

Grease arrestor maintenance: guideline for trade waste customers

The service of grease arrestors, settling pits and grease extractor devices that discharge into the sewerage network is monitored electronically.

Each device has a unique QR code, similar to the one in the image below, situated on or close to the pre-treatment device.



Registered hauler companies and service agents must scan these codes whenever they service a device, and again once the contents have been disposed of at the receival facility. This enables us to monitor the date and time of service for each device and to track the destination of the contents. You will receive automated correspondence each time your QR code has been scanned.

QR code scanning is the primary means of evidence for device servicing. A failure to scan the tag may result in you being deemed as non-compliant and being penalised, regardless of whether the physical service has taken place.

Where a tag has not been scanned or the tag doesn't function, you must inform us within 4 weeks of the service to prevent becoming non-compliant. If you have any issues or questions about your QR tag you can contact us via the details at the end of this guideline.

If your grease arrestor tag is removed or damaged, a GAMA tag replacement fee will apply. This fee is listed under [trade waste fees and charges](#) on our website. For specific issues such as a damaged or missing tag, please complete the [request form](#) and contact us via the details provided at the end of this guideline.

Service frequency

Your service frequency is set based on the type of pre-treatment device you have, what kind of contaminants and their loadings that you may be discharging to the device, and your onsite processes. Our Trade Waste officers regularly assess this frequency during audits and can adjust it based on the levels of contaminants present compared to service dates.

Details of how often you should service your device are in the relevant section of your authorisation to discharge trade waste. We advise having a scheduled contract with your service agent to ensure you don't miss any services. Our system will also automatically remind you when your service is due or if you have missed any services.

There may be penalties for any non-compliance with the service frequency.

It is also advisable to make sure your contractor is properly servicing the device: contents must be fully removed and residues scraped from the device walls. Some haulers keep time-stamped photographic records of the service which they can supply as evidence.

Service frequency assessment

If you have a dispute about the current service frequency of your device, please contact us via the details at the end of this guideline. If you still believe the frequency is wrong, please complete the [request form](#) for a service frequency assessment by our Trade Waste Technical Support team.

What happens during a frequency assessment

Following a pump out of the device, an officer will attend site with a device to measure the levels of grease and sludge within your pre-treatment device. The officer will arrange to carry this out at times that ensure they can assess the suitability of the frequency and to help set a new frequency if required.

As a customer you are welcome to attend site during the measuring process, and we will keep you informed of the progress.

There is an assessment fee for this service as listed in the [trade waste fees and charges](#).

The assessment will identify a new service frequency directly related to measurement of the contaminant levels within your device.

Service frequencies may also change from audit to audit depending on changes to housekeeping practices, menu / process changes and business traffic.

Further information

E-mail: GreaseArrestorAppSupport@sawater.com.au

Phone: 08 7424 1336
(Monday to Friday, 8am to 4pm)
