Promoting Advanced Wastewater Technology!

SUPERIOR ON-SITE SOLUTIONS

California's Authorized Hoot Manufacturer & Distributor

Homeowner's Welcome Packet

HOOT® H600 Aerobic Treatment System

Care, Maintenance, Service & Alarm Reference Guide

Superior On-Site Solutions

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1. WELCOME — YOUR HOOT AEROBIC TREATMENT SYSTEM

Dear Homeowner,

Congratulations on the purchase and installation of your quality Hoot Aerobic Treatment System. Your system has been designed, manufactured, and commissioned to provide long-term, effective treatment of your household wastewater for decades to come.

As California's only authorized Hoot manufacturer and distributor, Superior On-Site Solutions is here to support your system for as long as you own it. This packet contains everything you need to know about caring for your system, recognizing alarm conditions, and getting the most out of your investment.

Please keep this guide in a safe place — and don't hesitate to reach out anytime you have questions.

The First Few Weeks

During the first few weeks of system operation, your system's biological ecosystem must establish itself. It is common for some odors to develop around the system and its components. After the first month of operation, your system will stabilize and these odors should subside. A normally functioning Hoot system will have a damp, musty type of odor.

You may also notice some initial wetness over the dispersal field area. This is typical and caused by treated water seeking the path of least resistance through recently disturbed soil. The wetness should cease once the ground has settled and grass cover is established.

A normally-operating Hoot system:
- SYSTEM OK green light is on
- Does not beep or chirp
- Has the blower running 24/7

2. COMMON-SENSE CARE OF YOUR HOOT SYSTEM

Your Hoot system is an advanced wastewater treatment system with mechanical and moving parts (switches, pumps, sensors). Like a car, it requires regular inspections and routine maintenance to ensure proper function. Following these tips will help avoid malfunction, failure, and costly repairs:

- Inspect and service your system regularly; pump as needed. Visually check the control panel daily to ensure the green light is on, indicating the system is functioning properly.
- Use water wisely. Maintain interior plumbing fixtures to prevent excess water from entering your wastewater system (i.e., fix leaky faucets promptly).

- Watch your drains. Don't flush dental floss, feminine hygiene products, condoms, diapers, baby wipes, cotton swabs, cigarette butts, coffee grounds, cat litter, paper towels, or other items that can clog and damage your system.
- Use products labeled "Nontoxic" and "Septic Safe." Always use commercial bathroom and kitchen cleaners and laundry detergents in moderation.
- Avoid household toxins. Flushing chemicals, caustic drain openers, gasoline, oil, pesticides, antifreeze, or paint can stress or destroy the biological ecosystem in your tank.
- Spread out your water usage throughout the week. Doing all your laundry in one day may overload your system. Consider using water-efficient washers, toilets, faucets, and showerheads.
- Limit garbage disposal use. Frequent disposal use significantly increases sludge and scum accumulation, leading to more frequent pumping.
- Do not use additives or septic system cleaners — they are not necessary and can disrupt the biological balance.
- Be aware that extended use of strong pharmaceuticals may harm the working bacteria population and pH balance inside the tank.
- Ensure water softeners and water purification systems do not backwash into your wastewater system. Salt-laden backwash can damage the biological process and the effluent pump.
- Keep records of repairs, pumpings, inspections, permits, and other system maintenance activities.
- Protect the tank, manhole ports, control panel, and blower from physical damage. Do not drive heavy machinery over or near the tank or above-ground equipment. Use caution with lawn mowers and weed-eaters near the equipment.
- Educate your household about what is and isn't good for the system so they can develop good habits.

Tide® and Gain® detergents may disrupt the pH balance of your system.
Liquid detergents are recommended over powders. Use bleach sparingly and at half the rate indicated on the container.

Why Maintenance Is So Important

Proper operation and maintenance of your Hoot system has a significant impact on how well it works and how long it lasts. There are three main reasons maintenance matters:

- Money. Failing wastewater treatment systems are expensive to repair or replace. Improper homeowner maintenance is a common cause of early system failure.

- Health of your family, community, and the environment. When any septic system fails, inadequately treated wastewater is released into the environment. Untreated wastewater can contaminate nearby wells, groundwater, and drinking water sources.
- Economic health of your community. Failing septic systems can cause property values to decline, prevent building permits from being issued, and contribute to pollution of local rivers, lakes, and shorelines.

3. PUMPING & DRAINFIELD CARE

Will I Need to Pump the Tank?

Yes. After several years, solids that accumulate in the septic chambers 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 soil pores.

This blockage can severely damage the dispersal field. Excess solids from a poorly maintained tank can completely close all soil pores so wastewater cannot flow into the soil. Sewage may then back up into the house or surface over the dispersal field. If this happens, you may need to construct a new dispersal field on a different part of your property.

How Will I Know When to Pump?

Frequency depends on three variables: the size of your tank, the volume of wastewater, and the solids content of your wastewater. Most properly designed Hoot systems will go 2–4 years between pumpings. Your O&M service provider will check sludge levels at each inspection and advise you when pumping is needed.

As a general rule, the tank should be pumped when sludge has built up to within 25–33% of the tank's liquid capacity. The estimated frequency table below is a starting reference:

Tank Size (gallons)	1	2	4	6	8
	people in home	*people in home*	*people in home*	*people in home*	*people in home*
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

Note: years between pumpings, based on tank size and household occupancy. Actual frequency varies; rely on your service provider's inspection findings.

Special Care for the Drainfield

The drainfield does not have unlimited capacity. The more water your family uses, the greater the likelihood of problems. Periodically check plumbing for leaky faucets and toilets — uncorrected leaks can more than double water use.

Make sure foundation drains, roof gutters, A/C condensate, and surface water from driveways do not flow over the septic tank or drainfield. Careful landscaping can direct excess water away from the system.

Avoid overloading the tank with waste that could go in the trash like cooking oil and table scraps.

4. YOUR HOOT 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, you are entitled to all service, sampling, and inspection calls required by local regulatory officials. This includes complete inspection of each component of the system and any adjustments or servicing necessary to its electrical, mechanical, and other component parts to ensure proper function.

During each inspection, an effluent quality observation will be made. If any items need correction and cannot be immediately remedied, you will be informed in writing of the conditions and the estimated repair date.

Following the initial two-year service policy, Superior On-Site Solutions will make available — for purchase — a continued service policy comparable to the initial service policy. California regulations require that all owners of advanced treatment systems maintain a factory-authorized service provider for the life of the system.

What's Included in Your Initial Service Policy

- Two years of inspections, sampling, and required reporting
- Component adjustment and minor servicing
- Effluent quality observation
- Written notification of any items requiring repair
- Coordination with your county environmental health department

Continued Service After Year Two

As your authorized factory representative, Superior On-Site Solutions will provide continued service for the life of your system. Our manufacturers stock all replacement parts necessary to ensure your Hoot system operates properly as long as you own your home.

To service a Hoot system, the service representative must be certified annually by Hoot Aerobic Systems, Inc. or their qualified representatives. We are — and remain — fully certified.

To schedule service, request information about renewal options, or report a system issue, contact us at 916-436-8457 or info@sosonsiteca.com.

5. WHAT TO DO WHEN YOUR SYSTEM HAS AN ALARM

Your Hoot system is one of your home's most important appliances. Even with the best care and usage, system alarms can happen. Here's what to do when an alarm occurs:

#1 — DON'T PANIC!

A computerized state-of-the-art Hoot controller operates and monitors your entire system, and 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 and gently press the orange SILENCE ALARM button to silence the alarm.

#3 — IDENTIFY THE ALARM

Your Hoot system is programmed to alarm for three problems: 1) High Water, 2) Aeration, and 3) Other. The indicator lights on the front of the Hoot controller will tell you which condition is active. Refer to the troubleshooting guide on the next page for likely causes.

#4 — CONTACT YOUR SERVICE PROVIDER

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

WARNING — High Water Alarm

When a HIGH WATER ALARM occurs, your system has limited storage space remaining before becoming full. To avoid sewage backups into your house, immediately cease or strictly limit your water usage until the problem has been corrected.

DO NOT tape over the speaker box to ignore or silence the alarm. Use the SILENCE ALARM button on the controller. Tampering with the alarm voids the warranty and may cause damage to the system.

Hoot System Alarm Troubleshooting Guide

HIGH WATER PROBLEM — Audible Beeping + RED System Alarm + Solid YELLOW Water Level	
Possible Cause	**Common Remedy**
Recent extended power outage	It can take 4–12 hours for your Hoot system to recover. If still in High Water Alarm after 24 hours, contact your service provider.
Power fluctuation tripped the pump breaker	Open the Hoot controller and verify both interior breakers are ON. Reset the pump breaker if off, close the cover, and allow 4–12 hours to recover. Contact your service provider if alarm persists after 24 hours.
Recent water surge (stuck toilet, large tub)	Repair leaky fixtures and allow 4–12 hours to recover. Contact your service provider if alarm persists after 24 hours.
Filter or dispersal pipes may be clogged	Contact your service provider to have the filter cleaned and dispersal lines flushed.
Groundwater or stormwater infiltrating the system	Re-direct stormwater away from the tank, especially around the green covers. Contact your service provider to identify and seal any leak points.
Pump or impeller not working	Like any mechanical part, the pump can fail. Contact your service provider to inspect and repair.

LOW AIR-PRESSURE PROBLEM — Audible Beeping + RED System Alarm + Solid YELLOW Aeration	
Possible Cause	**Common Remedy**
Power fluctuation tripped the system's compressor breaker	Open the Hoot controller and verify both breakers are ON. If the compressor breaker is OFF, reset it and close the cover.
Blower line is loose, disconnected, kinked, or damaged	Check connections around the blower to ensure they are not disconnected or damaged. Protect blower connections from weed-whackers and other hazards.
Dirt or debris in the blower area	Air-flow around the blower must be unobstructed. Clear any debris. If necessary, carefully remove the top cover of the blower to clean the air intake filter.
Blower diaphragm baffle is damaged	Hoot's linear blower has an internal diaphragm baffle that can fail with age. Contact your service provider to install a diaphragm repair kit or replace the blower.

Insufficient water in aeration chamber	The aeration chamber must be at least 2/3 full of water to avoid a low-air-pressure alarm. If the system was just pumped, water must be added to the center chamber to make it 2/3 full.

NEEDS BATTERY — Audible Chirp/Beep + GREEN System OK + Flashing RED System Alarm	
Note	**Common Remedy**
Some pre-2009 controllers feature a back-up battery	The battery is old and no longer holds a charge. The system uses a true 9V rechargeable nickel metal hydride battery. Contact your service provider for a replacement.

Replacement & Repair Parts Available Within 24 Hours

- Aeration blower (model Troy-Air H600S AF)
- Aeration diaphragm repair kit
- Effluent pump
- Replacement and extra filter cartridges
- 9V nickel metal hydride backup battery
- Green risers and tank lids
- Safety screws
- Geoflow dripfield repair kit (additional tubing and connectors)
- Ultraviolet light bulb replacements
- Controller computer panel
- Check-valves and miscellaneous PVC parts
- Need something else? Just ask.

6. RECOMMENDED PROHIBITIONS IN AN ON-SITE SYSTEM

To keep your system functioning at peak performance, please avoid sending the following materials into the 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. These materials build up solids and lead to malfunction, clogging, or increased pump-out frequency.

Paper Products

Disposable diapers, paper towels, baby wipes, facial tissues, and moist toilet paper are not designed to dissolve in a treatment system. Excessive amounts of toilet tissue will also fail to 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, or eggshells 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 brewing 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, feminine 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

Paint, paint thinner, solvents, volatile substances, drain cleaners, automotive fluids, fuels, pesticides, herbicides, fertilizers, metals, disinfectants, sanitizers, bleach, mop water, excessive household chemicals, and water softener regeneration backwash all kill the microbes necessary for treatment.

Laundry Practices

On-site systems must process water as it enters. Spread laundry over the week — don't run all loads at once. Excessive detergent, especially detergents containing bleach, can affect 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

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 disrupt or destroy the treatment process and must not be plumbed to the system.

Water Softeners — Important Notice

Water softener backwash sends a highly concentrated slug of salts into the system, which has detrimental effects on the biological treatment process. Inside the tank are microorganisms, bacteria, and single-celled amoebas that all play a vital role in treatment.

Salts are absorbed by these organisms and disrupt their natural saline equilibrium, often causing the cells to rupture. Any home with a water softener should separate backwash water and dispose of it in a dry sink or by other means. The introduction of softener backwash will void warranties on the effluent pump and may cause premature system failure.

7. SERVICE & CONTACT INFORMATION

Superior On-Site Solutions is your authorized Hoot service provider for the life of your system. We're here to help with routine service, alarm response, parts, and any questions you have about caring for your system.

CONTACT US

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SERVICE AREA

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