

Bio Clean Provides Emergency Service Alleviates Flooding

Bio Clean Service Crew Instrumental in Customer Satisfaction

The Challenge

A call was placed to Bio Clean from a customer in need of emergency services. They reported a flooded parking lot as the result of a potentially clogged catch basin. A new stormwater filter had recently been installed and the client believed it to be the source of the problem. They first called the filter manufacturer for assistance. Unfortunately, they were met with little support for their issue and were dismayed with the overall care from the manufacturer. The client then turned to Bio Clean Environmental Services, Inc., who immediately dispatched a maintenance team to visit the site.

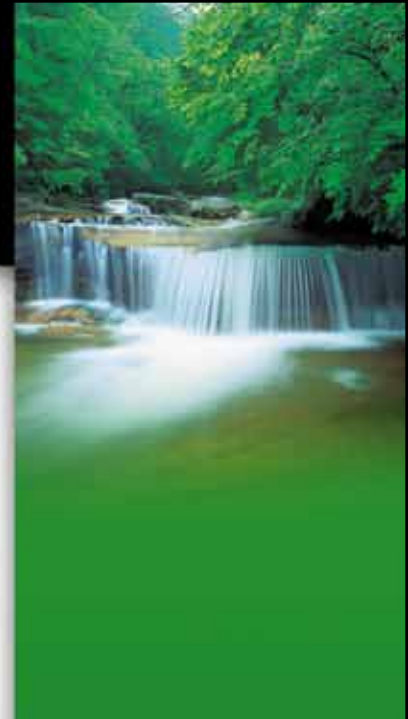


The Diagnosis

Upon arrival, the team assessed the condition of the catch basins. The grates covering the catch basins were removed and the team began to probe the basin in order to uncover the cause of the clogging. "We initially believed the clogging was due to a lack of maintenance on the filter. Many of our competitors' filters do not have appropriate bypass systems which cause clogging once the filters become full. When we began investigating the basin, we were unable to locate the filter. As we reached deeper, we found a fabric bag that had been caught in the bottom of the basin. The bag had been clogging the outflow pipe and as soon as it was removed, the water instantly began draining properly. After fully draining, we discovered that the cause of the clogging was actually the filter itself" (Aaron Kent—Bio Clean Maintenance Supervisor).

About Bio Clean

Bio Clean Environmental, Inc. has been in the stormwater filtration industry since 1998, providing highly efficient pollutant-reducing systems to the western region including California and Hawaii. Based out of Oceanside, CA, the company leads the industry in system quality, design and dependability. Bio Clean meets and exceeds the strict and ever changing water quality regulations to keep our environment clean and our water safe. For more information on Bio Clean, visit www.biocleanenvironmental.net



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The Cause

The stormwater filter bag had broken off of its upper metal framing. The lower filter bag was made of a geo textile fabric that could not hold the weight of the filter being full. "We see this time and time again. Many of the filters on the market are made of a geo fabric. This material is not suited for these types of loads. Additionally, they deteriorate over time and are easily burned by cigarettes and punctured by sharp objects" (Daniel Sroufe—Bio Clean Maintenance Supervisor). Not only did the filter bag break off, but the upper metal mount was also bent and caused the entire filter to fall into the catch basin. "We couldn't believe that after a rather serious failure in their equipment, the manufacturer refused to help the customer or replace their defaulted product" (Aaron Kent—Bio Clean Maintenance Supervisor).

The Solution

The Bio Clean maintenance team removed the broken filter and vacuumed out the clogged catch basins. Several pounds of debris and pollutants were removed from the two catch basins in which the filter failures occurred. The team recommended to the client a more appropriate filter be installed in order to prevent the situation from occurring in the future. "We sell a great filter that is made of marine grade fiberglass and stainless steel. We use these materials because we want to provide our customers with a quality product with lasting effects. While our competitors only guarantee their products for up to one year, we stand behind ours with a 5 year unlimited warranty" (Daniel Sroufe—Bio Clean Maintenance Supervisor).

