

Questions Specific to Aerobic Wastewater Treatment Systems

How do I renew my Aerobic System maintenance contract?

Each aerobic system comes with a free, two year maintenance contract that commences the day the installation process is complete. This service is initially provided by the installation company. Since most systems are relatively easily maintained during the first two years, some installers do not offer maintenance beyond that initial period. It then falls to the homeowner to find a licensed service provider who is trained and qualified to maintain the homeowner's specific brand of aerobic system. When you sign up with United Septic, your maintenance contract is automatically renewed each year.

What services are provided under by a maintenance contract?

Typical maintenance contracts provide for three system inspections per year to certify that the system is operating properly. Expenses associated with repairs, chlorine, and pumping (when required) are the responsibility of the homeowner. At United Septic, we offer five levels of maintenance contract service. Our customers choose the contract that is right for their situation. Our Silver Plan covers free chlorine maintenance while our Gold Plan offers complete coverage including required parts and repairs.

What activities are performed during a routine maintenance visit

This will vary between service providers. At United Septic, we inspect and clean all electrical and mechanical components to ensure proper functionality. In addition we check the sludge level in your holding tank. Upon completion of the inspection we provide our customers and the county with a written report of our findings.

How important are the air and water pumps on an aerobic system?

Both pumps are essential to proper operation of a system. The air pump is used to aerate the wastewater and speed the processes of decomposition. The water pump is used to force the discharge water through the spray lines and onto to the land surface. If either fails to operate properly the wastewater will turn septic. This may be observed as black, smelly water being discharged by the system.

Is the water that is discharged by an aerobic system safe?

All commercially certified aerobic systems produce safe water when properly maintained. The water is treated to kill or eliminate pathogens before they can be discharged through the spray field. However, the water is not treated to the level where it is considered safe to drink or drinkable.

How much does chlorine cost per year?

The average family on an aerobic system spends \$200 to \$300 per year for chlorine. We offer our customers the option of installing a Liquid Chlorinator that can be operated at a substantial reduction in chlorine cost.

Why does my aerobic system have an unpleasant odor?

The most common reasons for aerobic system odors are: 1) Overloading the system with chemicals, 2) the presence of a restriction in the air supply, 3) more wastewater input to the system than it was designed to handle, and 4) inadequate disinfectant supply. Diagnosing the cause of odors is a difficult process that is best left to your septic system professional?

How often should I add chlorine?

Adding chlorine is on an "as needed" basis. You should monitor your system to assure that there are a minimum of 2-3 chlorine tablets in the tube at all times.

Can I maintain my aerobic system my self and avoid the need for a maintenance contract?

Texas law permits homeowners to maintain their own system when they have completed a 6-hour, state-approved Basic Wastewater Operations Course, pass the state test, receive a Class D Wastewater Certificate, and receive a certification from the manufacturer of their specific wastewater system. Once the required certificates are obtained, self-maintaining homeowners are required to file copies of all certificates with the county health department. Due to time commitments required to obtain a certificate, the inherent unpleasantness associated with checking sludge levels, and the requirement to use licensed septic providers to make all necessary repairs, most customers prefer to have their system's maintenance under contract with a certified septic provider.