

## FastFlo Pumps: Warranties, Blockages and Post-Installation Issues

Nobody likes dealing with sewer. Nobody likes breakdowns. Nobody likes taking responsibility, from the property owner to the construction company to the property manager to the tenant. Everyone wants it to be the next person's responsibility. Nobody wants to pay. But it's very clear to those of us who are working with these systems daily that poor installations and inadequate user education are the cause of issues, not the product itself.

Genuine warranty claims are very rare. In 10 years of doing service work for FastFlo, we have only ever seen 2 or 3 *actual* warranty failures, out of literally thousands of pumps. We gladly recommend the FastFlo brand, as from years of working with them we know first-hand that they are reliable, robust and perform well.

Blockages are **not a warranty issue**.

The main items **users** may be responsible for are:

- Wipes (including the 'flushable' ones, which actually are not flushable)
- Chux cloths
- Tampons

The other common obstructions are **construction-related**:

- Stones
- Building debris
- Tiling levelers

Installation errors are **not a warranty issue**. Some common ones are:

- Alarm wired in wrong (or not at all)
- Outlet valve left turned off
- Joins in wiring
- Cables not secured
- Alarm Panel plugged in backwards
- Pipework not done right

Float Switches aren't infallible.

These *can* be a warranty issue, but only rarely. Most failures are from water ingress, which can often be traced back to an in-tank join in the wiring. The other common cause is when the alarm is ignored, or a protracted process of calling us out via 3 layers of bureaucracy delays our attendance by a day or more. This means the sewer, and particularly hot washing water, builds up to the point where it submerges the float switch fully and then cools down. The cooling process sucks water into the casing of the float switch, and it fails. This is a weakness of the earlier type of float switch, of which there is a decreasing number left in service. If we are called to a system that has been in alarm for 3 days already, and the float switch is dead, we cannot fairly view this as a warranty issue.