

YOUR REFLECTION WASTEWATER SYSTEM

Dos & Don'ts

Your system is a living treatment plant. Good bacteria break down the waste, so what goes down your drains matters. Follow these simple habits and your system will run quietly for years.

✓ Do

- ✓ **Have your system serviced regularly.** It extends the life of your system and stops small problems becoming big ones.
- ✓ **Pump out the primary tank about every 3 years.** Look after your system and this can be extended. Your technician will tell you when it's due.
- ✓ **Spread the load.** Showering, laundry and the dishwasher all at once can overload the system.
- ✓ **Use biodegradable, septic-safe products.** They break down quickly. See our product guide on page 2.
- ✓ **Scrape fat and food scraps** off plates and pots into the bin or compost first.
- ✓ **Call us straight away** if the alarm light comes on, or if you damage an irrigation line.
- ✓ **Use Septizyme** if there's an odour, after antibiotics or strong medication, or to clear a smelly drain.
- ✓ **Ask about a carbon filter** if an odour continues.
- ✓ **Mow around** the system, sand filter and trenches, and keep stormwater diversion and cut-off drains clear.
- ✓ **Let us know if you sell the property** so we can help the new owners.

✗ Don't

- ✗ **Overuse bleach or disinfectants.** They kill the good bacteria. Use in moderation.
- ✗ **Use a waste disposal unit.** It overloads the tank. Scraps are better in the compost or worm farm.
- ✗ **Flush sanitary products, condoms or wet wipes** (even "flushable" ones). The plastics are lethal to your system.
- ✗ **Cover vents, sand beds or access lids.** This stops servicing and can build up dangerous gas.
- ✗ **Let stock or vehicles** onto trenches, irrigation lines or beds.
- ✗ **Add topsoil or clay to the beds** — they must breathe. Talk to us first.
- ✗ **Do several loads of laundry in one day.** Spread washing across the week.
- ✗ **Plant willows, poplars or invasive roots** near the filter bed, trenches or irrigation lines. Ask us for a planting list.
- ✗ **Pour paint, fuel, chemicals or medicines** down any drain.

All drains lead to your wastewater system — not just the toilet.

Kitchen sink, shower, bath, laundry and dishwasher all flow into the same tank. Treat every drain with care.

~3 years

Typical primary tank pump-out interval (about 2 years with a waste disposal unit)

Alarm light on?

Call us straight away on 0800 SYSTEM

Liquid > powder

Liquid laundry detergents are kinder to your system than powders

Products we recommend

These products are gentle on the bacteria that treat your wastewater. Choose plant-based, biodegradable products and look for "septic safe" on the label.

Dishwashing liquid

Ecostore Dish Wash Liquid

Will&Able ecoDish Liquid

Earthwise Dish Liquid

Real World Dishwash Liquid

Palmolive

Morning Fresh

Sunlight

Toilet cleaners

Ecostore Toilet Cleaner

Will&Able ecoToilet Cleaner

Earthwise Toilet Cleaner

Greenworks

Cream cleaners small amounts

Dishwasher powder

Ecostore Auto Dish Wash Powder

Surface & bench cleaners

Bio-Zyme Cleaner

Ecostore Spray Cleaner

Will&Able ecoMulti-Purpose

Earthwise Multi-Surface / Kitchen Cleaner

Real World Bench Spray

Greenworks

Jif Cream Cleaner

Spray & Wipe small amounts

Laundry

liquids preferred

Will&Able ecoLaundry Liquid

Earthwise Laundry Liquid

Real World Laundry Liquid

Ecostore Laundry Powder

Ecostore Oxygen Whitener

EarthOn

Hand, body & shower

Ashley & Co Washup

Real World Hand & Body Wash

Will&Able ecoHand Soap

Ecostore hand & body range

Use sparingly

Disinfectant sprays — even plant-based ones

Cream cleaners and Spray & Wipe

Laundry powders fillers can build up

Fragrance drops and essential oils a few drops

Why liquid laundry detergent? Powders contain fillers that don't break down and can build up in your tank and filters. Brand information is based on each manufacturer's own septic-safe claims (checked September 2026). Formulas change — always check the label. This list isn't intended to promote or discredit any product; it's here to help you get the best from your Reflection system.

Products not to use in your system

These products can kill the good bacteria in your tank, block filters or pass untreated into your soil. Please keep them out of every drain.

Household cleaners

- × Ajax
- × Blue Loo
- × Caustic oven cleaners
- × Chlorine-based products
- × Dettol
- × Domestos
- × Down to Earth
- × Drano
- × Exit Mould
- × Floor cleaners
- × Handy Andy
- × Harpic toilet cleaners
- × Milton tablets
- × Pineo Clean
- × Swipol
- × Toilet cistern sanitisers
- × Toilet Duck
- × Tri-Zyme

Laundry & dishwasher

- × Finish dishwasher products
- × Finish Powerball
- × Sun Advance Dish Wash Powder
- × Persil Automatic
- × Napisan
- × Nappy Fresh
- × Vanish Preen soaker

Kitchen

- × Cooking oils
- × Cooking fats & grease
- × Coffee grounds
- × Tea leaves
- × Powdered milk
- × Alcohol & spirits
- × Waste disposal units*

Chemicals, fuels & paint

- × Diesel & petrol
- × Kerosene
- × Petroleum products
- × Turps
- × Oil-based paints
- × Water-based paints
- × Sprays, herbicides & pesticides
- × Flea & tick wash

Bathroom

- × Bubble bath
- × Sanitary products & condoms
- × Wet wipes

Medication. Antibiotics, antidepressants, blood pressure and heart medication, and chemotherapy treatment can all affect the bacteria in your system. **Never stop taking prescribed medication** — just let us know, and use Septizyme to help your system recover. Return unused medicines to your pharmacy rather than flushing them.

* A waste disposal unit greatly increases the load on your primary tank, so it will need pumping out more often — about every 2 years. If you feel a product on this list is essential in your home, dispose of the waste another way — for example, tip it onto the lawn rather than down the drain.