

Uniflo Macerator Help & Advice

Tel: 01924 457223 For Help & Advice

Uniflo Macerators will give you years of service if they are fitted correctly, used correctly and not misused or abused.

The correct installation of your macerator is very important. Ensure it is fitted by a competent person or persons. Please adhere to the fitting instructions, these will be included with your purchase. Technical advice is also available by telephone or email.

We recommend you use a good quality macerator cleaner during the life of your unit, Unicleanse liquid or Unicleanse Crystals are one of the best and cheapest on the market. Use at least once every 3 to 6 months, this helps keep your pump running in tip top condition.

Questions & Answers

My Uniflo Macerator has a bad smell.

Your macerator will need cleaning either by removing the unit and cleaning by hand with a scrubbing brush or you can buy Unicleanse cleaner De scaler which can be poured in to the unit straight down the toilet pan and left to soak for a few hours then flushed out by flushing the toilet a couple of times. If the machine still smells repeat the process, if this does not cure the bad odour you may need to have it manually cleaned. Only use Unicleanse Cleaner / De scaler to clean your unit as it has been especially developed for the job. Bleaches and other cleaners can damage your macerator. (BLEACH CAN DAMAGE AND HARM INTERNAL RUBBER COMPONENTS)

My Uniflo Macerator has become Noisy.

This could be due to a foreign object like, wipes, cotton buds etc. being thrown down the toilet and catching on the macerating blade basket as it is turning to cure this have the items removed. If the motor is noisy and making a loud knocking noise it maybe has come to the end of it's life span, foreign objects can drastically reduce a motors lifespan.

My Uniflo Macerator is Vibrating and Rattling.

A foreign object may be caught on the macerator blade throwing the motor off balance whilst in operation, get the macerator checked out as soon as possible.

My Uniflo Macerator is Leaking.

This problem needs sorting urgently as the water level inside the macerator may be covering the motor, if left water can seep into the motor and cause unrepairable damage. There are a number of reasons for this happening, if a macerator has a foreign object caught on the blade the pump cant spin fast enough to clear the waste water and can sometimes leak out of the air vent on the top of the Unit. Another reason can be if the lid of the Uniflo has been removed and not been put back properly water can leak out of the box while it is in operation. There could be a leak actually coming from the toilet, leaking on to the Uniflo and making it appear that the unit is leaking. If you can not identify a third source leak it could be best to get the macerator checked out as soon as possible as water can cause substantial damage.

My Uniflo Macerator is just Buzzing or Humming but not working.

The motor or impeller may be jammed by a foreign object or the capacitor may have blown due to it been overloaded. Get the unit checked for foreign objects and change the capacitor. If the macerator is hot to the touch turn off the unit as soon as possible. Get the unit checked out.

The Electrics Keep Tripping or Blowing Fuses.

This is normally due to water getting in to the electric components via the rubber membrane of the switch chamber. The rubber membrane can be easily replaced by a plumber. Other causes could be a loose wire ect. Get the unit checked out as soon as possible. If all the electrical connections are fine and the fuse is the correct size it's more than likely the motor has let water in. Water can get into the motor if the macerator has been fully or partially blocked and the water level has risen inside the unit over the top of the motor and left to seep in. If this is the case you will need a new motor.

Water is Backing Up In My Shower.

You may not have enough natural fall from your shower tray to the macerator, try setting your shower tray a little higher. If it has been operating ok and the problem has happened after a few months or so, this could be the cause of a Blocked Macerator or a sticking internal non return flap, try cleaning the unit with a good quality cleaner/ descaler i.e. Unicleanse.

My Uniflo Macerator Keeps Running & will not Switch Off.

This could be due to a blockage in the waste pipe or pump the machine would then not clear itself of the waste water or the switch and the membrane are defective and need replacing, get it inspected as soon as possible switch the machine off, don't leave it running it will overheat and burn out.

My Uniflo Starts when not in use.

This could be due to water dripping or running into the unit from a tap or the overflow from the toilet cistern maybe overflowing back into the toilet pan. Another common problem is waste water running back into the unit from the non-return valve, this can be replaced. A defective membrane and switch can also cause this problem, these may need replacing.

CLEAN YOUR MACERATOR AT LEAST ONCE EVERY 3 to 6 MONTHS.

Cleaning your macerator regularly will help prevent most of the problems that occur over time with your unit. Use a good quality cleaner descaler like UNICLEANSE or UNICLEANSE CRYSTALS. Do not use bleach as this can damage macerator rubber and plastic components.

Also be careful what goes into your Uniflo macerator i.e. wet wipes, kitchen roll ect. These can cause blockages. It is a good idea to display a warning sticker on the underside of your toilet seat, any visiting guests that are not familiar with macerators will then take care when putting things down the toilet.

For help and advice

Contact info@unifloproducts.co.uk