

STEPHEN MCKENZIE
 300 EAST RD
 WAITSFIELD VT 05673

This maintenance report contains important information regarding the current state of the different components of your Ecoflo septic installation. Gathered by the Premier Tech (PT) service partner, this data has been added to the history of your system. On the year of the analysis of the filtering media, the experts at PT thus review all the information archived since the system was installed to determine if the life of the filtering media can or cannot be prolonged for an additional year.

Location of site 00404020

 300 EAST RD
 WAITSFIELD, VT
 05673

Phone : 802 793-8137

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Year expected for the filtering media to be analysed : 2027

Equipment no.	300507
Product model	STB650B
System installation date	2016-09-13
Filter installation date	2016-09-13

Customer number	00404020
Work Order no.	27463321
Date of maintenance	2026-04-29

15-point Inspection

Verification	Results
Access to the property:	Yes
Access to the Ecoflo Biofilter:	Yes
Vent on the cover of the Ecoflo Biofilter:	Functional
Ecoflo Biofilter shell:	In good condition
System gravity fed or pump fed:	By gravity
Distribution system's condition (tipping bucket):	Not functional :replaced
Distribution system (tipping bucket):	At grade
The distribution plates are in place:	Yes
Distribution plates status:	Functional
Distribution supports plates in good condition:	Yes
Filtering media:	Normal wear and tear
Compaction level of the filter media :	Less than 12 inches
Stone at the bottom of the system:	No
Flow divider:	No
Proof of visit left to the client:	Yes

Questions or comments?

Find the answer at EcofloBiofilter.com! PT offers a website entirely dedicated to Ecoflo® presented in four easy-to-navigate sections. We invite you to visit the FAQ section to learn more about Ecoflo® and probably find the answer to your question!

If you do not find the answer to your question on our web site or have any comments, please contact our Customer Service Department at 1 800-632-6356 or write to us at info.ptwe.na@premiertech.com.

Details Regarding the Results Which May Be Indicated on Your Maintenance Report

Access to the property

If answer is no, the service partner was unable to proceed with the maintenance of the Ecoflo® Biofilter. Either because he did not locate the Ecoflo® Biofilter on the property, a barrier (fence, gate, etc.) was blocking his way or someone on the site refused to let him access the property.

Access to the Biofilter

As indicated in the owner's manual, the cover of your Ecoflo® septic installation must be accessible at all times. The flyer left on your door by the service partner indicates the reasons why the Ecoflo® Biofilter was not accessible. If you do not have this document on hand, here are the possible reasons why your Ecoflo® was not accessible:

- Barrier preventing access to the property
- Dog or other animal running loose on the property
- Heavy object on the cover(s)
- Plants, dirt or other material covering the cover(s)
- Other

Air vent on the cover of the Ecoflo® Biofilter

The Ecoflo® Biofilter is a passive system (no energy) using a filtering media made of organic and natural material to treat wastewater. No electricity is required for the treatment, but the system must be appropriately aerated for biological activity to take place in the filter. It is thus essential that the air vent on the cover of the Ecoflo® Biofilter remains unobstructed at all times.

Level and condition of the tipping bucket

Wastewater arriving from your septic tank is directed toward the Ecoflo® Biofilter, where it flows into a tipping bucket that alternately pours it on distribution plates located on each side of a central support. This tipping bucket must be at level and in good condition to function properly. If the tipping of the Ecoflo® Biofilter was not at level, the service partner simply adjusted it.

If the tipping bucket of the Ecoflo® Biofilter was broken, the partner replaced it – this repair is covered under the warranty (for more details regarding the Ecoflo® Biofilter warranty, please refer to your owner's manual). Because your maintenance contract with Premier Tech has been kept up-to-date, you benefited from all the privileges of the warranty, including those applying to the components of the system.

Distribution plates

The wastewater arriving from your septic tank is directed toward to Ecoflo® Biofilter, where it flows into a tipping bucket that alternately pours it on distribution plates located on each side of a central support. These distribution plates must be in good condition for the Biofilter to function properly. If the distribution plates of the Ecoflo® Biofilter were broken, the partner replaced them – this repair is covered under the warranty (for more details regarding the Ecoflo® Biofilter warranty, please refer to your owner's manual). Because your maintenance contract with Premier Tech has been kept up-to-date, you benefited from all the privileges of the warranty, including those applying to the components of the system.

Condition of the filtering media

The condition of the filtering media is a visual evaluation made on site by the service partner at the time the maintenance. After a complete analysis of the condition of the filtering media based on the history of the system and all the archived data in the customer file, specialists at Premier Tech will evaluate the conclusions made by the service partner to determine the actual condition of the filtering media and reserves the right to change the conclusion of the service partner.

Compaction level of the filtering media

The level of compaction of the filtering media is calculated in centimeters and measured with relation to the support of the distribution plates inside the Ecoflo® Biofilter. The compaction of the filtering media is a perfectly normal aging process. This information is among the criteria analyzed by Premier Tech wastewater treatment experts to determine if the filtering media must be replaced in the current year or can be extended for another year.

Presence of roots in the shell – for open bottom Ecoflo® Biofilters (polyethylene and fiberglass models)

As indicated in the owner's manual and according to the regulation in effect, trees and shrubs must be planted at least 6 m (20') away from the cover of the Ecoflo®. If this distance was not respected, roots will naturally grow under and enter any open bottom Ecoflo® Biofilter. The presence of roots does not affect the performances of the Ecoflo® Biofilter, but could lead to additional fees at the moment of the filtering media replacement.

Water in the zone

During the annual visit of your Ecoflo® Biofilter our service partner noticed the presence of a quantity of water in the evacuation zone of your Ecoflo®. This situation might be caused by the soil permeability or a high water table and needs to be corrected. The flyer left on your door by the service partner explains how to evaluate the situation and how to proceed to correct the problem.

If you do not have the document on hand, here are the factors likely to cause this presence of water and the corrective measure that need to be taken:

Usage factors

- A higher number of occupants in the residence
- A change in the property use (addition of an apartment, a hairdressing salon, daycare center, etc.)
- The discharge of backwash water from a water softener (or other treatment device) to the septic system
- The connection of a stone drain or domestic discharge pump to the septic system

External factors

- An infiltration of ground or surface water (runoff/gutter) into the septic tank, pumping station or Ecoflo®
- A water table rise (natural cause)
- Inadequate backfilling or landscaping works
- Soil with insufficient permeability

To identify solutions to rectify the situation, we recommend that you contact the professional (engineer, technologist or installer) who originally planned or installed the Ecoflo® Biofilter.

For any question, please do not hesitate to contact our Customer Service Department at **1 800 632-6356**.

Flow divider

A flow divider is necessary when more than one Ecoflo® Biofilter is installed on a single property. This equipment ensures that wastewater is divided equally into the Ecoflo® shells. If the flow divider is not functioning properly, water may not be distributed equally among the shells. This will affect the operation and performance of the Ecoflo® septic system.

Proof of maintenance

The proofs of maintenance allow you to demonstrate that your system was maintained every year according to the regulation in effect. Please keep these documents as they might be helpful if you need to show that your system was properly maintained if you ever sell your residence.

Extend the life of your Ecoflo Biofilter!

Developing good usage habits has helped many homeowners prolong the useful life of the filtering media of their Ecoflo Biofilter to up to 15 years! Visit www.ecoflobiofilter.com to learn about simple operation instructions you can adopt today.

For any question or comments, please contact our Customer Service Department at 1 800 632-6356 or email us at info.ptwe@premiertech.com.