

Q. What will **PRO-PUMP®** products do for me?

A. **PRO-PUMP®** products assure the proper biological balance and activity level so your septic tank works the way it should, all the time. It speeds the biological reduction of all organic matter and can reduce solids, ponding, odors, improve capacity, and absorption in the drain field.

Q. When can I add **PRO-PUMP®/HC** to my system?

A. Anytime, as recommended by your professional Septic Pumper, typically at pump out and every six months thereafter. The powerful and 100% safe bacteria contained in **PRO-PUMP®/HC** will immediately begin to restore essential biological action to your septic system.

Q. How will I know **PRO-PUMP®/HC** is working?

A. That depends on what symptoms you are trying to address. Odor reduction should be achieved in a week to ten days. Ponding, depending on the severity and level of the groundwater table at the time, may take from two to ten weeks. A partially or totally failed drainfield may take several months depending on the accumulation of organic matter plugging the soil.

Q. Is **PRO-PUMP®/HC** difficult to use?

A. Quite the contrary. It is very simple to use. Unlike many other products that usually have to be mixed with water before being applied, **PRO-PUMP®/HC** needs only to be shaken in the jug and can be applied immediately.

Q. Where is **PRO-PUMP®/HC** applied?

A. Your septic professional will add **PRO-PUMP®/HC** directly into the system. They will go directly to the area they believe the bacteria will be needed most. It might be a hard to reach outside area or simply poured directly into the toilet. It's up to the assessment of your individual needs where to apply **PRO-PUMP®/HC**. Many times your professional Septic Pumper will leave additional product for you to add to the system with instructions on when and where add it.

Q. I have no capacity in my system. What can I expect **PRO-PUMP®** to do?

A. Working with your septic professional you can use **PRO-PUMP® Bio-Remediation Kits** to recover failing or failed systems. Visit www.propump.com for more information.

Q. Why does **PRO-PUMP®/HC** have a sulfur odor when first applied?

A. The initial odor when opening the product is actually the preservative system used to stabilize the novel, safe bacteria found in **PRO-PUMP®/HC**. The odor is from hydrogen sulfide which is a part of the stability system. The hydrogen sulfide serves two purposes. First, it helps to preserve the bacteria giving the product its long shelf-life. Second, it provides an energy source for bacteria in the product which oxidize hydrogen sulfide for odor removal. That's how the product works to control septic system odors. What little odor is released upon application disappears within minutes.

Q. Do you add coloring to **PRO-PUMP®/HC** because it has a rich purple cast in the jug?

A. No, we do not add coloring agents or dyes to the product. The color comes from pigments, which are naturally synthesized by bacterial cultures in the product from the purple sulfur bacteria group, which are 100% natural.

Q. Will common home-care products such as soap and detergents harm the effectiveness of **PRO-PUMP®** products?

A. The modern home uses a myriad of cleaning products; all of them have some effect on your septic system. The bacterial cultures in **PRO-PUMP®** products are resistant to many of these products and will actually break them down to harmless by-products. Overloading your system with these products will require a lengthier period of time for **PRO-PUMP®** products to degrade these materials. Common sense and following manufacturer's dosages will save you money and extend the useful life of **PRO-PUMP®** products in your system.

Q. Where can I find more information about **PRO-PUMP®** products?

A. Visit us online at www.propump.com for more information about all of our **PRO-PUMP®** brand products. Check our store locator at www.propump.com to find a local Septic Professional (Pumper) that uses **PRO-PUMP®** brand products.