

WASTE DISPOSAL TROUBLE SHOOTING

There are two common user problems that cause waste disposals to stop working.

- a) The blades jam up from an obstruction such as a hard foreign object or food which is too tough for the blades to cut up and as a safety mechanism the unit will shut off – appearing that it is an electrical problem.
- b) The power switch has been knocked to the off position under the sink or the isolator switch above the sink is off.

Please follow these simple steps;

1. Ensure the isolating control switch is off at the wall and the power plug is turned off under the sink.
2. Use a set of tongs or large plastic spoon to try and remove the blockage, insert it in the drain and feel if there is any obstruction, plastic bread clips, bottle top, spoon or excess food which the garbage disposal can not shred, and will prevent the blades from spinning. Remove the obstruction with tongs and turn the power back ON at the machine and proceed to #3 below.
3. Underneath the waste unit is a small red reset button, with all the power ON push this button; it should restart the unit. If the sound is not the normal and still sounds jammed, this means there is still a blockage above the blades that cannot get out. If it has not cleared, go to step #4 - #5 below.
4. If you feel you have removed all the obstruction above the blades, and the waste disposal still cuts out once you push the reset button, then there could be a blockage at the same level as the blades.
5. To remove a blockage that is at the same level of the blades and has created a tight jam – you will need to insert an ALLAN key at the base of the unit near the reset button – normally a universal size (and should be one in the apartment an ALLAN key is a thin metal tool, L shaped, with hexagonal end) turn it clockwise 3 times, this lifts the blades and loosens the obstruction that will then flush through the drains.
6. Waste disposal units will only cut soft foods and not stringy vegetables, also they can only handle small amounts at one time, if you place non food items or high fibrous vegetable waste such as onion skin or celery it will jam the machine.

Please note: maintenance of a waste disposal for blockages is a user / tenant responsibility and will cost over \$150 to clear. We recommend trying the above with caution; do not place your hand in the machine.

If you cannot clear the blockage yourself, we can send someone out to fix it but at your expense. If it is determined a mechanical issue/ electrical issue then the owner is responsible.

Thank You.

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