.W. GOETSCH ASSOCIATES (Grinder Pump Supplier)

Bryan Goehring

Cell (612) 845-9243

Ph (952) 831-4340

Or Scott Austin 24-Hour On-Call Service (612) 802-6706

BOLTON & MENK, INC. (Project Engineer)

Dean Helstrom Office (320) 231-3956, Cell (320) 905-1311

Del Vulcan Office (320) 231-3956, Cell (320)-894-3696

Brad DeWolf Office (320) 231-3956, Cell (320) 212-5002

During after-hour emergencies there may be a slight delay in the response to your call. All parties of this project are aware of the importance of these calls and will respond to your call as soon as possible. If you get a voice mail, please leave your name, address and brief description of the problem. You will receive a call back in a timely manner. Thank you in advance for your patience.