



# Management instructions for the FULL ACCESS toilet

[www.natsol.co.uk](http://www.natsol.co.uk)

Health and safety issues are shown in **red**

Dear Manager,

We are sure you would agree that a flush toilet needs some regular maintenance to ensure that users find it pleasant to use. Compost toilets are no different. Please read this guide to find out what you need to do.

## Overview

**NatSol** toilets depend on natural biological processes to break down human waste into composted material. For this to function successfully please follow two rules:-

1. Do not contaminate the composting pile. The contents of your composting vault should only be human waste, toilet paper and a recommended soak material – see below.
2. Allow at least one year. The toilet uses natural biological processes to convert potentially harmful waste into useful compost. When your first vault is full it must be left for at least one year for decomposer organisms to do their work.

## Using the toilet

### Number twos:

After use a handful of 'soak' is added to the vault. A container of soak is fixed behind the pedestal to facilitate this. Alternatively, a manager could add soak at the end of the day.

### Pee only:

It is not necessary to add soak material if the user has only urinated. Men should use the urinal provided. If no urinal has been fitted then men can use the toilet pedestal **but must sit**.

### Sanitary towels and tampons

Must not be placed in the toilet. Please dispose of these to a suitable rubbish bin which should be clearly marked to distinguish it from the soak bin.

### Hand cleansing:

Your toilet will usually come supplied with an alcohol gel dispenser.

### Important:

1. The toilet lid should always be closed after use.
2. **NatSol does not supply an alarm for disabled users. You should make your own arrangements to ensure that disabled users are not trapped in the toilet cubicle.**

## Management

### Daily checks:

Check toilet paper and hand gel. Check that the cubicle, including the space beside the pedestal, is free from obstructions to wheelchairs.

On frequently used toilets clean the urine plate using a spray and brush to remove any solid matter or paper that may have adhered. **Wear gloves and store the brush in a safe place away from users.– see pics.** Clean external surfaces of the pedestal.

Check that the soak bin is full. Coarse, non-tanned wood shavings make good soak material but not sawdust. Chopped barley straw is a very good soak material as it assists rapid decomposition but may be more difficult to use. With barley straw manure worms could be introduced and will speed up decomposition. They can usually be found in animal manure and rich garden compost heaps.



A pump sprayer is good but you could use a hand held spray bottle

Clean the ceramic urinal bowl with a multi surface cleaning solution and flush with approximately a litre of clean water.

All the above checks could be reduced in frequency for low use sites.



**Wear suitable protective clothing for all cleaning operations**

Less frequent checks

The frequency of the following checks is dependent on the amount the toilet is used.

Periodically lift off the emptying hatch of the active vault which is situated directly in front of the toilet pedestal.



Check the compost pile for “peaking” and if required use the rake **stored in this vault** to bring the pile towards the front (door) end of the vault. This prevents excessive build up of compost directly below the toilet which could ultimately impede the function of the urine gutter. At no time should the compost be closer to the urine gutter than about 100mm. This operation also helps to bring the pile into the final position for emptying after the vault resting period.



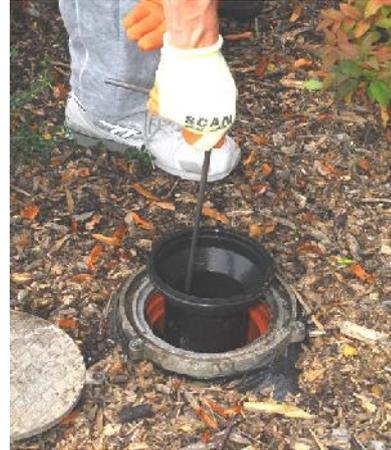
Raking the compost towards the door end and sweeping the flange before refitting the hatch.

During this operation the progress of composting can be checked and if the compost is dry it will be beneficial to add sufficient water to dampen the pile. Try to distribute this evenly. If too wet add more soak and rake in to take up the excess liquid. **Leave the rake in the vault.**

### Annual checks

The urine gutter can be inspected by removing the screwed access cap on the LH side of the building outside and looking in using a torch or camera. They very rarely block but drain rods could be used if there appears to be a problem.

Once a year, or after clearing a blockage in the urine gutter, it is advisable to check and clean the back inlet gully leading to the soakaway. Remove the three screws holding on the lid. Tip a bucket of water down the trap to sluice through. If the water does not disappear quickly then pull out the black plastic inner sleeve by hooking the gully rod provided under the bottom edge. Clean and refit the black inner making sure the splines locate correctly in the side slots.



**Wear protective clothing and clean your hands afterwards.**

**Check that all grab rails are securely attached.** Also check to see that the cowl is still rotating. Occasional greasing of the cowl may be necessary. To do this loosen and turn the retaining clip to one side and remove the upper half. Squirt grease into the tube on this section and replace.

Vent pipes can occasionally be blocked by cobwebs. If you think this may be the case then remove the top part of the cowl (**see Appendix B, Trouble Shooting**) and lower a small weight on a string down the pipe and draw up and down several times. This should clear obstructions.

The **resting vault** should be checked 3 or 4 times during its 12 month resting period. Remove the front access hatch [and the rear one next to the pedestal if necessary] and check to see if the pile is dry. If so we advise distributing water evenly over the pile until damp to promote better composting – see above. If too wet add more soak material and rake in.

Check the function of door handles on the toilet cubicle and ensure that the **privacy latch can be released from outside.**

### Low Use Situations

It does not matter if the toilet is used very infrequently but the composting pile may become rather dry and small additions of water can be useful to keep the composting going.

### Changing over vaults

**Observe sensible hygiene precautions during this procedure. See Appendix A**

**We strongly recommend that the vaults are changed over annually unless use has been very low AND the contents seem dry. If there is any sign of excess moisture then swap over after a year and mix plenty of soak material into the chamber which has been in use.**

### First change on new installation

It does not matter which vault is used first. Unless the level of use of the toilet exceeds our design criteria it should not be necessary to change to the second vault before one year.

### To change vaults over use the following procedure.

Remove the bolt which holds down the back of the pedestal into the floor. Now lift the back of the pedestal clear of the floor and tip the pedestal to release the urine separator from under the floor at the front. Make sure you do not damage the urine plate when you put the pedestal down. It may be best to take the pedestal outside whilst swapping the hatch cover. Use this opportunity to clean the inside of the pedestal. Rest it on a non-scratching surface. Use a brush and disinfectant spray. If the urine plate has become heavily soiled it may be useful to soak it with disinfectant and water several times before brushing clean or to use a wire brush – in which case wear **eye protection**. Mortar cleaning acid available from builder's merchants will shift **calcium deposits** but make sure you **wear appropriate protection**.





Taking care with regard to the open vault aperture, unscrew and remove the rear hatch cover over the other vault and screw down where the toilet pedestal has been removed. Bring the toilet pedestal back into the toilet cubicle and carefully locate the urine plate back under the floor at the front. Then bolt down the rear. Move the SOAK bin across to the new side behind the pedestal. Cover the floor of the new vault with a generous layer of dry SOAK. For public toilets this could be 200 to 300mm deep. The toilet is now ready to use. **Now clean your hands.**

### Second and subsequent vault change

The vault which has been resting for a year or more will need to be emptied. This is done by removing the hatch closest to the door over the resting vault and using the spade provided to lift out the compost into a wheelbarrow or suitable bags. The vault does not need to be cleaned out completely. Leave about 50mm (2") of compost to help seed the next batch with useful organisms. The hatch is then refitted and the pedestal swapped over as described above.



**The compost should be used or disposed of in accordance with Environment Agency (EA - England & Wales) or Scottish Environmental Protection Agency (SEPA - Scotland) and Local Authority guidelines.**

**In the absence of any official advice, further composting can be carried out in a dedicated composting facility on site before eventual use or disposal. See Appendix C. Most pathogens will have been eliminated by composting for a one year period - which is the minimum period we recommend between vault change-overs. However, human parasites may survive longer. A further 2 to 3 year period of composting outside of the toilet should deal with most of these. If human roundworm eggs are present an even longer period is necessary and for this reason **we do NOT recommend the use of finished compost on food crops** - with the possible exception of burying around fruit trees. Human roundworms [*Ascaris suum*] are generally only found in tropical or sub-tropical populations where there is poor sanitation but travellers to these regions could conceivably become infected and so with toilets used by the general public [e.g. allotment sites where there are many users] it is wise to take precautions against it.**

## APPENDIX A

### HYGIENE PRECAUTIONS WHEN CLEANING AND MANAGING COMPOST TOILETS



Wear gloves for all cleaning operations



Wear overalls when switching vaults or emptying compost



Palm to palm



Right palm over back of left hand & then left palm over back of right hand



Palm to palm, fingers interlaced



Backs of fingers to opposing palms with fingers interlocked



Rotational rubbing of right thumb clasped in left palm, repeat with other hand



Rubbing backwards & forwards with clasped fingers in palm, repeat with other hand

Clean hands after all toilet cleaning or management procedures.

## Appendix B - Trouble Shooting Guide for NatSol Twin Vault Toilets

(All models except COMPUS COMPACT)

Our toilets are designed to be very simple and highly reliable. Most problems are due to incorrect use or lack of routine maintenance. This guide should enable you to identify and solve most problems.

### Type of problem encountered:

#### ODOUR

NatSol toilets are known for their lack of odour. If there is an odour problem it is important to identify where it is coming from.

#### Urine

The usual culprit is urine on the floor. This could be due to a leaking waste connection on the urinal and this can be checked by pouring water into the bowl. However, it is more likely to be due to urine splashes. If the toilet is used a lot by small boys then it may be essential to provide a box to stand on or to install an additional urinal to the left of the standard one at a lower height. NatSol can advise on this and supply components. Otherwise the solution is regular cleaning.



### Smell coming from the pedestal, or an unidentified source

Normally air is drawn down the pedestal and up the vent pipe so that no smells enter the building. If the vent pipe is blocked (cobwebs, bird's nest etc) or the cowl is not free to align with the wind direction then the ventilation won't work. If you remove the upper part of the cowl it is possible to see down the vent pipe. Move the retaining catch aside to remove the upper part. **Be careful of the spike sticking up from the lower part.** If the toilet pedestal is in the RH position, lift the lid to let some light into the chamber. If the pedestal is in the LH position you may need to remove the rear RH hatch. If the cowl is stiff then add some fresh general purpose grease. Re-position the retaining catch afterwards.



## VERY WET OR FLOODED VAULTS

The compost vaults should be moist but not wet or flooded. If there is water in the vaults then this could be due to a manufacturing or installation fault or a management issue:

### Installation or flooding

1. If the site has flooded then surface water will have entered the vaults through the hatches or through the urine outflow pipe from the urine soakaway. Toilets should not be located where flooding is likely but if this has occurred then the vaults will need to be pumped out by slurry tanker and re-started with a fresh bed of shavings.

2. The urine soakaway has been installed incorrectly, e.g. uphill (!), or the vaults have been installed too low in the ground. Please check this before calling us – see page 10.

### Operational problems – [for these checks observe precautions in Appendix A](#)

1. The urine outlet or soakaway has blocked. Check and clean the back inlet gully (see above) and check that water gets away. The soakaway is not likely to fail unless the toilet has very heavy use or the ground is heavy clay.

2. The urine separator in the pedestal is not working. The operation can be checked by squirting water from a washing up liquid bottle or similar onto the urine plate and watching the result through the hatch. The water should enter the gutter and run away freely.

3. Boys (and/or men) are standing to pee into the pedestal. Occasional misuse is not a problem but for busy sites the amount of urine introduced this way could be enough to flood the toilet. It may be necessary to add an additional low level urinal for boys.

4. Insufficient soak. The soak is needed to keep the pile aerobic and so promote biological breakdown but it also mops up small amounts of urine that inevitably enter the vault. Lack of soak is often associated with infrequent emptying in situations where the volume of solids is low but urine contributions are quite high. Regular raking of solids and soak towards the emptying hatch helps decomposition and enables one to see if there is significant liquid accumulating on the floor of the vault. This might be due to some use of the pedestal as a urinal by males. In such cases it is best to add dry soak to the liquid and rake in thoroughly. Options to ensure correct use of the toilet must then be considered and implemented. If the use is mainly by women please contact us. We can supply an additional urine plate to fit inside the pedestal.

### **If the above steps do not resolve the problem:**

We are then happy to discuss problems on the phone but it is very helpful to us if you read this carefully before calling. For all enquiries we will need to know:

1. The site name or your contract number.
2. The date of installation or first use – we may know the installation date.
3. Whether the use has changed - and an estimate of the number and type of users.
4. Whether or not the site is open to the general public.

### Odour

If odour is experienced when the toilet is in normal use then please consider the following questions:

1. Has that always been the case since the toilet was first used?
2. If not, does the odour coincide with any change in use?
3. Is the predominant smell ammonia?

4. Is there any evidence of the urinal leaking onto the floor? In this respect it must be said that males often miss urinal bowls or may urinate on the rim of the bowl in which case the urine will flow down the outside of the bowl and drip off the pipework onto the floor. It may not actually be leaking.
5. Has a normal cleaning regime been applied?
6. Have you checked the ventilation cowl as described above?
7. Does either vault appear to have very wet contents or to be flooded?

#### Very wet or flooded vaults

The following information will be useful:

1. The date when you became aware that the vaults were too wet.
2. Whether both vaults are wet or flooded. If not, which one? What depth of solids and liquids are present? Use a stick to estimate.
3. Whether the site is sloping or flat and, if sloping, where the soakaway is in relation to the toilet.
4. Whether the toilet is installed in heavy clay or on a site which is sometimes very wet or flooded.
5. What the height of the cubicle floor is above average ground level.
6. A photograph of the right hand side of the building showing ground levels.
7. Photographs looking into both vaults through the front floor hatches.
8. The proportion of boys using the toilet.
9. A record or estimate of vault change-over dates.
10. What type of soak material you are using and whether this is added by users or a manager.
11. The amount of soak you are using per vault change-over or per annum.

#### **It will be useful to us if you can confirm your type of use:**

##### PUBLIC or CLOSED USER GROUP

A closed user group is usually a society or association, such as an allotment association, where it is reasonable to think that users have been made familiar with the toilet function and use it with some regularity.

A public toilet will be used by people who are not members of an association and may use the toilet only once or rarely. Such toilets might be in parks, nature reserves, campsites, churches. In a church you may have regular users who are members of the congregation and non-familiar users e.g. wedding guests.

##### DURATION OF STAY

1. Are users resident on site?
2. If visitors, are they there all day or just for an hour or so?
3. Do you get high usage on certain days or at certain times of year?
4. What is the average number of USERS per toilet and, if you have more than one toilet, is use evenly distributed?

##### AGE AND CAPABILITY OF USERS

1. What proportion of users are young children (<11yrs) and is this equally male and female?
2. What proportion of male users have learning difficulties?

Contact:- [andy@natsol.co.uk](mailto:andy@natsol.co.uk) 01696 412653 [www.natsol.co.uk](http://www.natsol.co.uk)

## **SUPPLIES, SPARES and OTHER USEFUL ITEMS:-**

### **HAND DISINFECTANT GEL**

This is Gojo PURELL Instant Hand Sanitizer – 4 x 1 or 2 litre refills pack. Product code: 2256-04

For supplies try:-

Excalibur Hygiene Ltd, 40 Baldwin Way, Swindon, Dudley, West Midlands, DY3 4PF

Phone: 01384 400690 Fax: 01384 402223 Email: [sales@excalibur-hygiene.co.uk](mailto:sales@excalibur-hygiene.co.uk)

### **TOILET SEAT**

Should you need to replace the toilet seat it is a **Celmac Lyric** or **Calypso**. The **Lyric** is the seat we generally supplied with the white or grey GRP pedestals. It has a wrap over lid. The **Calypso** has been supplied with the new stainless steel pedestals.

These seats are available in many DIY stores and general plumbers merchants. It will be cheaper for you to buy this yourself than to get us to send you one.

### **WOOD SHAVINGS**

Wood shavings are often available as horse bedding in 25kg bales. These are likely to cost under £10. Ideally they will have had the dust extracted. Do not use sawdust.

### **RUBBISH BIN**

**NATSOL** does not supply a waste bin with its toilet installations. However, we identified and tested a wall mounted bin from the company below which stocks a wide range:

#### **The Bin Company:-**

The Bin Company [UK] Ltd,  
The Colin Sanders Innovation Centre,  
Mewburn Road, Banbury,  
Oxon,  
OX16 9PA T: 0845 602 3630

[www.thebincompany.com](http://www.thebincompany.com)



