



TOWN OF KINGSTON
Office of the Sewer Commission/Wastewater Department
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Dear Property Owner/Resident,

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Your property is connected to the Municipal Sewer line with a Grinder Pump. **We have enclosed a Grinder Pump Alarm Info magnet for you to keep as a handy reference in case of an emergency.** Please note that the phone number on the alarm panel is no longer valid.

YOUR PUMP IS NO LONGER UNDER WARRANTY BY THE MANUFACTURER. YOU MAY BE RESPONSIBLE FOR THE REPAIR COSTS IF YOU CALL THE MANUFACTURER'S NUMBER ON THE PUMP CONTROL BOX

Prohibited substances remain the major reason for emergency calls and damage to grinder pumps. Please do not flush cleaning cloths, diapers or feminine hygiene products even if they are labeled flushable. Please note that any tampering or moving of the grinder pump or alarm panel voids your warranty.

**IF YOU EXPERIENCE A PROBLEM WITH YOUR GRINDER PUMP CALL 781-409-5669.
LEAVE YOUR NUMBER AND OUR REPRESENTATIVE WILL CONTACT
YOU AS SOON AS POSSIBLE**

GRINDER PUMP CONTROL BOX

- Your pump control box is a gray fiberglass or polyethylene box with a small red lamp on the top. The box should be mounted on the outside of your house within view of the grinder pump.
- You may possibly hear your pump cycle on and off when you are in your yard. This is normal.
- **YOU HAVE A PUMP PROBLEM** if you hear a chirping or buzzing sound coming from the control box and/or you see the red light on the top of the box is lit.
- **YOU CAN SILENCE THE ALARM** by pressing the small rubber coated switch located on the underside of the control box. This will silence the alarm sound but the red light will remain lit indicating there is a high level in the pump tank and there is a problem with the pump.
- **IF YOU HAVE AN ALARM CONDITION YOU MUST STOP USING THE WATER INSIDE YOUR HOUSE AND CALL 781 409 5669. CONTINUED USE OF WATER COULD RESULT IN SEWAGE BACKING UP INTO YOUR HOUSE OR OVERFLOWING THE PUMP TANK ONTO THE GROUND AROUND THE TANK.**

GRINDER PUMP & TANK

- **THE PUMP AND ALARM WILL NOT OPERATE WHEN YOU LOSE POWER.**
- The grinder pump sits in a polyethylene tank that has a reserve capacity of about 50 gallons therefore **YOU MUST LIMIT YOUR WATER USE DURING A POWER OUTAGE.** If the power outage lasts for more than 24 hours call the emergency number and someone will get back to you ASAP.
- There is a check valve that prevents sewage from the main line in the street from backing up into your house or onto the ground near the pump. **THE ONLY WATER THAT WILL BACKUP INTO YOUR HOUSE OR OVERFLOW THE TANK IS THE WATER YOU USE. LIMIT YOUR WATER USE TO AVOID THIS PROBLEM.**
- **A BACKUP IN THE HOUSE WITHOUT AN ALARM PRESENT USUALLY INDICATES THERE IS A BLOCKAGE IN YOUR HOUSE OR BETWEEN THE HOUSE AND THE PUMP TANK.** Check to be sure the pump breaker in your house is on. If there is power to the pump control box and no alarm is present, **YOU SHOULD CALL YOUR PLUMBER TO DEAL WITH THE BLOCKAGE.**
- The tank cover protects a vent that is necessary for the proper operation of the pump. **THE COVER MUST NOT BE BURIED OR COVERED WITH DEBRIS OR EXCESS VEGETATION. MAKE SURE SURFACE WATER DRAINS AWAY FROM THE TANK AND COVER.**
- Report any damage to the tank, cover or control box to Treatment Plant personnel at 781-422-2253.
- Seasonal property owners and anyone planning an extended absence should flush your system by running water and allow the pump to run through several pumping cycles.

For more information please visit www.kingstonmass.org and refer to Sewer Rules & Regulations