



Administrative Procedure sheet for Businesses

Your client is planning to build. Expand, renovate their home or to restore its installation:

What are the steps? What are the verifications?

1. Project study

The customer must have a sanitation system survey for the project. The main objectives of this study are to:

- define the size of the project.
- define the type of treatment appropriate to the plot, (soil, presence of groundwater, surface...)
- identify options for the evacuation of wastewater, infiltration into the soil ...

Our advice:

- The study must meet defined standard specifications.
- Recommend an approved sanitation project design company.
- This study will serve as the basis for a quotation.

2. Verification of the 'design' by The SPANC

The client sends its study project to The SPANC in his/her town.

↳ The SPANC's advice:

In return, the SPANC or the local Mairie will issue an opinion of the study which may lead to reconsider some issues with the sanitation project design company.

Our advice:

- Before starting any work, One must have received a notice of approval and read the recommendations indicated by The SPANC.

3. The completion of work

Work must be consistent with the sanitation project study, undertaken with suitable, good quality materials and consider any recommendations advised by The SPANC.

Our advice:

- One must have received the SPANC's notice of approval before starting any work and read any advice that might have been given.
- Usage of an approved sanitation project design company.
- Contact the SPANC as soon as the approximate start date of work is planned.
- Contact the SPANC 48 hours before the date of possible completion inspection (open trenches).
- In case of problems to implement the proposed facility do not change the plan without discussing it with the SPANC who will explain the procedure to be followed.

4. Verification of work 'completion'.

The company contacts the SPANC to fix a date for the completion inspection. This control shall include:

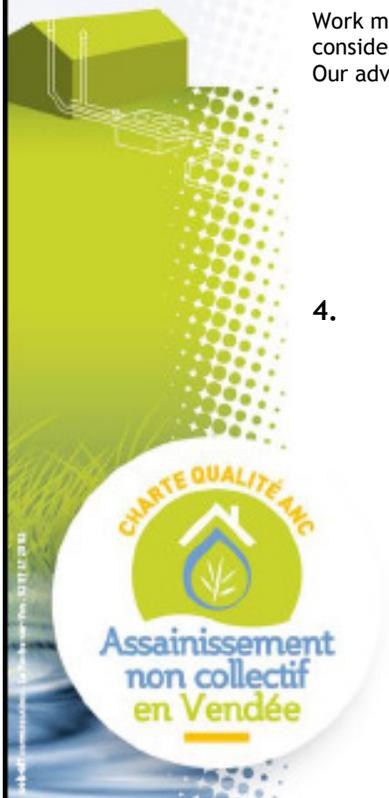
- Proper implementation of the system described in the study.
- The connections of all sewage outlet facilities.
- Ventilation.

↳ The SPANC's advice:

Following this inspection, some changes to the installation may be required. After approval, the system can be put into service.

Our advice:

- Give your client a copy of the user's guide; complete it with him, explaining the maintenance procedure.
- As part of your customer satisfaction, suggest that your client fills in the 'satisfaction form'.



Administrative Procedure sheet for Businesses (continued)

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5. Installation longevity

- Maintenance of the installation

Maintenance is variable, depending on the nature of the system.

- Visual inspection and periodic cleaning of the pre-filter;
- changing of materials of this pre-filter (pozzolana and others);
- Visual inspection of distribution and collection chambers;
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- Regular services

There is no exact period of time between services; this varies according to technique used. It may relate to the frequency of emptying that must be adapted to the height of sewage, which must not exceed 50% of usable volume in the case of a septic tank.

All emptying must be done by a licensed company.

Our advice:

- o The reference document required for each installation is in the user's guide, it is here that your customer can keep his and maintenance records and contract.

6. Periodic inspection of the system.

The SPANC will conduct checks of the system at regular intervals, (period of intervals depends on each individual SPANC office - maximum interval ten years).

Main points included in the check:

- Accessible viewing windows.
- Sewage level in the tank.
- Maintenance upkeep since the last inspection.
- The flow of wastewater to the ANC.
- Presence and condition of ventilation.

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