

# BioCycle™ Aerobic Waste Water Treatment Systems

## Frequently Asked Questions

This guide is intended for owners of new houses where a BioCycle™ system has been installed.

If you have any questions about your BioCycle™ system that are not answered here, please call us during normal business hours on 08 8381 9100 (SA only) or 1300 363 399 (All States except SA).

### 1. I have just moved in to my new house. What do I need to do for my BioCycle to work?

- Your BioCycle is delivered and installed ready to function as soon as you move in.
- Please contact us on 08 8381 9100 (SA only) or 1300 363 399 (All other States) during normal business hours as soon as you move in to arrange commissioning or your first service visit which is included in the price of your BioCycle system for the first 12 months.

### 2. What needs to be ready before BioCycle™ can be commissioned?

- Please check the following:
  - Power connected (to green turret box on top of the BioCycle™ system)
  - Alarm panel installed (in laundry or elsewhere inside your house)
- If you are unsure about either of these issues, check with your builder and/or electrician before contacting us.

### 3. How do I arrange for my BioCycle™ to be commissioned?

- Please call us during normal business hours on 08 8381 9100 (SA only) or 1300 363 399 (All other States) to arrange for a commissioning visit.
- You will need to provide the following information:
  - Date of invoice payment (payment in full is required prior to commissioning)
  - Site address
  - Postal address (if different from site address)
  - Phone contact details (mobile and fixed if available)
  - Any security details (locked gates, aggressive dogs etc)
- Once we have all the details, we can arrange for one of our service professionals to visit your site.
- We usually cannot arrange a specific time but we can usually contact you the day before the visit, depending upon workload and/or location.

### 4. What does Commissioning Involve?

- Commissioning is included in the purchase price of your BioCycle™ system
- One of our service technicians will visit your site and undertake the following:
  - Delivery of irrigation pipe and sprays (If applicable)
  - Installation of aeration system
  - Installation of chlorination system
  - Verification of overall BioCycle™ function
  - Delivery of BioPak information booklet