

# FAQ

## When does a septic tank require cleaning?

It needs cleaning on a regular basis, normally 2-5 years depending on loading. (family size)  
Symptoms that cleaning is overdue include:

- an unpleasant odour can be detected
- toilets slow to flush
- sinks and drains slow to empty

If you have any of these issues contact us for advice.

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## How often does a septic tank require cleaning?

To maintain a healthy septic tank system and avoid problems it should be cleaned on a regular basis normally 2-5 years depending on the size of your system and the loading (family size)

## How much does it cost?

Pricing depends on your location, the volume of your system and ease of access to your system.

Phone 03 54762291 or 03 54762362 for a free quote.

## What is Grease trap cleaning?

Grease traps in commercial kitchens collect grease and fat and require regular cleaning to prevent them from becoming blocked.

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## What areas in Central Victoria do you service?

Castlemaine, Maryborough, Daylsford, Newstead, Maldon and surrounds. If in doubt give us a call on (03) 5476 2291 or (03) 5476 2362

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## Do you provide an emergency service?

Yes, call us on (03) 5476 2291 or (03)5476 2362 to organise an emergency call out.

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## What are the most common causes of septic system problems?

An overfull tank	Solids and sludge build up over time and need to be cleared from the system. If the tank is not periodically pumped out the system will eventually fail and become blocked. Septic tanks should be pumped out every 2-5 years to avoid this situation.
Too much water entering the system	A high volume of water can speed up the movement of effluent through the system, this does not allow time for the bacteria to perform its work. As a result, sludge and solids can be pushed through the system, polluting the second compartment and/or clogging the absorption pipes and trenches.
Toxic chemicals entering the system	Some chemicals can kill the bacteria that work to breakdown the waste entering the system (e.g. solvents, oils, paints, disinfectants, pesticides, household cleaning products and bleaches). This may 'kill' the system and stop it digesting effluent. Check that your cleaning products are safe to use in septic systems.
Other waste entering the system	Other products that cannot be broken down or are bulky could block the system and should not be flush down the toilet. This includes items such as "sanitary napkins, tampons, disposable nappies, cotton buds, condoms, plastic bags, stockings, clothing and plastic bottles will cause the septic tank to fail and require costly removal of these items". [1]

The EPA Victoria advises that if a tank is contaminated or poisoned by household materials it should be pumped out immediately to enable the microbiological ecosystem to re-start. [1]

For more information see <http://www.centralgoldfields.com.au/Fact Sheet 2011.pdf>

[1] <http://www.epa.vic.gov.au/~media/Publications/891%203.pdf>