

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 queries 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 Other States).

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.
- Once you have lived in your house for a week or so, you can arrange for the BioCycle™ system to be commissioned.
- It is important that your BioCycle™ is at least 1/3 full before it is commissioned so that we can verify that it is functioning correctly during the commissioning process.

2. What needs to be ready before, my 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:
 - Installation of aeration system
 - Installation of chlorination system
 - Verification of over all BioCycle™ function
 - Delivery of BioPak information booklet

5. Does my BioCycle™ require regular service visits?

- Local Government regulations specify that your BioCycle™ (and any other system of this type) must be serviced regularly.
- Regular service visits should ideally be undertaken every three months.
- The first four service visits are included free of charge in some states from the date that the system is commissioned.
- At the completion of the first four service visits, you will be invited to take up a service contract.

6. Is my BioCycle™ system expensive to operate?

- NO!
- The total amount of power consumed by your BioCycle™ in a year is approximately equivalent to the cost of continuously operating 1 x 100W light bulb.
- The only other cost to you is the cost of the service contract (only payable after the first year of operation).

7. What cleaning chemicals can be used with my BioCycle™?

- Your BioCycle™ system uses natural aerobic (oxygen loving) bacteria to convert the nasties into clean, clear water at the end of the treatment process.
- Strong chemicals such as bleaches, caustic soda and strong dishwasher detergents can adversely affect the function of your BioCycle™.
- Refer to your BioPak for more details.

8. If my BioCycle™ appears NOT to be operating correctly, whom do I call?

- To report a fault with your BioCycle™ system, please call 08 8381 9100 (SA Only) or 1300 363 399 (All Other States).or leave a message after hours.
- Please remember that call out charges may apply, depending upon the nature of the fault and the status of your warranty.

9. What Warranty covers my BioCycle™ system?

- JOWA Group Pty Ltd warrants that if the tank(s) supplied require repair or replacement due to defective manufacture during a period of five (5) years from date of supply, it will carry out such repairs or replacement (at the discretion of JOWA Group) at no charge to the Customer or subsequent owner of the BioCycle™ system.
- Practically, BioCycle™ systems are manufactured from highly durable components and many are still reliably in service for more than 15 years!
- JOWA Group Pty Ltd also warrants that if the pumps, blowers, fittings or other pipe work require repair or replacement due to manufacturing defect, they will be repaired or replaced free of charge for a period of two (2) years from date of installation.
- Practically, our pumps are manufactured by Davey and blowers by Techno and most are still reliable in service after more than 5 years!
- Like all warranties, exclusions apply if the BioCycle™ system is not correctly installed and maintained or if the BioCycle™ is improperly used.

For more information, please call 08 8381 9100

During normal business hours.