

Grease trap cleaning

Free Business Owners Guide To Arranging Grease Trap Cleaning

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Grease trap cleaning

Intro

Dear Business Owner

Choosing a grease trap cleaning company isn't easy because you're bombarded with misleading advertising, confusing claims, and simply bad information.

From super-low prices and high-pressure sales to unqualified technicians and hidden fees, how do you ever find a qualified, competent, professional grease trap cleaning company?

You start by reading this Consumer's Guide. In this fact-filled booklet, you'll discover how to avoid grease trap cleaning rip-offs, seven mistakes to avoid when choosing a supplier, and why you want to keep a well maintained grease trap because the alternative.....well lets not go there!



We wrote this guide to help you better understand grease trap cleaning. Now, with this information, you can make an informed, intelligent decision.

If you have any questions about grease trap cleaning or any other waste or recycling service please reach out to us.

You're invited to call us at 1300 927 837 or at info@waster.com.au. We've dedicated our business to educating consumers, we'll be happy to help you in every way.

Cordially,
Mr Waster



About Waster.com.au

Waster is an Australian waste and recycling company specialised in helping small and medium companies.

We provide all waste and recycling services such as grease trap cleaning, general waste bins and all recycling options.

We are different to other suppliers as we operate on flexible 30 day agreements – so you are never locked in to a contract that does not suit you. We also specialise in reducing your costs by boosting recycling. You can email us at info@waster.com.au.

How to avoid 4 grease trap cleaning rip-offs!

RIP-OFF #1: UNBELIEVABLY LOW PRICE. To some degree, all of us are attracted by low price because we want to work within a budget. But, some grease trap companies use price as the bait for their false and misleading advertising. They offer a cheap price to begin with and then steadily increase prices over time – particularly if you have signed a multi year contract.

RIP-OFF #2: HIDDEN EXTRAS. Most grease trap cleaning is on per litre basis. However, be careful that there are not additional fees such as transport costs, disposal costs or staff hours.

RIP-OFF #3: OVER SERVICING This should not be too big an issue as in many areas the service schedule is set by the local water authority. However, if you are required to keep records of servicing – you should confirm with the water authority what the schedule is – as it may be 3 months or 6 months etc.

RIP-OFF #4: EXTRA LITRES If a grease trap has say 1000 litres, the company you engage should pump out 1000 litres (this will be a mixture of water and grease). If the company has been sticking to the schedule – there should be no need for extra litres. **Note:** if the trap has not been cleaned for a long time – extra litres may be needed when the cleaner needs to add extra water to clean excessive grease.

6 costly misconceptions about grease trap cleaning

MISCONCEPTION #1: You should wait as long as possible before cleaning your grease trap.

No. A grease trap cleaning schedule will be set by your local water authority. You will then be required to have services performed in line with this. The schedule is worked out based on the size of the trap and your business operations. They estimate how long it will take for the trap to be blocked.

MISCONCEPTION #2: You can monitor when your trap needs cleaned yourself.

No. A common mistake is thinking that a trap will be only “full” when it is full of grease. The trap will always be full – i.e. when cleaned it will be 100% water and when left indefinitely will approach 100% grease. You can thus not really monitor when it needs cleaned by looking in it.

MISCONCEPTION #3: If it is only 50% full of grease – the company should only pump out the grease and leave the water.

No. A reputable company will always pump out the same volume of liquid. When it is newly cleaned it will be mostly water – and when left for an extended period it will be mostly grease. However, it should be the same total volume.

MISCONCEPTION #4: An emergency service should cost roughly the same as a scheduled cleaning.

No. An emergency service – i.e. when the trap is overflowing and needs servicing immediately can cost many times the price of a scheduled service. This is because truck routes need to be rearranged to service your trap and driver overtime etc.



What's in your grease trap

Large amounts of oil from food preparation in restaurants can overwhelm a septic tank or treatment facility, causing release of untreated sewage into the environment. High-viscosity fats and cooking grease such as lard solidify when cooled, and can combine with other disposed solids to block drain pipes.

Grease traps reduce the amount of fats, oils and greases (FOGs) that enter sewers and prevent blockages.



MISCONCEPTION #5: Not cleaning a trap will not create that many issues.

No. Failing to properly maintain your grease trap can have real financial and legal impacts for your business. You will receive a fine from your local water authority if you have not stuck to the set schedule. You may also face a hefty fee for an emergency pump out if required. Your business may also have to close for a day or two when you are having the trap cleaned- it is very off putting having an overflowing grease trap in a café or restaurant.

You should also note that any blockages in the main water network caused by your grease trap could also be your responsibility - i.e. if the trap has not been properly maintained.

MISCONCEPTION #6: The grease trap should be serviced during normal work hours

No. This can happen but more likely than not – it is better to service early in the morning or outside peak business hours. It should be pointed out that grease trap cleaning can release some unpleasant odours and may put off customers at lunch etc.

Note – in many cities, grease trap trucks operate in the early morning so as to avoid traffic and make the whole process easier. This ensures that there is less chance of access being blocked by parked cars etc.

“Regular scheduled grease trap cleaning will save you money in the long run, ensure you avoid a fine and minimize any change of disruption to your business”



5 questions to ask when choosing grease trap cleaning

Value versus price

We are not going to dress it up and make it look like a luxury product – grease trap cleaning is one of those necessary evils in life like paying your taxes. The smart decision is to know some simple facts and choose a reputable provider so you avoid any long term issues.

Minimising any impact to your business operations is vital. Thus regular servicing will ensure:

- No need for emergency services and costs involved
- No fines from water authority
- No requirement to close for night or weekend due to emergency services
- No health and safety repercussions
- No potential financial costs from causing blockages in the wider system.

Cheapest in the long run

A good quality service will be the cheapest option in the long run for your business and will save you money.

A good supplier should ensure – no hidden extras, no extra call out fees and prices that stay reasonable stable year after year.

We have covered what to avoid and common misconceptions

but what are the questions you should ask a grease trap cleaning company before hiring them?

QUESTION #1: Can you provide pricing now?

•A reputable company should be able to provide pretty accurate pricing on the phone or in person – i.e. based on size of the grease trap, access and frequency. They should not really need to do a site inspection or come to visit you to provide a “free quote”. There will be some caveats such as access and height restrictions.

QUESTION #2: Do I need to sign a long term contract?

•Many companies will want you to sign a long term – and sometimes multi year contract for them to start providing grease trap cleaning. Think – is there any real benefit to you; the customer in this context. As a grease trap cleaner does not have to provide any equipment etc to you – there should really be no need for a long term contract.

QUESTION #3: Do I need to be registered with the local water authority?

•Your schedule should be set by the local water authority and then services should be performed by your chosen waste transporter in line with this schedule. Note – any service performed prior to you being registered with the water authority will not count. This means that you may be required to have another service – straight after the last one if you were not properly registered.

QUESTION #4: Are you properly licensed?

•This is vital – if the supplier is not licensed, then the services will not be counted as valid by the water authority and you will need to book another service.

QUESTION #5: Can I get a discount if I book other services?

•Yes. Of course you should ask for a better price and also a discount if you book other services such as recycling or general waste bins.

Why you want a well maintained grease trap

Grease traps are a necessary evil – and when well maintained, we should not have to think about them too much at all. We wanted to finish our eBook with a cautionary tale as to what can happen when things go very badly wrong!

Have you heard of fatbergs? They are a major problem in nearly all big cities. In London, the sewer system has been clogged up by huge lumps of fat as big double decker buses – and even one described as being as large as a Boeing 747!

The ABC reported that Queensland Urban Utilities, which looks after more than 9,000 kilometres of pipes across south-east Queensland, said fatbergs were the most revolting problem and issued a warning. *"In Brisbane they're not that big ... but each year QUU crews have to clear up to 4,000 [separate fatbergs],"*

Of course – simple steps can help everyone avoid these issues – including if you have a grease trap. Tips include:

- Pour cooled fats, oils and grease into a container and put the container in the trash. If you don't have a container, place tin foil into a coffee cup or similar, add FOG, allow to cool and dispose.
- Before washing, use a paper napkin or paper towel to wipe FOG from dishes and dispose of it in the trash.
- Use sink strainers to catch food waste.
- Put food scraps in the trash, not through the garbage disposal.

"Regular scheduled grease trap cleaning will save you money in the long run, ensure you avoid a fine and minimize any change of disruption to your business"



In line with your grease trap cleaning schedule, a licensed provider will visit your location. Servicing the trap will involve removal of the trap lid (for below ground traps) and pump out of all the contents – both oil and water in the pit.

They will also scrub down and clean the sides of the trap.

The contents will then be disposed off by the truck in line with all relevant legislation and best practice.

When you run a business – being locked into an unsuitable multi year contract is the last thing you need. Waster operates on flexible 30 day agreements – which basically means that if you are not happy with our service, or it just does not suit you anymore – you can cancel by giving us 30 days written notice.

Waster provides low cost waste and recycling services to small and medium Australian businesses.

You can book all your required services such as grease trap cleaning, general waste bins, recycling bins and all niche services such as sanitary bins and confidential document destruction.

Check out all your options at waster.com.au



Waster operates on 30 day agreements – so you are never tied to a long term contract