
SUPERIOR ON-SITE SOLUTIONS

(877) 699-4668



SUPERIOR ON-SITE SOLUTIONS

Homeowner's Manual

HOOT® H600 Aerobic Treatment System™

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PROMOTING ADVANCE WASTEWATER TECHNOLOGY



Homeowner's Care & Maintenance Guide

For Your Hoot H600AN Aerobic Treatment System

Dear Homeowner,

Congratulations on the purchase and installation of your quality **Hoot System** wastewater treatment unit! Your system, utilizing the drip tubing distribution system, has been designed, constructed, engineered and installed to provide long-term, effective treatment of your household wastewater. Your system includes the two years of service/maintenance.

THE FIRST FEW WEEKS

During the first few weeks of system operation, your system's "biological ecosystem" must establish itself and it is common for odors to develop around the system and its components. After the first month of operation, your system will stabilize and these odors should go away. A normally functioning Hoot System will have a damp, musty type odor. Also, you may notice some initial wetness over the field area following your system's installation. This is typical and caused by the treated water seeking the path-of-least-resistance through the recently disturbed soil. The wetness should cease once the ground has settled and a grass cover is established.



A normally-operating Hoot System:

- SYSTEM OK Green light on
- Does not beep or chirp
- Has the blower running 24/7

COMMON SENSE CARE OF YOUR HOOT SYSTEM

Your Hoot System is an advanced wastewater treatment system that has mechanical and moving parts (i.e. switches, pumps, sensors, etc.). Like a car, the Hoot System requires annual inspections and routine maintenance to ensure proper system function. Regular contracted maintenance and the following tips will help to avoid malfunction, failure, and costly repairs:

- Inspect and service your system regularly; pump as needed. Visually check control panel on a daily basis to ensure the "green light" is on, indicating that system is functioning properly.
- Use water wisely and maintain all interior plumbing fixtures to prevent excess water from entering your wastewater system (i.e. leaky faucets).
- Watch your drains and don't flush dental floss, feminine hygiene products, condoms, diapers, baby wipes, cotton swabs, cigarette butts, coffee grounds, cat litter, paper towels and other kitchen/bathroom items that can clog and potentially damage your system.
- Try to use products labeled "Nontoxic" and "Septic Safe" and always use commercial bathroom/kitchen cleaners and laundry detergents in moderation.
- Avoid household toxics... flushing household chemicals, caustic drain openers, gasoline, oil, pesticides, antifreeze, and paint can stress or destroy the biological ecosystem within your tank.
- Spread your water usage throughout the week. For example, doing all of the household laundry in one day may be a time-saver, but it could overload your system. Also consider using a water-efficient washer and installing water-efficient toilets, faucets and showerheads.

The use of Tide® & Gain® detergents may disrupt the pH balance of your system...

- Eliminating the use of a garbage disposal can reduce the amount of grease and solids entering your system. Frequent use of a garbage disposal can significantly increase the accumulation of sludge and scum in your tank, resulting in the need for more frequent pumping.
- Do not use additives or septic system cleaners.
- Be aware that the extended use of some strong pharmaceuticals may harm the working bacteria population and/or pH balance inside the tank.
- Ensure that water softeners or water purification systems do not backwash into your wastewater system.
- Keep records of repairs, pumpings, inspections, permits issued, and other system maintenance activities.
- Protect the tank, manhole ports, control panel and blower from potential damage. Do not drive or operate heavy machinery over or near the tank and above-ground equipment. Use caution with lawn mowers and weed eaters near the equipment.
- Educate your household members about what is and what isn't good for your system so they can develop good maintenance habits.

WHY MAINTENANCE IS SO IMPORTANT

Remember, proper operation and maintenance of your HOOT System can have a significant impact on how well it works and how long it lasts. There are three main reasons why maintenance of your system is so important. The first reason is **money**... failing wastewater treatment systems can be expensive to repair or replace and improper homeowner maintenance is a common cause of early system failure.

The second and most important reason to properly maintain your system is the **health of your family, your community and the environment**. When any septic system fails, inadequately treated wastewater is released into the environment and any contact with untreated human waste can pose a significant risk to public health. Untreated wastewater from failing septic systems can contaminate nearby wells, groundwater and drinking water sources.

And the third reason to maintain your HOOT System is to protect the **economic health of your community**. Failing septic systems can cause property values to decline and sometimes building permits cannot be issued for these properties. Also, failing septic systems may contribute to the pollution of local rivers, lakes, and shoreline that your community uses for commercial or recreational activities.

Will I Need to Pump the Tank?

After a few years, the solids that accumulate in the septic tank should be pumped out and disposed of at an approved location. If not removed, these solids will eventually overflow, accumulate in the dispersal field, and clog the pores (openings) in the soil.

This blockage severely damages the dispersal field. While some clogging of soil pores slowly occurs even in a properly functioning system, excess solids from a poorly maintained tank can completely close all soil pores so that no wastewater can flow into the soil. The sewage effluent will then either back up into the house or flow across the ground surface over the dispersal field. If this happens, you may need to construct a new dispersal field on a different part of your lot. Pumping the septic tank after the soil dispersal field has become completely clogged will not rejuvenate the system. It will provide only a few days reprieve until the tank fills up again.

How Will I Know When to Pump the Tank?

The frequency with which you will need to pump depends on three variables: the size of your tank, the volume of your wastewater, and the solids content of your wastewater. If you are unsure about

when to have the tank pumped, observe the yearly rate of solids accumulation. The tank should be pumped if the sludge layer has built up to within 25 to 33 percent of the liquid capacity of the tank. Therefore, a typical 1,000 gallon tank with a 4-foot liquid capacity should be pumped when the solids are 1-foot thick in the bottom of the tank. If the tank is not easily accessible, you may wish to inspect and pump it according to the frequency guidelines in [Table 1](#). Your local health department should be able to tell you the size of your tank. When inspecting the tank, check the sanitary tee or the outlet baffle to be sure that it has not broken off and dropped into the tank. Also, be sure to have both compartments of the tank pumped.

Table 1. Estimated Septic Tank Inspection and Pumping Frequency in Years

Tank Size (gallons)	Number of People Using the System				
	1	2	4	6	8
900	11	5	2	1	<1
1,000	12	6	3	2	1
1,250	16	8	3	2	1
1,500	19	9	4	3	2

Source: Adapted from "Estimated Septic Tank Pumping Frequency," by Karen Mancil, 1984. *Journal of Environmental Engineering*, Volume 110.

Is Special Care Needed for the Drainfield?

Yes. The drainfield does not have an unlimited capacity. The more water your family uses, the greater the likelihood of problems with the septic system.

Water conservation practices can help reduce the amount of wastewater generated in the home. Periodically check your plumbing for leaky faucets and toilets. Uncorrected leaks can more than double the amount of water you use. Many soils that can absorb the 200 to 250 gallons of sewage usually produced each day by a family of four would become waterlogged if an extra 250 gallons were added.

Be sure that foundation drains, roof waters, gutter waters, and surface waters from driveways and other paved areas do not flow over the septic tank or the drainfield. Careful landscaping can help direct excess surface waters away from the system.

You don't want to overload the tank with waste that could go in the trash like cooking oil and table scraps. In other words, avoid the garbage disposal:

% Waste Added to Septic by Garbage Disposal

Parameter	Reduction in pollutant loading (%)
Total suspended solids	25–40
Biochemical oxygen demand	20–28
Total nitrogen	3.6
Total phosphorus	1.7
Fats, oils, and grease	60–70

Source: University of Wisconsin, 1978.



HOOT AEROBIC TREATMENT SYSTEMS

HOOT Aerobic Systems, Inc.

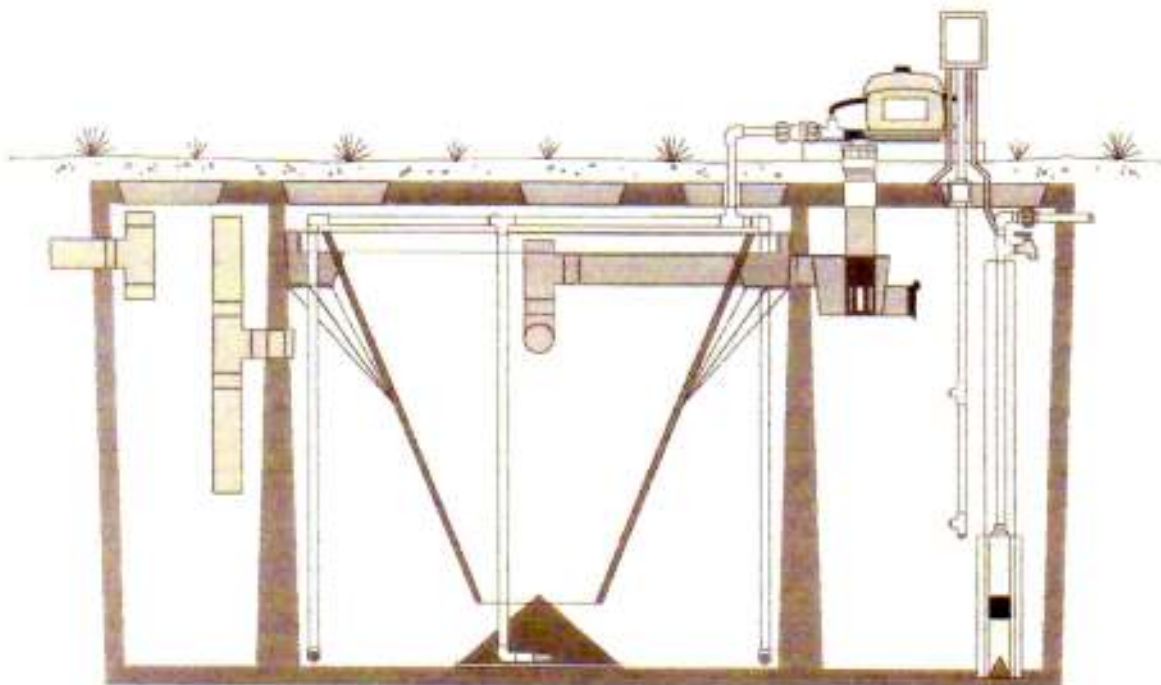
2885 Highway 14 East Lake Charles, Louisiana 70607
(337) 474-2804 phone (337) 477-7904 fax

Homeowners Manual

This manual covers the H-500A, H-600A, H-750A and H-1000A Models



This Product has been tested in accordance with the criteria set forth in the ANSI/NSF Standard 40 and is hereby certified as a Class I Aerobic Wastewater Treatment Plant.



The HOOT Aerobic Treatment System Declaration of Warnings

WARNING! TO PREVENT MALFUNCTION OF YOUR SEWAGE SYSTEM, DO NOT DISCHARGE THE FOLLOWING MATERIALS INTO THE SYSTEM: Plastic Materials ! Cloth ! Cigarette Stubs ! Paper towels ! Large quantities of acids or caustics, soaps or cleaning materials which have a high or low pH factor (Use low suds detergents) ! Throw-away Diapers ! Rubber products ! Kleenex, some toilet tissues which do not decompose readily in water ! Rainwater from Gutters ! Excess grease or fatty materials (Use garbage disposal sparingly) ! Oily materials, motor oils, grease, kerosene, gasoline, Paints, etc. ! Backwash water from any type of Water Softner ! Other materials which do not disintegrate in water ! A/C Discharge ! Sump pump discharge ! Automatic Toilet Disinfection Products

WARNING! TO FUNCTION PROPERLY, THE HOOT SYSTEM MUST BE MAINTAINED BY A QUALIFIED PROFESSIONAL AT LEAST EVERY SIX (6) MONTHS FOR THE LIFE OF THE SYSTEM. FAILURE TO MAINTAIN THE HOOT SYSTEM VOIDS THE LIMITED WARRANTY AND MAY CAUSE SERIOUS BODILY INJURY OR ILLNESS TO PEOPLE AND PETS AND MAY CAUSE SERIOUS DAMAGE TO THE HOOT SYSTEM OR OTHER PROPERTY.

DANGER! ONLY A QUALIFIED PROFESSIONAL SHOULD ATTEMPT TO REPAIR OR FIX THE HOOT SYSTEM. ATTEMPTED REPAIR BY ANYONE OTHER THAN A QUALIFIED PROFESSIONAL MAY CAUSE SERIOUS BODILY INJURY OR DEATH TO THE HOMEOWNER OR OTHER PERSONS AND MAY CAUSE SERIOUS DAMAGE TO THE HOOT SYSTEM AND OTHER PROPERTY.

DANGER! DO NOT DISCONNECT THE POWER TO THE HOOT SYSTEM. DISCONNECTION OF THE POWER FROM THE SYSTEM MAY CAUSE SERIOUS ILLNESS OR DEATH TO THE HOMEOWNER AND OTHER PERSONS AND MAY CAUSE SERIOUS DAMAGE TO THE HOOT SYSTEM AND OTHER PROPERTY.

WARNING! IN CASE OF IMMINENT FLOOD, IMMEDIATELY TURN OFF THE ELECTRICAL POWER TO THE HOOT SYSTEM AT THE INDEPENDENT BREAKER LOCATED ON THE HOUSE. FAILURE TO TURN OFF THE ELECTRICAL POWER MAY CAUSE SERIOUS INJURY OR DEATH TO THE HOMEOWNER AND OTHER PERSONS AND MAY CAUSE SERIOUS DAMAGE TO THE HOOT SYSTEM AND OTHER PROPERTY.

WARNING! IF THE UNIT FAILS TO FUNCTION PROPERLY, DO NOT USE THE BATHROOM FACILITIES UNTIL QUALIFIED PERSONNEL FIX THE PROBLEM. USE OF THE BATHROOM FACILITIES DURING A SYSTEM FAILURE MAY CAUSE SERIOUS INJURY, ILLNESS, OR DEATH TO PERSONS AND MAY CAUSE SERIOUS DAMAGE TO THE HOOT SYSTEM AND OTHER PROPERTY.

WARNING! DO NOT ALLOW CHILDREN TO PLAY ON OR AROUND THE AEROBIC TREATMENT SYSTEM, THE SPRINKLER SYSTEM, OR OTHER OVER-LAND DISCHARGE AREA. ALLOWING CHILDREN TO PLAY IN THESE AREAS MAY CAUSE SERIOUS BODILY INJURY, ILLNESS, OR DEATH TO THE CHILDREN AND OTHER PERSONS AND MAY CAUSE DAMAGE TO THE HOOT SYSTEM AND OTHER PROPERTY.

DANGER! DO NOT OPEN CONTROL PANEL WITHOUT ELECTRICITY DISCONTINUED AND LOCKED OUT ON THE SYSTEM. FAILURE TO DO SO COULD CAUSE SEVERE INJURY OR DEATH

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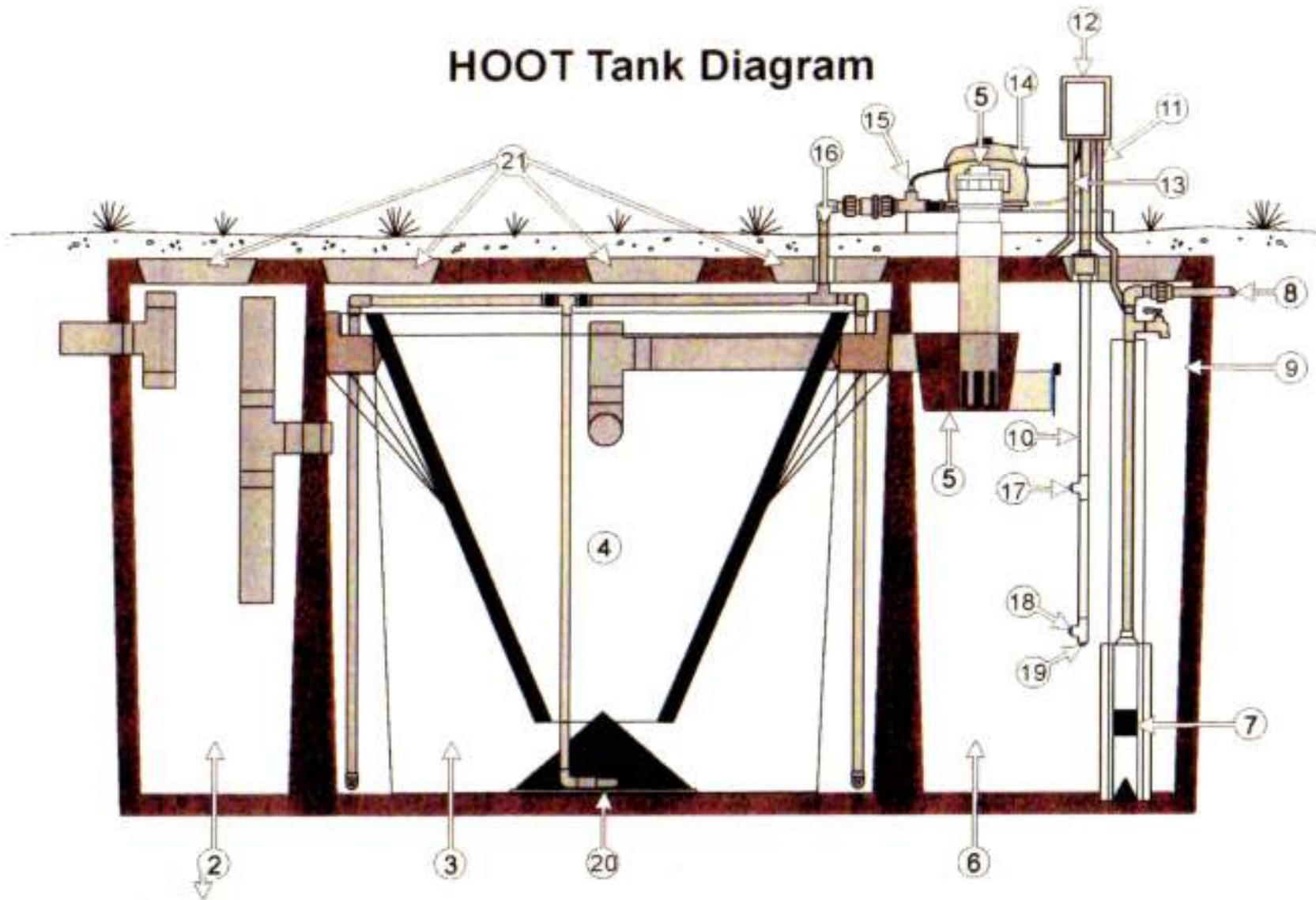
Overview of Sewage Treatment

The treatment system is comprised of four components, namely a pretreatment tank, aeration chamber, final clarifier and a disinfection device. The pre-treatment tank aids in the anaerobic decomposition of the influent and provides a storage area for non-biodegradables which are inadvertently added to the system. The aeration chamber is the heart of the activated sewage treatment plant. By means of a blower, oxygen is incorporated into the sewage. This introduction of oxygen is done in such a manner as to intimately mix the organics of the sewage with the bacterial populations in the aeration chamber. Reduction of the organics is accomplished by these organisms. Movement of sewage in the aeration chamber causes the activated sludge that settled in the final clarifier to be re-introduced into the aeration chamber. As the solids settle out in the clarifier, a clear odorless effluent is produced which passes through the disinfection device, and into the pump tank for discharge at a later time. All HOOT systems have a minimum of a ½ days flow above the alarm to give ample time for service personnel to arrive and correct any problem which may occur.

The ANSI/NSF Standard 40 requires a minimum removal efficiency for the performance of Aerobic Wastewater Treatment Systems. For a system to be certified as a Class I Treatment unit the arithmetic mean of all effluent samples collected in a seven day period must be less than 45 mg/L. The HOOT Aerobic System had an average CBOD₅ of 2.4 and a Suspended Solids average of 1.8 with both averaging 99% removal efficiency. Properly installed and maintained, the Hoot System should be capable of producing this quality of effluent.

The effluent quality was found to meet or exceed state and federal standards for all other required parameters. According to these results, the HOOT unit is the most efficient wastewater treatment systems on the market today.

HOOT Tank Diagram



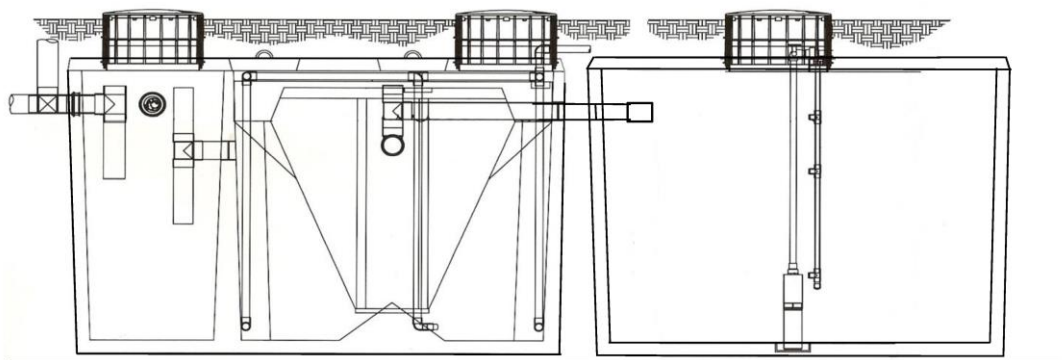
The HOOT Aerobic Treatment System Diagram

1. **Inlet** - where the wastewater enters the system from the home
2. **Pretreatment Tank** - where anaerobic digestion occurs and storage for non-biodegradable materials
3. **Aeration Chamber** - where air is introduced into the sewage for digestion
4. **Clarifier** - a still chamber where solids settle out and the clear effluent rises
5. **UV Disinfection Light** - disinfects fecal coliform activity in the water entering the pump tank (optional)
6. **Pump Tank** - where the treated and disinfected effluent is stored prior to discharge
7. **Effluent Pump** - how the treated water is discharged from the system
8. **Discharge Line** - to the disposal method prescribed by law or chosen by installer
9. **Access Port** - used by service personnel to service and inspect system
10. **Probe** - used to determine the water level in the tank
11. **Pump Wire** - provides power to operate the effluent pump
12. **System Controller** - Monitors and operates the treatment system
13. **Power Line** - provides the power to the controller to operate the system
14. **Troy Air Linear Air Blower** -long life, efficient linear blower which compresses atmospheric air and under pressure delivers it to the tank
15. **Air Manifold** - delivers the air from the line to the stones for diffusion into the sewage
16. **Aeration Line** - delivers the air from the pump to the manifold
17. **High Water Probe** - lets the panel know of a high water condition in the pump tank
18. **Low Water Probe** - lets the panel know of the minimum water level to turn on the pump, also used as the pump shut off during pump down.
19. **Probe Ground** - used to provide a sensing current to the tank for water level determination
20. **Aeration Stone** - air is finely diffused from the stone into the aeration chamber
21. **15" Covers** - Provide access to each of the critical components of the treatment system
22. **NSF Auto-dialer** – On-site web-based monitoring and notification system
23. **30 Amp Disconnect** – Power source, follow local codes and ordinances
24. **Third Probe Input** –Allows drip system to automatically increase or decrease dosing
25. **Recirculation Line** –allows for unused discharged effluent to return to the pre-treatment tank

HOOT H-600 (2-Piece) Series Wastewater Treatment System

PRODUCT HIGHLIGHTS

- ❖ NSF – ANSI/NSF Standard 40
- ❖ RMSYS- - Onsite Monitoring
- ❖ Two- tank design
- ❖ Easy Installation
- ❖ Exceeded California's new septic requirements.



HOOT H600AND Tank

Pump Tank

Hoot System	Gallons (Capacities)		Weights (+/-) Pounds (LBs)	Bottom to Inlet	Bottom to Outlet	Tank Lentgh	Tank Width	Tank Height
	Trash	Treatment						
H600AND	775	1240	12,000	57"	54.75"	115"	76"	68.5"
Pump	1000		8,000	54"		96"	60"	67"

COVERAGE DESIGN LIMITS

- ❖ Standard Tank Coverage Design Limits: 1' – 6" to 4' – 0"
- ❖ H-20 Tank Coverage Design Limits: 1' – 6" to 4' – 6"
- ❖ H-20 (non-traffic) Tank Coverage Limits: 1' – 6" to 7' – 0"

- ❖ Two years of service and maintenance included
- ❖ All H-Series Hoot systems come with a two year manufacturer's product warranty
- ❖ Remote monitoring alerts service provider in the event of a system alarm
- ❖ Hoot systems are municipal wastewater treatment plants sized for residential use
- ❖ H-Series uses an advance, five stage, biological eco-system to treat waste stream
- ❖ 98% of the treatment happens inside the H-Series tank prior to dispersal
- ❖ Treated effluent meets NSF/ANSI Standard 40 "Class 1 Treatment" standards
- ❖ 98% Reduction CBOD5, 99% Reduction TSS, 99% Conversion of Ammonia (NH3)
- ❖ H-Series features an energy efficient linear compressor (Blower)
- ❖ Hoot tanks are precast using Barchip structural fiber for additional reinforcement
- ❖ Manufactured locally and assembled using recycled materials (milk jugs)
- ❖ System components are assembled at controlled manufacturing facility
- ❖ Polylok water tight risers and lids secured with stainless steel safety screws

PROMOTING ADVANCED WASTEWATER TREATMENT

Superior On-Site Solutions

3609 Bradshaw Road #311
Sacramento CA 95827
877-669-HOOT (4668)



SUPERIOR ON-SITE SOLUTIONS

Service Policy

The initial service policy, which covers the first two years of system operation, is included in the purchase price of every HOOT Aerobic Treatment System. During the first two years of system ownership, the homeowner is entitled to all service, sampling and inspection calls required by local regulatory officials. This will include a complete inspection of each component of the system, and any adjustments or servicing necessary to any electrical, mechanical and other component parts to ensure proper function. During the inspection, an effluent quality observation will be made as well. If there are any items which need corrected and can not be immediately remedied, you, the installer/inspector, will inform the home owner, in writing, of the conditions and the estimated repair date. Following the initial two year service policy, the installer, must make available, for purchase, a continued service policy comparable to the initial service policy. Our manufacturers will stock any and all replacement parts necessary to ensure that the HOOT Aerobic Treatment System will operate properly as long as you own your home. To service a HOOT System, a service representative must be certified on an annual basis by HOOT Aerobic Systems, Inc., or their qualified representatives.

Homeowner Trouble Shooting

If both **AERATION PROBLEM** and **WATER LEVEL PROBLEM** occur, the photocell cannot tell the difference between daylight and darkness. This occurs when the computer "sees" that either day or night is greater than 32 hours. To correct this problem, redirect or turn off any overhead light that comes on at dusk, on at dawn.

If you have re-directed or turned off an overhead light, you will need to reset the controller to clear the alarm. To do this, you simply need to turn off the power to the system at your panel box for 10 seconds and then turn it back on. If the problem re-occurs approximately 30 hours later, you have a problem with your photocell and you will need to call your qualified Hoot Service Provider for assistance.

If you do not have an overhead light, then there is a problem with the photocell and you need to call your qualified Hoot Service Provider.

If **AERATION PROBLEM** occurs there has been a problem with your air delivery system. This is the most critical part of the treatment system and the problem must be corrected as quickly as possible. There are two problems that a homeowner can correct:

1. The air line from the blower to the control panel has come loose or been disconnected.

Check first to see if the black line from the aerator is not pinched, and is properly installed into each end of the compression fittings. If this has been pulled loose, then turn off the power to the system at your panel box for 10 seconds and then turn it back on. If an aeration problem occurs again, then call for assistance.

If a **WATER LEVEL PROBLEM** and an audible alarm occurs, first determine if it is a problem also with an **AERATION PROBLEM** (See Above).

There are no homeowner repairs that can be made to the effluent delivery system. Please look directly at the panel and note whether the light is steady, slow or fast flashing. This will aid the installer in coming to the quickest resolution of your problem.

If **POWER FAILURE ALARM** occurs

- 1). Circuit Breaker to system - from house - is tripped.
- 2). Circuit Breaker at house panel box for remote breaker is tripped.

System Odors

During the first few weeks of system operation, the system must establish itself and it is common for odors to develop around the system and its components. After the first month of operation, these should go away. A normally functioning system will have a damp, musty type odor. Foul odors can be present and the system indicate that the mechanical components are properly functioning. Please be certain that you are not using any of the materials specifically mentioned to cause problems with the system on the first paragraph of page one of this manual. If you are, discontinue their use and the problem within a few weeks should clear up by itself. If you are not using any of the items, or you have discontinued their use and the problem has not corrected itself, then call your service provider for assistance.

How The Night Pumper System Works

The system controls the pump based on a time clock principle. Each day at sun up, an internal clock begins a count down. 20 hours after sun up the system will pump out the tank. Upon initial start up of system, or after a power failure, the internal clock assumes daylight just occurred. The system starts the 20 hour clock till pump down. If night comes, and daylight then occurs before the 20 hours has passed, then the pump will automatically pump out at daybreak.

Water Over-Use

If at any time more than 360 gallons of water enter the system between pump cycles, (the maximum allowed for a 5 bedroom home) then the system must come on in a demand configuration mode. Thirty seconds prior to pumping, the system will turn on an audible alarm, with two short beeps in a row. After 30 seconds, the alarm will silence and turn the pump on for maximum of 4 minutes. If the level drops below the high probe, the pump will run an additional 4 minutes.

If this does not lower the level below the high probe the pump will jog 10 times and will pump for an additional 4 minutes. If this does not lower the water level below the high probe, a **WATER LEVEL PROBLEM** will occur with a **SYSTEM ALARM** red light and audible alarm. This might occur if a hot tub, Jacuzzi or other large volume of water is released into the system all at once. It should be noted that hot tub or Jacuzzi water should never be released into an aerobic system. This alarm is designed to tell the warn Home Owner that a large volume of water being released into the system all at once can disturb the process and should be metered in more slowly. If the system persistently comes on in a demand configuration, then it should be noted that the household either, uses too much water and is sized too small, is wasteful with water, or has running toilets, etc. It should also be noted that no Aerobic system can function correctly if too much water is run through the system. To determine if there is a plumbing leak check the clean-out located before the tank inlet by sprinkling a small amount of dry dirt or sand. If the dirt washes away, the width of the stream can indicate how much water is being wasted. A stream as little as 1/8" wide can indicate a leak of as great as 150 gallons a day.

Residuals Pump Out of System

The Hoot Aerobic System is a sewage digestion system uses a mechanical process of aeration to accelerate the digestion process that would normally take place in the soil. Over time, there will be a build up of non-biodegradeable materials or residuals that will necessitate the system being pumped out. The pump out of the system will be based on a level of settleable solids in the aeration chamber or evidence of solids carry over into the pump tank. Qualified service personell will check for these levels during their inspection and will advise you when the system will need pumped out. This level will be affected by the number of residents in the home, their health and eating habits, use of paper products, quantity of garbage disposal use and non-biodegradeables added to the system.

Most systems that are plumbed to single family residences, and are properly designed, will go for a period of 2 to 4 years between pump outs. Factors mentioned above, and others not anticipated can cause the frequency between service to be longer or shorter. In all cases, it is advised to have the system pumped out when it is recommended. If the solids level is ignored, the system may malfunction, fail to treat the sewage properly and cause damage to pump and other components that will likley cost 2 to 3 times what a pump out would cost. Damage to these components from failing to pump out the system regularly would not be covered by any initial or extended warranty.

Intermitent use and Abandonment

Intermitent use of the system is not recomended. These systems are biological reactors and to maintain proper function must be used on a regular baisis. If the system is not to be used of an extended period of time it should be abandoned using the following proceedure. To properly abandon a system, you need to have the system pumped to remove all solids from the system. The system must then be refilled with water to the normal operating level and then disabled electrically.

Re-Start

If the system has been abandoned and power has been shut off to the system at any time, the system must be thoroughly pumped, filled with water and an inspection of all of the system componenets, including difuser operation and backpressure on the system. If the system, with clean water reads a high back pressure, then the stones must be replaced or flushed according to our proceedures for flushing.

Change of Ownership

Any time the system chanages ownership and new residents are to use the system, even if there is no electrical interruption, it is strongly recomended that the system be pumped, cleaned out and re-started. The biological flora and fauna of the aedrobic system are particular to the individuals using the system and a drastic change to the influent characteristics and load may seriously effect the performance of the system. Please note that this will also provide for a complete inspection of the system and its components and an opportunity to educate the new system ower of the type of system that they have, along with their duties and lilitations of their system.



TREATMENT SYSTEM INITIAL SERVICE POLICY

HOOT Aerobic Systems, Inc.

2885 Highway 14 East Lake Charles, Louisiana 70607
(337) 474-2804 phone (337) 477-7904 fax

Our Company, _____, will operate and maintain the Hoot Aerobic System located at _____, (legal description only)
Permit # _____, for the period of 2 years beginning _____ and ending _____.

This contract will provide for all required inspections, testing and service of your HOOT Aerobic Treatment System. The policy will include the following:

1. _____ inspections a year/service calls (at least one every _____ months), for a total of _____ over the two-year period including inspection, adjustment and servicing of the mechanical, electrical and other applicable component parts to ensure proper function. This includes inspecting control panel, air pumps, air filters, diffuser operation, and replacing or repairing any component not found to be functioning correctly.
2. An effluent quality inspection consisting of a visual check for color, turbidity, scum overflow and examination for odors. A test for chlorine residual and pH will be taken and reported as necessary.
3. If any improper operation is observed, which cannot be corrected at the time of the service visit, you will be notified immediately in writing of the conditions and estimated date of correction.
4. The Homeowner is responsible for maintaining a chlorine residual of at least 1mg/L in the treatment system. This can be accomplished by using chlorine tablets designed for wastewater use, NOT SWIMMING POOL TABLETS. Upon visit, if the system needs chlorine tablets the service provider will add them and charge the customer. If the customer fails in their responsibility to add the chlorine tablets, they are in violation of law and appropriate action will be taken.
Initials of Installer _____ Initials of Homeowner _____
5. Any additional visits, inspections or sample collections required by specific Municipalities, Water/River Authorities, County Agencies the TNRCC or any other regulatory agency in your jurisdiction will be covered by this policy.

At the conclusion of the initial service policy, the Service Provider will make available, for purchase on an annual basis, a continuing service policy to cover labor for normal inspection, maintenance and repair. According to state law, all owners of aerobic systems must maintain a factory authorized service provider for the lifetime of the system.

The HOOT Homeowners Manual must be strictly followed or warranties are subject to invalidation. Pumping of sludge build-up, for reasons other than due to warranted mechanical failure, are not covered by this policy and will result in additional charges. By signing this form, both Installer and Homeowner agree to the terms of this policy. By signing this form, both the Installer and the Homeowner agree that the Homeowner has received a copy of the Homeowners Manual and the Installer has made a reasonable effort to explain all pertinent information to the Homeowner.

HOOT is not responsible for service, it is the SERVICE PROVIDER indicated below.

HOME OWNER

Name _____
Address _____
City _____
() - _____
Phone _____
Signature of Home Owner _____

SERVICE PROVIDER

Name of Service Company Representative _____
Address _____
City _____
() - _____
Phone _____
Signature of Service Provider and License # _____

THIS BOX MUST BE COMPLETED BY THE SERVICE PROVIDER

HOOT Model # _____ Blower/Panel Serial # _____ HOOT Mold # _____ - - -

White Copy - Home Owner

Yellow Copy - Installer

Pink Copy - HOOT

Goldenrod Copy - Regulatory Agency



Superior OnSite Solutions O&M HOOT Checklist

Today's date 5/26/2015

Inspection Date: _____

Arrival time to site: _____

Departure time from Site: _____

Owner: _____

Equipment Location: _____

Phone: _____

APN: _____

Permit #: _____

O&M Provider: _____

Installation Date: _____

O&M Expiration Date: _____

Blower: _____

RMSYS Dialer: _____

_____ Active Auto-Dialer & Telemetry (**GREEN** button pushed) _____ No dialer _____ No active phone line

_____ Inspect Hoot Controller

_____ GREEN system OK light _____ RED/YELLOW system alarm light: ☐ Aeration ☐ High Water

_____ Inspect back-up battery _____ No battery _____ Battery charged _____ Battery replaced

_____ Check controller wiring: _____ Probe sensors: _____ Power bar: _____ Solenoid _____

_____ Pervious alarm codes (**MODE 4**): Code # _____ Code# _____

_____ Inspect Blower/Aerator: _____

_____ Check airline & connectors

_____ Inspect blower air filter: ☐ Replaced ☐ Cleaned

_____ Back-pressure: (**MODE 3**): _____ (50-70 - 11000) Acid flush system: ☐ YES ☐ NO

_____ Clean area/remove debris/place ant bait (50-70 - 11750) (70-100 - 111000)

_____ Activate Pump (**MODE 2**):

_____ Inspect pump for problems AMPS: _____ Blower (1.2-1.6) _____ Pump

_____ Pump model _____ Pump sleeve installed: ☐ YES ☐ NO

_____ Conduct Field Inspection: Surfacing effluent: ☐ YES ☐ NO Ponding: ☐ YES ☐ NO

_____ Inspect air release valves _____ Inspect zone valve _____ Dispersal field ☐ GOOD ☐ BAD

_____ Inspect Tank Chambers: _____ **AERATION** ☐ GOOD ☐ BAD _____ **CLARIFIER** ☐ GOOD ☐ BAD

_____ **PUMP** _____ Crust _____ Sludge _____ **TRASH** _____ Crust _____ Sludge

_____ Effluent level in pump chamber _____ low probe (+) _____ or (-) _____ above low probe

_____ Inspect Headwork's & Access Risers (lids, silicone II, air valves, connections) Leaks: ☐ YES ☐ NO

_____ Effluent Filter: ☐ Replaced ☐ Cleaned

_____ Inspect & Clean UV Disinfection Light: Controller: ☐ GOOD ☐ BAD Bulb: ☐ GOOD ☐ BAD

_____ Flow Meter Reading: _____ **SUPPLY** _____ **RETURN**

_____ Monitoring Wells: #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____

_____ Inspect treated Water For Clarity ("Frappuchino" test) Label: ☐ Photograph: ☐

_____ Reset Hoot Controller (**MODE 5**)

_____ Check Controller Breakers: _____ Compressor (Blower): _____ Pump: _____

_____ Active Auto-Dialer & Telemetry (**GREEN** button pushed)

_____ "Courtesy Notice" for Resident ☐ Spoke w/ resident ☐ Invoice left ☐ Auto-pay

_____ REPAIRS TO SYSTEM: _____

MATERIALS USED/NEXT INSPECTION: #1 _____ #2 _____

COMMENTS: _____

Signature-Certified Service Provider

Date



Superior OnSite Solutions O&M HOOT Checklist

Today's date 5/26/2015

Inspection Date: _____

Arrival time to site: _____

Departure time from Site: _____

Owner: _____

Equipment Location: _____

APN: _____

FIELD INSPECTION:

_____ Locate Air relief valves:

Canisters #1: ☐ Good ☐ Bad Canister Covers #1: ☐ Good ☐ Bad ☐ Flagged ☐ Painted

Canisters #2: ☐ Good ☐ Bad Canister Covers #2: ☐ Good ☐ Bad ☐ Flagged ☐ Painted

_____ Pressure at Supply Side A/R Valve _____ Pressure at Return Side A/R Valve _____

UV DISINFECTION LIGHT:

_____ Inspect & Clean UV Disinfection Light:

Controller: ☐ GOOD ☐ BAD

Bulb: ☐ ON ☐ OFF ☐ Bulb ☐ Fuse

Sleeve: ☐ GOOD ☐ BAD Norweco ☐ Salcor ☐

AUTODIALER:

_____ Inspect Auto Dialer:

Dial tone from residence: ☐ GOOD ☐ NO LINE

Telephone Line: ☐ Land Line ☐ DSL Line ☐ Cellular

Dialer alarm lights flash when Hoot system alarms: ☐ YES ☐ NO

After Hoot system alarm, does dialer make connection:

Yellow Light: ☐ Solid ☐ Flashing

CONTROLLER:

_____ Inspect Hoot Controller Tank System: Hear Audible Alarm Clearly ☐ YES ☐ NO

Corner Controller Door Screws Operational: ☐ YES ☐ NO

Hoot Controller Needs Door Latch: ☐ YES ☐ NO

Silicone In All Electrical Openings: ☐ YES ☐ NO

HOOT TANK:

_____ Inspect Tank System:

Type of Hoot Tank: **H** _____ Septic: _____ Pump: _____

Hoot tank opening #1: _____ #Risers _____ 6" _____ 12" Broken Screw Holes: _____

Hoot tank opening #2: _____ #Risers _____ 6" _____ 12" Broken Screw Holes: _____

Hoot tank opening #3: _____ #Risers _____ 6" _____ 12" Broken Screw Holes: _____

Pump tank opening #1: _____ #Risers _____ 6" _____ 12" _____ Other Broken Screw Holes: _____

Pump tank opening #2: _____ #Risers _____ 6" _____ 12" _____ Other Broken Screw Holes: _____

Septic tank opening #1: _____ #Risers _____ 6" _____ 12" _____ Other Broken Screw Holes: _____

Septic tank opening #2: _____ #Risers _____ 6" _____ 12" _____ Other Broken Screw Holes: _____

Headworks Top Riser: Yes ☐ No ☐ Replace Top Riser: Yes ☐ No ☐

_____ Hoot Headworks Pressure: Supply Side A/R Valve _____ Return Side A/R Valve _____

_____ Hoot Tank Levels: Trash Chamber: _____ Crust _____ Sludge

Aeration Chamber: _____ Flux _____

Clarifier Chamber: _____ Crust _____ Sludge

Pump Chamber: _____ Crust _____ Sludge

_____ Inspect Pump: _____ Blaster _____ Franklin _____ Orenco _____ Other

_____ Clean Pump In-Takes

_____ Clean HOOT Pump Sleeve

_____ Clean HOOT Sensor Probe

Promoting Advanced Wastewater Technology

Page 2

APN:

Current Resident: _____

Renter ☐

Primary Contact Number: _____ (Property Owner)

Secondary Contact Number: _____ (Renter/Mngt Comp)

E-mail Address: _____

SITE PHOTOS: Equipment Area: (2) Photos ☐ Yes: ☐ No: _____
 Tank Area: (2) Photos ☐ Yes: ☐ No: _____
 Dispersal Area: (2) Photos ☐ Yes: ☐ No: _____

Comments:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.[illegible]

Materials & Tools List

SOS Onsite recommends that you inventory the following items to complete a successful Hoot service event:

- ❑ Universal precautions – i.e. rubber gloves, face protection, apron, etc.
- ❑ Hand sanitizer
- ❑ Rags & paper towels
- ❑ Drill with #2 square head bit
- ❑ Screwdrivers (flat & Philips)
- ❑ Garden hose with spray nozzle
- ❑ Hand brushes
- ❑ Collapsible pole or long, sturdy stick
- ❑ Air-pressure gauge
- ❑ Ant bait
- ❑ Silicone II (100% silicone only)
- ❑ Duct tape & electrical tape
- ❑ Wire ties
- ❑ Flashlight
- ❑ Shovel or hand spade
- ❑ Mirror (to see probe)
- ❑ 5 gallon bucket
- ❑ Multi-meter
- ❑ Phone handset (to check phone line)
- ❑ Replacement batteries (true 9V rechargeable – obtain from SOS)
- ❑ ¼" black tubing (if backpressure hose/tube is kinked)
- ❑ Compressed air (to clean interior of controller)
- ❑ Air release valves
- ❑ Geoflow equipment, including tubing, couplers, adapters, etc.
- ❑ Digital camera



If collecting a water sample for analysis, be sure to obtain the proper test bottles from your local laboratory. Remember that water samples must be refrigerated, so be sure to bring a cooler with ice!

RMSYS Onsite Monitoring Program Registration**Dialer ID #:** _____**FAX info to:** 734 827 7110, or email to: prjackson@nsf.org**Maintenance Provider:** Note: 2-year service contract required for all new accounts.Name: **Superior On-site Solutions**Type of Service:Address: **3609 Bradshaw Road, H-311**☒ 1. Residential, single dwelling/\$24yr.City **Sacramento** State **CA** Zip **95827**☐ 2. Residential, multi dwelling/\$36yr.Phone Number: (**877**) **888** - **4668** **X210**☐ 3. Commercial, 36/yr.Fax Number: (**916**) **760** - **8581****Notification: All alarms are notified by text message. NO VOICE CALLS ARE MADE.**

*Pagers, cell phones, 2-way messaging and Internet e-mail can receive alert notifications.

Email address

monitoring@soonsite.net

#1:

Cell Number: _____

Other device: **916-747-4410**Cell Phone Service by: **Verizon****Treatment System Monitoring Information:**Type Treatment System: **Aerobic Treatment System**Chlorinator: ☐ Liquid ☐ TabletType Distribution: **Pressure Distribution**

Owner services

chlorinator: ☐ No ☐ YesManufacturer: **HOOT**Other Disinfection Device: **UV Disinfection**Model #: **H750AND w/ 1500 Septic** Serial #:Desc.: **High Water Alarm**Alarm #1: ☐ 120AC ☒ low AC/DC ☐ N/O ☐ N/CDesc.: **Aeration Alarm**Alarm #2: ☐ 120AC ☒ low AC/DC ☐ N/O ☐ N/C

Install Date: _____

Alarm delay setting is **.16** minutes before activate.

The above information is posted into a secure Internet account for management tracking. With any active dialer account this is provided free. Please give a user name and password and an e-mail account to return this information.

User Name: _____**Password:** _____**Email address:** **monitoring@soonsite.net****Subscriber: Location Monitored****Special Comments**

Name: _____

Address: _____

City: _____ State: **CA** ZIP _____

Phone number: _____

County: _____

Permit #: _____ Issued: _____

Inspection approval date: _____

Submitted by: _____ DATE: _____

Signature

Recommended Prohibitions in an On-Site System

Inert Materials: Plastic, Rubber, Scouring Pads, Dental Floss, Cigarette Filters, Bandages, Hair, Mop Strings, Lint, Rags, Cloth and Towels do not degrade in an on-site treatment system. Inert Materials will build up solids, and lead to system malfunction, clogging or increased pump out frequency.

Paper Products: Disposable Diapers, Paper Towels, Baby Wipes, Facial Tissues, Moist Toilet Paper are not designed to dissolve in an on-site treatment system. Excessive Amounts of toilet tissue will also not decompose. All can lead to system malfunction, back-up or increased pump out frequency.

Food Wastes: Do not put Animal Fats, Grease, Coffee Grounds, Citrus Rinds, Egg Shells, down the sink. Garbage disposal use should be limited to waste that cannot be scooped out and thrown in the trash. Spoiled Dairy Products and Yeasts from home Brewery or Baking may cause excessive growth of microbes that do not degrade sewage.

Medicinals: Do not flush Baby Wipes, Lotioned, Scented or Quilted Toilet tissue, Female Sanitary Products, Cotton Balls or Swabs, Condoms or expired Medicines/Antibiotics. Septic Tank additives generally do more harm than good. Automatic Disinfection Tablets (blue, clear or otherwise) will kill the organisms needed to consume waste.

Chemicals & Toxins: Kill the microbes necessary for Treatment. Paint, Paint Thinner, Solvents, Volatile Substances, Drain Cleaners, Automotive Fluids, Fuels, Pesticides, Herbicides, Fertilizers, Metals, Disinfectants, Sanitizers, Bleach, Mop Water, Excessive use of Household chemicals, and Backwash from Water Softener regeneration.

Laundry Practices: On-site systems must process the water as it enters the system. Laundry should be spread out over the week, not all run at one time. Excessive use of Detergents, especially those containing bleach, can affect system performance. Liquid detergents are recommended over powders. Fabric Softener sheets are recommended over liquid softeners. Bleach should be used sparingly and at half the rate indicated on the container.

Clear Water Waste: From A/C Discharge lines, Floor Drains, Gutters, Whole House Water Treatment Systems and Sump Pumps can increase the flow to your treatment system. These flows can at least disrupt, if not destroy your treatment process.



AEROBIC SYSTEMS TECHNICAL UPDATE

HOOT Aerobic Systems, Inc.

2885 Highway 14 East Lake Charles, Louisiana 70607
(337) 474-2804 phone (337) 477-7904 fax

Dear Homeowner,

Hoot Aerobic Systems, along with **all manufactures** of wastewater treatment products, and the TNRCC, prohibit the introduction of backwash water from any type of water softener. Properly softened water does not cause any negative effects to the treatment process. It is the return of the back wash debris, which is highly concentrated in salts, wether it is Sodium Chloride or Potassium, that causes problems.

The aerobic treatment process is a biological ecosystem, the microorganisms and bacteria being supplied by the homeowner in their waste products. The aerobic treatment process enhances or speeds up the natural degradation process by providing optimal conditions for the microbes to thrive. These enhanced components of life are an ample supply of water and air for respiration, a temperature between 60 and 100 degrees Fahrenheit and neutral pH.

The backwash generated by water softeners sends a highly concentrated slug of salts, which have detrimental and adverse effects to the treatment process. Inside the treatment tank there are many microorganisms, bacteria and single celled amoebas which all have a vital function in the treatment process. These organisms range from the very large, which can be seen by the naked eye, to very small single celled creatures. Basically, the large ones eat the incoming sewage, their waste product is eaten by a smaller organism and so on down the line. Any interruption to the chain of life can cause incomplete digestion, produce odors and eventual malfunction to the equipment.

Salts, change the characteristics of the water, and the environment in which they live. The salts go into solution in the water, and are taken in by the organisms. Their reaction to this increased level of salt is to take in additional water to balance and bring the organism back into its natural saline equilibrium. The problem is that the additional water that is infused into the organism also contains the salt and the vicious cycle ends when the organism lyses, or explodes as a result of the process.

Hoot Aerobic Systems cannot help or trouble shoot any system with properly functioning mechanical components, that complain of an odor or incomplete digestion, if the system is hooked up to a water softener. Before any trouble shooting assistance or time in analyzing the problem will made, we require that the water softener back wash be removed from the system, and the system completely pumped out, washed out, and pumped out again. Any sedimentation as result of the water softener must be completely removed prior to restart or the same problem will result.

Our warranty on the effluent pump will be voided as result of the introduction of any back wash to the system. Over time, these salts will build up and will create wear on the stages of the pump which will result in premature failure. Any home with a water softener should separate the backwash water and dispose of it in a dry sink or by other means. If no alternatives are available for the disposal of the back wash water, the back wash line could be directly introduced to the pump tank. At this point, the digestion process has completely taken place, disinfection agents have been added, and no biological life should exist. It should be noted that this will result in premature failure of the pump and will not be covered by warranty. When the pump is analyzed at our facilities for repair, the effects are obvious and you will be charged not only for the new or rebuilt pump, but for the unscheduled service call by your installer/service provider.

This letter was prepared as an aid for you in your decision to proceed with the installation of your water softener or removal of the back wash line from your current Hoot system.

If you have any additional questions or concerns, please feel free to contact me at (337) 474-2804.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron Suchecki', with a stylized flourish at the end.

Ron Suchecki
Environmental Specialist
Hoot Aerobic Systems

Please answer the following questions as accurately and honestly as possible. None of the answers will be used against you, they will be used to create a solution to your problem. The goal for this questionnaire is to determine why your system is not working to at its fullest potential. As a result of your answers, we will come up with a personalized list of suggestions to help optimize the performance of your treatment system.

Name Address City
State Zip Phone Number e-mail
Service Provider Serial Number Model Number

OCCUPANCY OF HOME

How many people live in your home? # of Persons

Of these how many of these go to work or school outside the home?

some, all, or #

How many infants live in your house? none or #

Do you have house guests regularly? ☐ yes ☐ no

If so, how many and what is the average length of their stay?

Do you have a home based business? ☐ yes ☐ no

Do you have employees or clients that visit regularly? how many and often

LAUNDRY PRACTICES

How many loads of laundry per week do you wash? # of loads

How many loads per day do you wash on your biggest laundry day? # of loads

What brand and type (powder or liquid) of detergent do you use? brand

☐ powder ☐ Liquid

How often and how much bleach do you use?

Do you use borax/detergent enhancers/liquid fabric softeners? ☐ yes ☐ no

Do you ever exceed recommended detergent amounts for wash loads? ☐ yes ☐ no

Do you change your water level for each load or do you leave it on one setting? ☐ Change ☐ Leave

Do you wash diapers? ☐ yes ☐ no

BATHROOM CLEANING PRACTICES

Please describe how you clean your toilets?

How often do you clean your toilets? ☐ Daily ☐ Twice a week ☐ Weekly ☐ Less Often

What type of automatic cleaning products you use in the tank of the commode?

☐ 2000 Flushes ☐ Clorox ☐ Tidy Bowl ☐ Vanish ☐ Other ☐ None

HEALTH OF RESIDENTS

Is anyone in the household on medication for an infection? ☐ Yes ☐ No

If so how long have they been on this medication and what type of medication?

How Long? Type and Name

Is anyone in the home being treated for cancer/AIDS? ☐ Yes ☐ No

Is anyone on chemotherapy (oral or intravenous)? ☐ Yes ☐ No

Does anyone in the home have chronic diarrhea (either due to gastrointestinal surgery, intestinal/colon by-pass, or other gastrointestinal conditions)?

If so, Explain

Does anyone in the family suffer from bulimia? ☐ Yes ☐ No

WHAT YOU PUT DOWN THE SINK

Do you have a garbage disposal? ☐ Yes ☐ No

If so, how often do you use it? ☐ Several times a day ☐ Daily ☐ Only on occasion

Approximate number of cups per use?

Describe items placed down disposal

Do you pour mop water or other household cleaners down the drain? ☐ Yes ☐ No

If so, what cleaners, how often, and what quantity?

Do you ever exceed recommended strengths when creating cleaning solutions? ☐ Yes ☐ No

Do you use Liquid Plumber or other Drain Cleaners? ☐ Yes ☐ No

Have you ever used Septic Tank Additives, Enhancers or Yeasts?

QUESTIONS ABOUT YOUR HOME

Do you have a water softener? ☐ Yes ☐ No

If so, do you know where the back wash goes?

Do you have a garden tub/Jacuzzi in one of your bathrooms? ☐ Yes ☐ No

☐ Daily ☐ Twice a week ☐ Weekly ☐ Bi-Weekly ☐ Monthly ☐ Less Often

Is it on the second floor? ☐ Yes ☐ No

Since your system was installed have any additional toilets, bathrooms, or homes been plumbed to it? ☐ Yes ☐ No

What was the approximate year of construction for your home?

Since then, have you replaced any fixtures? ☐ Yes ☐ No

Do you have a utility sink in your garage? ☐ Yes ☐ No

Do you ever clean paint brushes, mix pesticides/herbicides, or any caustic or acidic cleaners in the sink?

☐ Yes ☐ No

Does anyone job or hobbies effect the way water is used in your home? (Examples are: pet grooming/boarding, hair salon, artist, laundry service, doctor/dentist office, photography?)

Do you have a drain in your garage? ☐ Yes ☐ No

Are your gutters or air condition hooked up to your household plumbing? ☐ Yes ☐ No

ABOUT YOUR SYSTEM

Do you experience frequent power interruptions/outages? ☐ Yes ☐ No

Has your system been without power for more than a three hour period? If so, when and for how long?

☐ Yes ☐ No

Do you live in or near the 100 year flood plain? ☐ Yes ☐ No

Do you frequently have standing water in the yard? ☐ Yes ☐ No

If you have a chlorinator, where do you purchase your chlorine tablets?

What brand are they? Please be specific (this is important).

How often and how many do you add to your system?

Have you had your system pumped/cleaned? ☐ Yes ☐ No

If so, when

At whose recommendation?

Any other
comments?

Push Buttons below to either:

[Print, Then Fax to \(254\) 299-0822](#)

or

[Submit by Email](#)



LIMITED WARRANTY AND REGISTRATION

HOOT Aerobic Systems, Inc.

2885 Highway 14 East Lake Charles, Louisiana 70607

(337) 474-2804 phone (337) 477-7904 fax

NO GENERAL WARRANTY; HOOT AEROBIC SYSTEMS, INC. DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, AND **EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

HOOT LIMITED WARRANTY: HOOT Aerobic Systems, Inc. ("HOOT") warrants faulty workmanship or construction of the HOOT treatment system for three (3) years from the date of purchase, subject to the following condition: If HOOT determines that the fault in workmanship or construction of the HOOT treatment system is not the result of improper installation, improper maintenance, failure to service, natural disaster, an act of God (including flood, lightning or fire ants), or tampering by any means, then, at HOOT's discretion, HOOT has the right to provide a replacement for such faulty component. The faulty component will be replaced with a rebuilt or new component to the Service Provider for the first three (3) years from the date of purchase. This Warranty extends to the HOOT Service Provider ONLY. During the initial 2 year service policy, the component will be replaced at no charge to the Homeowner. During the third year, components will be provided only to a qualified HOOT Service Provider, at no charge, however any and all installation charges will be the responsibility of the homeowner.

SOLE REMEDY

HOOT's liability for any accident, injury, or damage to any person or property shall be limited to the purchase price of the HOOT Aerobic Treatment System. HOOT is not and shall not be liable for any incidental or consequential damages or injury, regardless of fault, to any person or property resulting from misdesign or mismanufacture of the HOOT Aerobic Treatment System, failure to warn, failure to label, or inadequate instructions in the manual. This clause is effective to the full extent allowed by law and shall be void where prohibited.

WARRANTY REGISTRATION

FOR THE ABOVE WARRANTY TO BE EFFECTIVE, THE HOMEOWNER AND ANY USER ATTEMPTING TO CLAIM ANY RIGHT UNDER THIS WARRANTY MUST COMPLETE THIS FORM AND RETURN A SIGNED COPY TO HOOT WITHIN THIRTY (30) DAYS FROM THE DATE OF INSTALLATION. The cost of pumping or cleaning of any component or compartment of the sewage treatment system, which becomes necessary for causes other than malfunction of the equipment, is the responsibility of the homeowner.

By signing this Service Policy, the Home Owner and the Service Provider agree to the terms of this policy. HOOT is not responsible for service, it is the SERVICE PROVIDER indicated below.

Home Owner

Name _____

Address _____

City _____

Phone _____

Signature of the Homeowner _____

Service Provider

Superior On-Site Solutions of Sacramento

Name _____

3609 Bradshaw Road, Suite H-311

Address _____

Sacramento, CA 95827

City _____

877-699-4668

Phone _____

Signature of Service Provider _____



What to do When Your System has an ALARM



Your Hoot System is one of your household's most important home appliances & it is important that its mechanical components receive regular inspection & maintenance. Even with the best care & usage, system alarms can happen for a variety of reasons. Here's what to do when an alarm occurs:



A normally-operating Hoot System:

SYSTEM OK Green light on
Does not beep or chirp
Has the blower running 24/7

1 - DON'T PANIC!

A computerized state-of-the art Hoot controller operates & monitors your entire system & is designed to alert you when there is a problem.

2 - QUIET THE SYSTEM

If you hear your Hoot System's audible alarm beeping or chirping, approach the controller & **gently press** the orange **SILENCE ALARM** button to silence the alarm



controller displaying alarm lights

3 - IDENTIFY THE ALARM

Your Hoot System is programmed to alarm for three problems: 1) **High Water** 2) **Aeration** & 3) **Other**. The indicator lights on the front of the Hoot controller will alert you to what the system issue is. Refer to the Troubleshooting table next pages for possible causes.

4 - CONTACT YOUR SERVICE PROVIDER

Don't be afraid to contact your authorized Hoot System service professional. Many times our technicians can help you troubleshoot over the phone. Whatever you do, don't ignore the problem & hope it goes away!

WARNING: when a **HIGH WATER ALARM** occurs, your system has limited storage space remaining before becoming completely FULL. To avoid sewage backups into your house, we recommend that you immediately cease or strictly limit your water usage until the problem has been corrected.



DON'T tape over the speaker box to ignore or silence the alarm

HOOT SYSTEM ALARM TROUBLESHOOTING GUIDE

INDICATOR LIGHTS	COMMON CAUSES & REMEDIES
Audible Beeping Alarm along with RED System Alarm + Solid YELLOW Water Level Problem means a HIGH WATER PROBLEM	◦ Was your power recently out for an extended period of time? It can commonly take up to 4-12 hours for your Hoot System to recover from an extended power outage, especially if you were still using water fixtures – see our guide "What to do in the Event of a Power Outage". <u>If system is still in High Water Alarm after 24 hours, CONTACT YOUR SERVICE PRO.</u> ◦ Did a power fluctuation trip the system's pump breaker? Turn off primary power to the system, then open the Hoot controller to verify that both interior circuit breakers are ON. If the pump breaker is OFF, reset, close the cover then turn primary power back on & allow your Hoot System up to 4-12 hours to recover. <u>If system is still in High Water Alarm after 24 hours, CONTACT YOUR SERVICE PRO.</u> ◦ Has there been a recent water surge into system due to a leaky water fixture (ie stuck toilet) or big discharge (ie large tub) Immediately repair or correct any leaky fixtures. Allow your Hoot System up to 4-12 hours to recover. <u>If system is still in High Water Alarm after 24 hours, CONTACT YOUR SERVICE PRO.</u> ◦ Filter and/or dispersal pipes may be clogged, preventing water from discharging to the field When was the last time your system was serviced? <u>CONTACT YOUR SERVICE PRO to have the filter cleaned & the dispersal lines flushed.</u> ◦ Ground or stormwater may be infiltrating the system Is it raining, or has it recently rained? Re-direct all stormwater AWAY from your tank, especially around the green covers. Sometimes groundwater can enter around underground pipes that have settled over time. <u>CONTACT YOUR SERVICE PRO to identify, repair & seal any areas allowing groundwater to enter the system.</u> ◦ Pump is not operational, motor or impellers not working Just like any mechanical part, the Hoot pump can fail. Conveniently, your Hoot pump was designed & installed for easy access, quick inspection & fast replacement. <u>CONTACT YOUR SERVICE PRO to identify & repair problems with your pump.</u>
Audible Beeping Alarm along with RED System Alarm + Solid YELLOW Aeration Problem means a LOW AIR-PRESSURE PROBLEM	◦ Did a power fluctuation trip the system's pump breaker? Turn off primary power to the system, then open the Hoot controller to verify that both circuit breakers are ON. If the compressor breaker is OFF, reset, close the cover then turn primary power back on. ◦ Did blower line become loose, disconnected, kinked, damaged? Check the connections around the blower to make sure they're not disconnected or damaged. Protect your blower connections from weed-whackers, etc. ◦ Is there dirt/debris in the area around the blower? There must be adequate air-flow immediately around the blower. Clear the area. If necessary, carefully remove the top cover of the blower to clean the air intake filter. ◦ Is blower on? If so, is AIR coming out? Hoot's linear air blower has an internal diaphragm baffle that can break due to age or general environmental conditions (see photo). It is also possible that the blower can fail for any reason. <u>CONTACT YOUR SERVICE PRO to quickly have a new diaphragm baffle kit installed or to have your blower completely replaced!</u> ◦ Is there enough water in the aeration chamber? The Hoot System aeration/processing chamber must be at least 2/3 full of water to avoid a low-air pressure alarm. If your system was just pumped, you MUST ADD water to the center chamber to make it 2/3 full.



HOOT SYSTEM ALARM TROUBLESHOOTING GUIDE

INDICATOR LIGHTS	COMMON CAUSES & REMEDIES
Audible Beeping Alarm along with RED System Alarm + Flashing YELLOW Aeration Problem means a HIGH AIR-PRESSURE PROBLEM	◦ Do you have hard water? Has the system not been used in a while? Your aeration system features "diffuser stones" at the end of four plumbing lines inside your aeration/processing chamber that can occasionally clog or become blocked by calcium, sewage/sludge or dirt. <u>CONTACT YOUR SERVICE PRO to have your air lines acid flushed to relieve the pressure. In some cases, pumping the system of solids or replacement of the diffuser stones may be necessary.</u> ◦ Is the blower on? If the air pressure is too high, your blower will turn off. <u>CONTACT YOUR SERVICE PRO to identify & repair any problems with your blower.</u> ◦ Check blower check-valve, replace if broken Occasionally check-valves fail! If it's failed in the closed position, then air is not flowing to the tank, but creating a high-pressure alarm. <u>CONTACT YOUR SERVICE PRO for a replacement part.</u> 
Audible "Chirp/Beep" along with GREEN System OK + Flashing RED System Alarm means NEEDS BATTERY	Some <u>pre-2009</u> Hoot controllers feature a back-up battery ◦ Battery is old and/or no longer able to hold a charge The system uses a true 9V rechargeable nickel metal hydride battery. <u>CONTACT YOUR SERVICE PRO for a replacement part.</u> 

These replacement & repair parts for your Hoot System are typically available within 24 hours:

- Aeration blower, model Troy-Air H600S AF
- Aeration diaphragm repair kit
- Effluent pump
- Replacement/extra filter cartridges
- 9V nickel metal hydride backup battery
- Green risers & tank lids
- Safety screws
- Geoflow dripfield repair kit (ie additional tubing & connectors)
- Ultraviolet light bulb replacements
- Controller computer panel
- Check-valves & misc PVC parts
- Need something else... **JUST ASK!!!**

SUPERIOR ONSITE SOLUTIONS (877) 888-4668