

BioCoir[®]

Coconut Fiber Biofilter

Maintenance Manual

Virginia TL-3 with
Nitrogen Reduction



Table of Contents

1.0	Classification Statement	1
2.0	Typical BioCoir System Configurations	2
3.0	Process Description	3
4.0	Inspection Sequence	4
5.0	Maintenance Procedures	4
5.1	Septic Tank	4
5.2	Effluent Filter	4
5.3	Dosing Tank	5
5.4	Filtered Pump Vault	5
5.5	Controls/Pump/Floats	5
5.6	BioCoir Pod(s)	6
5.7	Setting the Timer Example	6
6.0	Troubleshooting Guide	7
7.0	Safety	8
7.1	General Requirements for Sampling	8
7.2	BioCoir Sampling Protocol	9
7.3	Visual and Odor Inspection	9
8.0	Emergency Contact Details	10
8.1	Manufacturer Contact Information	10
8.2	Authorized Service Provider Contact Information	10
9.0	Limited Warranty	11
Appendix 1	Gravity Recirculation Device	12
Appendix 2	Data Plates	12
Appendix 3	Inspection Checklist	13
Appendix 4	Effluent Sampling	20
Appendix 5	Troubleshooting Report	22

1.0 Classification Statement

The BioCoir coconut fiber biofilter treatment system has been tested, per the Virginia Department of Health's GMP #147 (TL-3).

Table 1 BioCoir Models

Model Number	Bedrooms	Flow Rating (GPD)	Pod Type
ATS-SCAT-3-BC-200	1	150	Quanics FRP
ATS-SCAT-4-BC-400	2	300	Quanics FRP
ATS-SCAT-6-BC-650	3	450	Quanics FRP
ATS-SCAT-8-BC-1000	4	600	Quanics FRP
ATS-540-BC-N-TL3	4	600	Infiltrator IM-540 Tank
ATS-1060-BC-N-TL3	6	900	Infiltrator IM-1060 Tank
ATS-NS500-BC-N-TL3	4	600	Norwesco-Snyder Next Gen D2 500
ATS-NS750-BC-N-TL3	5	750	Norwesco-Snyder Next Gen D2 750
ATS-NS1000-BC-N-TL3	6	900	Norwesco-Snyder Next Gen D2 1000
ATS-NS500-80/20-BC-N-TL3	4	600	Norwesco-Snyder Next Gen D2 500
ATS-NS750-80/20-BC-N-TL3	5	750	Norwesco-Snyder Next Gen D2 750
ATS-NS1000-80/20-BC-N-TL3	6	900	Norwesco-Snyder Next Gen D2 1000

Note:

VDH AOSS regulations cover system designs up to 1000 GPD. Pods rated >1000 GPD will only be rated up to 1000 GPD.



NS Series



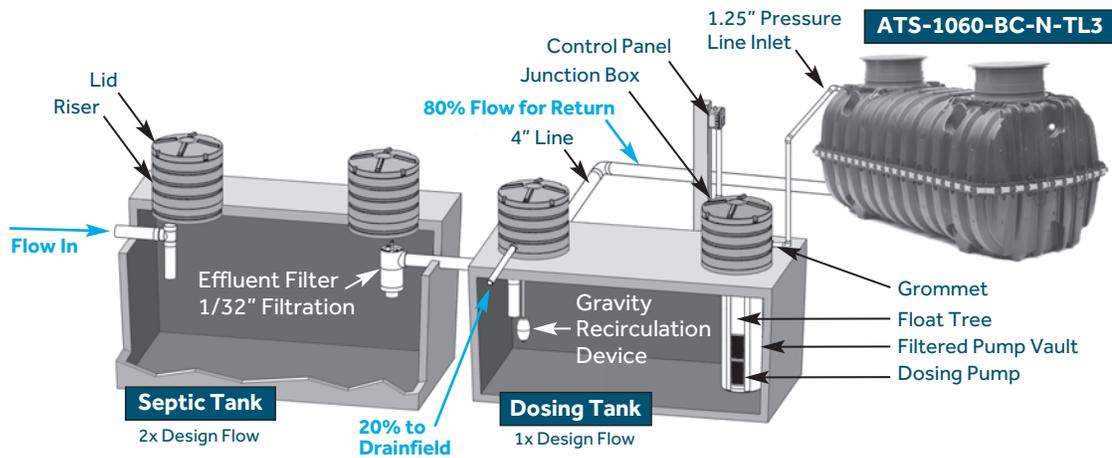
IM Series



Q Series

2.0 Typical BioCoir System Configurations

System with Gravity Recirculation Device



3.0 Process Description

Quanics BioCoir is an onsite treatment system utilizing fixed film or packed bed media in an unsaturated environment. The engineered media is housed in a plastic or fiberglass pod. Effluent is sprayed over the media utilizing helical spray nozzles. This engineered delivery system evenly distributes effluent over the media.

BioCoir uses coconut fiber (coir) media. Coir are the fibers that constitute the thick mesocarp, or husk, of the coconut fruit. Coconut fiber is low-cost and a renewable resource. The short-to-medium length fibers are a lingo cellulosic material and by-product of coconut harvesting in many developing nations. The high lignin content of these fibers results in a strong, durable material with high porosity and large surface area. The media properties provide an optimum environment for free air flow and water movement.

Pretreatment of the domestic sewage occurs using a septic tank equipped with an effluent filter, with 1/32" filtration, on the outlet. The primary treated effluent then moves into a dosing tank where a pump doses the screened effluent to the treatment pod. The effluent dosing occurs in short, frequent durations over a 24 hour period utilizing a control panel with a repeat cycle timer.

Once sprayed, the effluent moves via gravity down through the media where natural microbiological processes occur that provide high level treatment. After passing through the full depth of media, the effluent travels to the bottom of the pod and the flow is split with 80% back into the treatment stream and 20% to the final dispersal point. The final treated effluent meets the requirements for TL-3



Coconut Fiber Media



4.0 Inspection Sequence

All onsite wastewater treatment and dispersal systems should be inspected and maintained periodically in order to provide years of trouble free operation. The BioCoir system requires an inspection and minimal maintenance every 6 months. The following inspection sequence is recommended to determine the current operating condition of the system and what service items must be completed.

1. Locate all the system components and access openings.
2. Remove all the access lids.
3. Note any evidence of the water level be higher than the top of the effluent filter.
4. Note the water level in the dosing tank.
5. If the timer enable float is up, wait for the control panel to activate the dosing pump.

Ensure the pump run time is as per design parameters and adjust based on actual household water usage. If the timer enable float is down, the pump will need to be activated manually by switching the HOA switch in the control panel to "hand".

6. While the pump is running, observe the spray nozzles in the treatment pod for flow and pressure.
7. While the pump is running, observe the return flow.
8. Once the current operating condition of the system is established, turn the HOA switch to the "off" position in the control panel.
9. Perform service as described in this manual.

5.0 Maintenance Procedures

5.1 Septic Tank

The septic tank must be inspected for scum and solids build up. Many sludge measuring devices are commercially available to measure the sludge layer and in order to determine the pumping frequency of the tank. The tank should be pumped when the sludge level in the bottom of the tank reaches within 12 inches of the bottom of the inlet sanitary tee.

Homeowners should be encouraged not to use excessive amounts of cleaners and bleach, which upset the digestive process in the tank. However, normal amounts of these and other common household products do not cause problems. Non-biodegradable materials such as greases, garbage disposal by-products, personal hygiene products, cigarettes, paint, chemicals, and diapers should not be disposed of in the tank.

5.2 Effluent Filter

Inspect the septic tank effluent filter and clean it as needed. The length of the maintenance interval for effluent filters will vary with each individual homeowner. Installation and maintenance instructions are included with each Anua product.

To clean the filter:

1. Firmly pull the filter handle and slide the cartridge out of the case.
2. While holding the cartridge over the access opening, rinse off the cartridge with fresh water, being careful to rinse all septage material back into the tank.
3. Insert the filter cartridge back in the case making sure the cartridge is properly aligned and completely inserted in the case.



5.3 Dosing Tank

The dosing tank must be inspected for excessive scum and solids build up. Many sludge measuring devices are commercially available to measure the sludge layer and

determine the pumping frequency of the tank. The tank should be pumped when the sludge level in the bottom of the tank reaches the bottom of the filtered pump vault.

5.4 Filtered Pump Vault

The filter panels on the pump vault should be inspected and cleaned during routine maintenance visits. However, the filter plates are virtually self-cleaning. The continued action of the anaerobic organisms on the filter plates causes lodged particle to disintegrate and fall to the bottom of the tank.

To clean the filter plates:

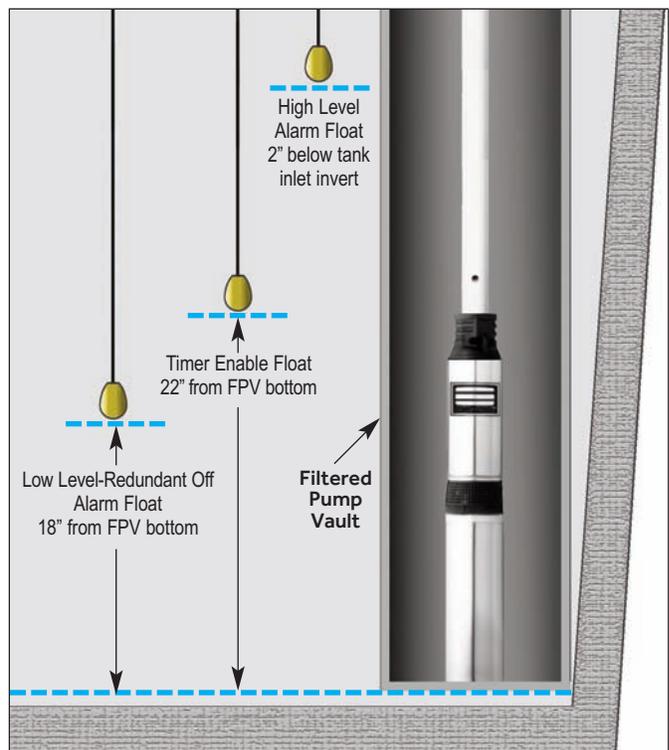
1. Completely insert the white maintenance plate behind the filter panel that is to be cleaned.
2. Remove the filter panel. Rinse the filter plates with fresh water making sure all septage is rinsed back into the tank. The filter plates should be cleaned until all slots are open and free of debris.

3. Replace the filter panel and remove the white maintenance plate. Repeat steps 1 and 2 for the second filter panel.



5.5 Controls/Pump/Floats

1. Inspect the floats for proper placement and make certain they are not tangled.
2. Lift the high water alarm float to activate the alarm system to verify proper operation.
3. Open the control panel outer door.
4. Manually activate the pump by moving the HOA switch to "hand".
5. The pump should begin the run and deliver effluent to the treatment pod. Also, test the floats to verify operation.



Typical Float Settings

5.6 BioCoir Pod(s)

1. A light brown to light black colored biomat on the coconut fiber media may be present and is normal. An excessive accumulation of solids on the media may indicate that the septic tank is functioning poorly due to excessive household chemicals or a lack of maintenance. Check with the homeowner about what types of materials have been discharged. As previously mentioned, excessive bleach, cleaning materials, and other chemicals can upset the septic tank. Advise the homeowner to restrict or discontinue the use of such materials.
2. If necessary, rake or stir the upper layer(s) of media. The media may slightly settle over time. The top 6" to 8" of media can be redistributed to ensure proper air flow

within the pod. The coconut fiber media is warranted to be free from defect per the warranty. When replacing media, the 4" drain lines must be free of obstructions and flushed out. Fill the pod with coconut fiber to a depth 3" below the tip of the spray nozzles.

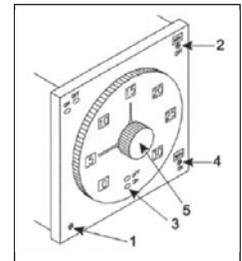
3. Remove the spray nozzle by unsnapping the clamp from the pipe. Clean any debris within the spray nozzle and reattach them. The spray nozzle piping can be removed at the unions and cleaned with a bottle brush or water pressure, if needed.



5.7 Setting the Timer Example

Refer to the accompanying instructions included with the panel.

1. Determine the pump on and off time and turn the adjustment screw (1) so that the most appropriate range of numbers is visible on the dial face. (see timer setting chart)
2. Adjust the time range selector (2) to the appropriate period. (e.g. minutes)
3. Adjust the outer dial (3) so that the green pointer indicates the off time period required.
4. Adjust the timer range selector (4) to the appropriate period. (e.g. minutes)
5. Adjust the inner dial (5) so that the red pointer indicates the on time period required.
6. The cycle would continue as long as there is enough liquid in the tank to float the low level cutoff switch.



Note: For analog timers, **green** is off and **red** is on.

Typical Timer Settings

1. 500 GPD pod with 96 cycles per day (15 minute total cycle time)
2. Multiply design flow by 5 for dose flow (e.g. 500 GPD x 5 = 2,500 GPD)
3. Divide dose flow by cycles per day for dose gallons (e.g. 2,500 / 96 = 26 gallons)
4. Divide dose gallons by GPM by all spray nozzles (e.g. 26 / 10.2 GPM = 2.6 minutes) (TF-14 spray nozzles = ~2.9 GPM @ 5 PSI and ~3.4 GPM @ 8 PSI)
5. Set on time for 2.6 minutes and off time for 12.4 minutes

6.0 Troubleshooting Guide

The BioCoir system will handle all domestic wastewater from your home. By the term wastewater we are referring to rapidly biodegradable material. To keep maintenance at a minimum level and to prevent the system from malfunctioning, the following guidelines need to be followed:

- Since aerobic bacteria are responsible for treating the wastewater, inorganic or non-rapidly biodegradable materials should not be put into the system. Examples of improper items are: plastic products, rubber products, sanitary napkins or tampons, washcloths, cigarette butts, coffee grounds, eggshells, matches, or other non-biodegradable objects.
- Do not dispose of cooking grease or large amounts of oil into system; instead pour it into a container and dispose of it properly.
- To minimize pump-out frequency, limit use of garbage disposals.
- Lint from lint catchers, hair, etc., should be disposed in the trash and not washed down the drain.
- Water softener backwash should not be routed through the system. Another source of disposal should be used.
- Diapers can be rinsed out in the toilet; however, do not flush cloth or disposable diapers down the toilet.
- Large amounts of harsh chemicals, high sudsing detergents, disinfectants or any substance that kills bacteria must not be discharged into the system.
- The system will not perform to its fullest capabilities if volumetric overload is allowed to occur. This occurs whenever excessive water, above the designed flow rate, is allowed into the system. Excessive water use or leaking plumbing fixtures may cause this condition.

The BioCoir system is an effective and reliable on-site treatment system. The conditions outlined below can be corrected and most can be prevented.

1. Alarm condition exists:

- a. Check the pump breaker for the pump.
- b. If the breaker is engaged, set HOA switch to "hand" to see if the pump runs.
- c. Check the spray nozzles to be sure they are not clogged and restricting the flow into the pod.
- d. Check the timer enable float to insure that it is operating properly.
- e. Check the timer override float to insure that it is operating properly.
- f. Clean the filter panels on the filtered pump vault to assure that effluent is getting into the vault.
- g. Check the high water alarm float to see if it is stuck in the up position.

2. Excessive solids in the pod:

- a. Check to see if the effluent filter cartridge has been removed.
- b. Check the septic tank to see if it appears normal. If not, check with the homeowner to determine what inappropriate materials might have been added to the waste stream.

3. Recirculation device is not splitting properly (if applicable):

- a. Check the out falls for clogging.
- b. Check the device for level.

4. Control panel malfunction:

- a. Check all fuses and breakers.
- b. Check power source.
- c. Check timer setting to verify accuracy or to adjust based on current usage.

7.0 Safety

Since sewage and effluent contains some level of pathogenic microorganisms, proper respect and care must be given to safety. Whenever you come into contact with sewage or effluent, take proper precautions to avoid direct contact.

Follow these simple safety precautions whenever exposed to the biosolids or effluent in the system:

- Wear disposable rubber gloves when handling contaminated items.
- Always wash with soap and water after handling contaminated items. The use of alcohol-based hand sanitizer is strongly recommended after handwashing.

7.1 General Requirements for Sampling

- Where required by State and Local regulation the following describes the correct methods for collecting and transporting an effluent sample to an accredited laboratory.
- The person responsible for sampling (here after referred to as the sampler) should have a technical background and be familiar with the workings of the system.
- Personal safety should be the first consideration of the sampler. The sampler should wear protective clothing, eye protection and sterile disposable gloves at all times. The gloves should be discarded immediately after sampling (i.e. one pair of gloves per sampling event). This safeguards against cross contamination of samples. Always wash hands after sampling.
- All samples shall be obtained, preserved and analyzed in accordance with the guidelines outlined in EPA's document 40 CFR 136.
- All samples for inorganic analysis (i.e. BOD, TSS) should be collected into sterile plastic containers (or equivalent). All samples for microbiological analysis should be collected into sterile plastic containers (or equivalent). Different laboratories provide different sampling containers.
- Always dispose of scum, rags, trash, debris, or soiled material in a proper waste container.
- If a spill or leak occurs in the yard, flush the area with plenty of clean water and disinfectant. If a spill or leak occurs in the house, clean with a dilute solution of bleach.
- Protect any injury, wound, open cut, etc., from exposure to biosolids or effluent.
- If an illness or disease is suspected to have come from exposure to sewage, get proper medical attention immediately. There are some serious diseases that could be transmitted by contact with sewage—take the proper precautions and be safe!
- The volume of sample required for proper analysis varies according to the test performed. Confer with the local laboratory to establish the volume requirements needed based on the total number of parameters requiring analysis.
- All sampling containers should be clearly labeled to include, as a minimum, the following information:
 - A unique sample identification number
 - The source/location of sample collection
 - Date and time the sample was collected
 - The name of the sampler responsible
 - The name of the treatment system owner
 - All parameters requiring analysis
- All samples must be properly stored during transportation to the laboratory. This usually involves transporting the sample in cold storage and keeping it in the dark (away from sunlight) to inhibit further biochemical reactions.
- All time sensitive samples (e.g., fecal coliform) must be delivered to the laboratory within 6 hours of sampling. Therefore, travel time, laboratory operating hours, weekend or holiday schedules all need to be considered with any sampling program.

- The laboratory responsible for analysis must be certified or accredited and have a chain of custody and quality control/quality assurance system in place.

7.2 BioCoir Sampling Protocol

- Put on protective clothing, eye protection and gloves where required.
- Locate and remove the lid of the sampling chamber, exposing the effluent discharge pipe below. Typically, there should be a slow steady drip of effluent from the discharge pipe. **Do not force flow through the system by running the pump in manual operation.**
- Clean the discharge pipe to remove any residual solids or a 'slimy growth'.
- Once the effluent is free flowing, carefully place the mouth of the sample bottle directly under the falling stream of effluent. Be careful not to touch the discharge pipe with the mouth of the sample bottle. If the sampling bottle is too tall to fit under the discharge pipe, a 'dipping device' may be required. Please ensure that the dipping device is thoroughly cleaned and sterilized before sampling
- Refill the container almost to the top, leaving approx. 1-5% of the container volume to allow for thermal expansion during transportation. It may take 10 to 20 minutes to acquire the needed volume prescribed by the accredited lab.
- If a microbiological sample is required, a sterile plastic container (or equivalent) should be used. Carefully remove the lid of the sampling container using the

7.3 Visual and Odor Inspection

The BioCoir system should produce an effluent that is virtually clear of suspended solids, however, the effluent may sometimes have a slight brown-yellow color due to varying concentrations of naturally occurring organic compounds (humic and fulvic acids; tanins) which are occasionally leached out of the media. The system should produce an effluent with

- Complete all chain-of-custody forms. Retain a copy for your records and forward a copy to info@anuainternational.com or fax to 336-547-8559.

thumb and forefingers. Fill the bottle to the top, and replace the lid immediately. Do not rinse the bacteriological sampling container, fill it only once, being careful not to allow your hands to come into contact with the rim of the container. **Extreme care must be taken because even a properly collected sample can become contaminated.**

- Label all sampling containers with the following information:
 - A unique sample identification number
 - The source/location of sample collection
 - Date and time the sample was collected
 - The name of the sampler responsible
 - The name of the treatment system owner
 - All parameters requiring analysis
- Note any unusual occurrences during sampling.
- Remove the protective gloves and dispose of carefully.
- Store all samples in an ice chest with ice packs (or equivalent) for transportation to the lab.
- Store all samples in the dark.
- All time sensitive samples (e.g., fecal coliform) should be delivered to the laboratory within 6 hours of sampling. All samples should be analyzed on the same day as sampling.

virtually no odor, although a slight earthy smell may be detectable on occasions. If the system is producing an effluent which gives off an offensive odor or that which contains a high concentration of suspended solids, then the system may be experiencing difficulties and troubleshooting should be carried out.

8.0 Emergency Contact Details

In the unlikely event that you experience a problem with your BioCoir system or if service is required, you should contact your authorized service provider. The contact details for your authorized service provider can be found on the service data label that is attached to the control panel. You should reference the BioCoir serial number found on the system data label attached to the pod(s) when you contact the authorized service provider or manufacturer.

8.1 Manufacturer Contact Information

Name: Anua
Address: PO Box 77457, Greensboro, North Carolina 27417
Phone: 336.547.9338
Email: info@anuainternational.com
Website: anuainternational.com

8.2 Authorized Service Provider Contact Information

To identify the initial service provider for your system, check the labels on the control panel and fill in the table below:

Name: _____
Address: _____
Office Phone: _____
Mobile Phone: _____
Email: _____
Website: _____

9.0 Limited Warranty

Anua[®], herein identified as Anua, warrants each BioCoir[®] treatment system to be free from defects in material and workmanship for a period of two (2) years from the date of installation by an authorized installer for the end user when properly trained by Anua or an authorized representative. The sole obligation under this warranty is as follows: Anua shall fulfill this warranty by replacing or exchanging any component part, FOB factory that in Anua's judgment shows evidence of defects, provided said component part has been paid for and is returned through an authorized Distributor, transportation prepaid. The Limited Warranty does not make any provision for an informal dispute settlement arrangement.

The warranty does not apply to any defects whether patent or latent, and whether workmanship or materials or design of works carried out by any independent contract, or any failure due to accidental or malicious damage, or failure to comply with recommendations for operations and maintenance, or unit abuse, fair wear and tear, frost, storm damage, infiltration of storm or surface water or any other such climatic conditions or act of God generally.

The warranty does not cover the BioCoir treatment system and related components that have flooded, by external means, or that have been disassembled by unauthorized person, improperly installed, subjected to external damage or damage due to altered or improper wiring or overload protection.

Recommendations for special applications will be based upon the best available expertise of Anua and published industry information. Such recommendations do not constitute a warranty of satisfactory performance.

No warranty is made as to the field performance of any systems. The Limited Warranty

applies to the systems and does not include any portion of the plumbing, drainage, electrical wiring or installation of the treatment systems. Accessories supplied by Anua, but manufactured by others, are warranted for a period of two (2) years. In no event shall Anua be responsible for delay or damages of any kind or character resulting from, or caused directly or indirectly by, defective components or materials manufactured by others.

The Limited Warranty extends to the end user of this product. The end user is defined as the purchaser who first has the system installed, or in the case of the system designed for non-permanent installation, the purchaser who first uses the system. It is the end user's obligation to make known to any other consumer the terms and conditions of this Limited Warranty.

Anua reserves the right to revise, change, or modify the construction and design of the BioCoir treatment system, or any component part or parts thereof, without incurring any obligations to make such changes or modifications in previously sold equipment. Anua also reserves the right, in making replacements of component parts under this warranty, to furnish a component part, which, in its judgment, is equivalent to the part replaced. This warranty is a Limited Warranty. No claim of any nature shall be made against Anua unless and until the end user, or their legal representative, notifies Anua, in writing of the defect complained of and delivers the product and /or defective part(s), freight prepaid, to Anua or an authorized Anua dealer.

This warranty is strictly limited to the replacement of product supplied by Anua. It specifically excludes all other alleged headings of loss, including consequential loss.

Appendix 1 Gravity Recirculation Device (if applicable)

1. Check to see if the stainless steel rod is moving up and down freely. Also, check to see if the ball float is located at the proper level. When the ball float is at its lowest position, it should be located equal to or just above the on position of the timer enable float. (figure 1)
2. Check that the design recirculation rates are maintained by observing the discharge through all five out falls of the recirculation assembly. Adjust as needed by loosening the quick disconnects and leveling.

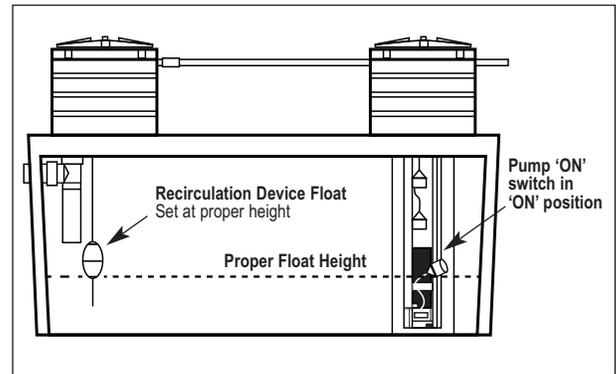
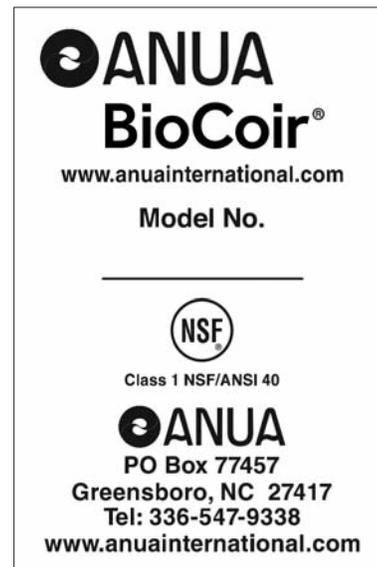


Figure 1

Appendix 2 Sample Serial Numbered Data Plates



Appendix 3 Inspection Checklist

Contact Details

Owner Name: _____

Site address: _____

State/Zip: _____

Phone: _____

Email: _____

Service Provider:

Address: _____

State/Zip: _____

Phone: _____

Email: _____

Date installed: _____

Inspection Date: _____

Regulatory Authority: _____

Septic Tank

Is septic tank accessible? Yes No

Are access covers secure / filter in place? Yes No

Wastewater level in tank:

Sludge level in tank:

Scum level in tank:

Date of last de-sludging:

Does tank need de-sludging? Yes No

Watertightness of septic tank: Satisfactory Unsatisfactory

Condition of risers: Satisfactory Unsatisfactory

Condition of pipe connections: Satisfactory Unsatisfactory

General comments:

Dosing Tank or Chamber

Is dosing tank accessible? Yes No

Are access covers secure? Yes No

Effluent level in tank:

Sludge level in tank:

Is there sludge carryover? Yes No

Is grease present in dosing tank? Yes No

Watertightness of tank: Satisfactory Unsatisfactory

Condition of risers: Satisfactory Unsatisfactory

Condition of pipe connections: Satisfactory Unsatisfactory

General comments:

PumpIs pump accessible and removable? Yes NoIs pump operating satisfactorily? Yes NoAre floats operating satisfactorily? Yes NoAre valves operating satisfactorily? Yes No

Condition of floats, control panel and alarms: _____

Pressure gauge reading between 5 to 8 PSI Satisfactory Unsatisfactory**Pump Readings**Pump delivery rate: Pump delivery dose: Last pump reading (A): Date of last pump reading (C): Current pump reading (B): Date of current reading (D): Difference (X) (i.e. B - A): # days in period (Z) (i.e. D - C): Average (X/Z) gallons: **ETM Readings**Last ETM reading (A): Date of last reading (C): Current ETM reading (B): Date of current reading (D): Difference (X) (i.e. B - A): # days in period (Z) (i.e. D - C): Average (X/Z):

Timer Settings

On-setting: Off-setting:

Alarm Conditions

No. of times alarm has been activated:

Reason for activation: _____

General comments:

Water Supply

Water source: Well Community water supply Water haul or cistern

Water meter reading (A): Last water meter reading (B):

Date of last reading: (C) Date of current reading (D):

Difference (X) (i.e., B – A): # days in period (Z) (i.e., D – A):

Average amount of water per day (X/Z):

Is there a water softener or water conditioning unit? Yes No

BioCoir Pod(s)

- Are the pod(s) access lid(s) accessible? Yes No
- Any structural damage evident? Yes No
- Adequate ventilation? Yes No
- Any excess odors? Yes No
- Berm condition? Satisfactory Unsatisfactory
- Condition of media OK? Yes No
- Any insect or other pest infiltration? Yes No
- Any ponding on media surface? Yes No
- Even effluent distribution? Yes No
- Distribution piping and spray nozzles OK? Yes No

Drainfield

- Drainfield type: In-ground pad Mounded pad
 Trench Other (please specify) _____
- Any surface water diversion? Yes No
- Any ponding/surfacing of effluent? Yes No
- Any excess vegetative growth over the drainfield? Yes No
- Stability of percolation area? Satisfactory Unsatisfactory

If pressure dosing to drainfield, please provide lift station, pump and control panel detail:

Force Main

Is main line OK? Yes No

Is manifold OK? Yes No

Are connections OK? Yes No

General condition: Satisfactory Unsatisfactory

Samples taken (how many and where)? _____

General comments:

Inspected by: _____ Date: _____

Customer Signature: _____ Date: _____

Appendix 4 Effluent Sampling

Client Name:

Site address: _____

State/Zip: _____

Phone: _____

Ref no: _____

Date installed: _____

Was contact made with owner prior to visit? Yes No

Was occupancy established? Yes No

Please confirm that a passive sample was taken: Yes No

Please check if: Solids present Odor Grease Color

Sampled by: _____ Date of sampling: _____

Time of sampling: _____ Delivery to laboratory: _____

Name of laboratory: _____

Address of laboratory: _____

State/Zip: _____

Name of laboratory analyst(s): _____

Laboratory accreditation details: _____

Appendix 5 Troubleshooting Report

Owner Name:

Site address:

State/Zip:

Call out performed by:

Maintenance performed by:

Phone:

Email:

Date installed:

Number of pods:

Final Dispersal Method:

Please check all that apply:

Maintenance

Warranty

Annual maintenance

Maintenance contract

No maintenance contract

Other (please specify)

Call-out

Warranty

Emergency call-out

Maintenance contract

No maintenance contract

Other (please specify)

Date reported:

Date addressed:

Problem:

Cause of problem:

Corrective action taken:

Problem corrected?

Yes

No

Please email a copy of the Troubleshooting Report to: info@anuaiinternational.com



P.O. Box 77457
Greensboro, NC 27417

T 336.547.9338
F 336.547.8559
anuainternational.com

