

How to Silence Your Septic Alarm

When there's an issue with your septic tank pump, the alarm will sound, and the red indicator button on your control box will be lit up. (Figure 1.)

1. **Press the lighted red button.** This will temporarily silence the alarm.
2. **Flip the external switch to "Off."** (Usually that means flipping it from up to down.)

As long as you moderate water usage, you should be fine for a while (a few hours to a day).

Next Steps

Before that next long shower, you need to resolve the issue with your tank pump:

- Has there been a power outage? Find out by visiting www.penlight.org/penlight-outage-map-viewer/ or calling Peninsula Light Co. at 877-853-1388.
- Has STEP been working in the area? Call a STEP Board member to find out. Contacts are provided at www.canterwooddiv12step.org/.
- A list of local septic system vendors is provided for your convenience on the reverse.
- You can also try troubleshooting the issue yourself.



Figure 1 Typical septic tank control box with red indicator button (center) and main power switch (bottom right).

Troubleshooting Why Your Alarm Sounded



Figure 2 Typical pump controls (top) and circuit breakers (bottom) found inside control box.

1. Flip the external switch to "On" (usually up).
2. Open your septic tank control box.
3. Reset the circuit breakers by flipping them to the "Off" position and then back to the "On" position. (Figure 2.)
4. Wait a minute to see if the alarm sounds again.
5. If the alarm sounds, silence it by pushing the lighted red button on the outside of the box.
6. Find the toggle switch labeled "Auto/Off/Man" or something similar. (Figure 2.) Switch that to the "Man" position and listen for pumping sounds. This bypasses the tank float and lets you control the pump directly. **(Important: You cannot leave this toggle switch in the "Man" position, as the pump will never shut off. When you are done troubleshooting, it must be put back in the "Auto" or "Off" position.)**
7. Let the pump run for 15-20 minutes. Then switch the toggle to "Auto." Monitor the situation.
8. If the alarm sounds again, repeat steps 5 through 7 once.
9. If the alarm sounds again, switch the inside toggle to "Off", switch the external main switch to "Off," and call for service. Or, refer to your system documentation for more involved analyses.
10. Try to moderate your water usage in the house until the system is serviced/repaired.

Septic System Service Providers

(July 2021 to June 2022)

The information provided on this page is not a recommendation from the STEP Association Board but simply a list of businesses that have routinely provided service to Canterwood homeowners.

A Advanced Septic & Construction Services*

1602 W Valley Hwy S, Auburn, WA 98001

Phone: (253) 435-9999

Website: www.aadvancedservices.com

*A Advanced Septic and Construction Services is currently under contract with Division 12 STEP, and they have offered our members contractually discounted services. STEP members have been provided via email or hard copy a list of the services and rates. Rates were distributed to residents but can also be found on www.canterwooddiv12step.org.

Drain Pro Inc

5111 85th Avenue East, Puyallup, WA 98371

Phone: (253) 926-5586

24-hour emergency: (866) 721-4489

Website: www.drainproinc.com

FloHawks (a Northwest Cascade company)

10412 John Bananola Way E, Puyallup, WA 98375-6201

Phone: (253) 848-2371 or (253) 205-0706

Website: www.flohawks.com

Hemley's Septic Services

9303 Bujacich Rd NW, Gig Harbor, WA 98332

Phone: (253) 851-3432

Website: www.hemleyseptic.com