

Orenco Systems®, Incorporated



Attention, VeriComm® Homeowners!

Important Information Regarding Your VCOM Control Panel and Your Phone Line

Your on-site wastewater treatment system is equipped with a VeriComm® Control Panel that uses your phone line to communicate with your Service Provider. VeriComm Control Panels give homeowners the peace of mind that comes from knowing their wastewater system is always being monitored. (Surprises are great, but not when it comes to your wastewater treatment system!)

Your control panel will “call in” once a month, unless there’s a problem with your system. If there’s a problem, it will call in immediately and report the problem, so your Service Provider can take care of it. (Yes, this is one very smart control panel.)

The routine, monthly phone calls take less than one minute and are made in the middle of the night, when it’s not likely you’ll need to use your phone. Alarm calls also take less than one minute, but they can occur at any time. If you’re using your phone when the panel tries to call in, you’ll hear a “click” sound. The panel will keep trying until it makes a connection.

All these phone calls are made to a toll-free number, so they will not appear on your phone bill.

Because your control panel uses your phone line, **DO NOT DISCONNECT THE PHONE LINES THAT GO TO YOUR CONTROL PANEL AND DO NOT DISCONNECT YOUR PHONE SERVICE.** Also, notify your service provider if you modify your current phone service (add voice messaging, for example), as this may also adversely affect your control panel’s operation.

If your phone lines go down in an emergency (severe weather, other unexpected circumstances) and your panel needs to make an alarm call, it will keep trying until, at some point, it will sound a “local alarm.” That means, the light on the front of the panel will start flashing and you’ll hear an audible alarm sound.

IF YOU HEAR AN AUDIBLE ALARM, CALL YOUR SERVICE PROVIDER IMMEDIATELY. Then stop the alarm sound by pressing the light button on the front of the panel.

Thank you for helping to keep your wastewater treatment system in good working order.

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Homeowner Flyer
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