

The Dirty Job, Done Right

Our service department also handles the unglamorous side of water, so you don't have to.



Dirty Water Systems Present Their Own Challenges



Whether it's a blocked pump station, a flooded chamber, or an impeller clogged with wipes and debris, the consequences can be serious. Downtime, odour complaints, rising water levels, and health & safety risks can all escalate quickly if the problem isn't dealt with promptly and properly.

In environments where reliability matters: industrial sites, commercial buildings, treatment plants, care facilities, schools, or residential developments, dirty water systems are critical infrastructure. When they stop working, the impact is usually immediate and highly noticeable.

These aren't the kinds of issues that can wait around for a call-back or a second opinion. They need the right people on site, with the right tools, and quickly. People who understand not just the symptoms, but the system. From controls and telemetry to pipework, pumps, valves, and beyond.

At Trebles, we've got the team, the tools, and the technical knowledge to deal with system issues in foul water and wastewater environments. We understand the pressure when things go wrong and the importance of a fix that doesn't just get you back up and running, but keeps you there. Whether it's a reactive callout or part of a planned maintenance programme, we treat every job with the same urgency and attention to detail.

This isn't glamorous work, but it's essential.

What Typically Goes Wrong

Dirty water systems rarely fail without warning, but when problems build up unnoticed or unresolved, the results can be costly. Through years of hands-on experience, our service engineers have seen the same issues crop up time and again across all types of foul water systems. Recognising the early signs and knowing how to respond is key to avoiding major failures.

Here are some of the most common issues we've seen:



Ragging & Blockages

Wipes, sanitary waste and fibrous materials are a constant threat. Once they wrap around an impeller or clog pipework, flow is restricted, and full blockages are often not far behind.

Fat, Oil & Grease Buildup

Over time, grease and fat deposits solidify in pipework and wet wells, gradually reducing flow and increasing strain on pumps. Left unresolved, it can cause system failure and costly clean-up work.

Pump & Motor Failure

Impeller damage, seal failures, and overheated motors are all common. These faults often stem from poor maintenance, heavy loading, or long-term wear in harsh environments.

Level Control Issues

Faulty floats, sensor errors or control panel faults can cause pumps to overrun or fail to start. This can lead to flooding, dry running or other serious downstream issues.

Inaccessible or Overlooked Systems

Systems installed below ground or out of sight often get overlooked. Without regular checks, small issues can go unnoticed until they become major disruptions.

This Is Where We Come In

Dirty water systems aren't just another job to us, they're a critical part of the infrastructure we support. From pump station faults and blocked chambers to full system diagnostics, Trebles offers practical, end-to-end support to keep wastewater systems working reliably.

We work with facilities managers, estates teams, facilities management contractors and local authorities across the UK, solving urgent problems today and preventing worse ones tomorrow.

What We Do

Servicing & Reactive Repairs

Routine maintenance and fault fixes for foul water systems.

Emergency Callouts

Fast response to pump failures and blocked systems.

Planned Preventative Maintenance

Tailored service schedules to reduce downtime and extend system life.

System Health Checks & Diagnostics

Full-system inspections to spot faults before they escalate.

Upgrades & Replacements

Supply and install of like-for-like or improved components.

Multi-Site Support

Consistent service and reporting across multiple locations.



How We Operate

Dealing with dirty water systems demands more than just a man in a van. It's about knowing how to work safely, quickly, and intelligently in challenging environments, and doing it without cutting corners.

At Trebles, we've built our service department around four things: **experience**, **process**, **communication**, and **pride in the job**.

We send the right people

Every job gets a qualified, experienced engineer who understands the system. Not just the symptom. Whether it's a simple float switch issue or a complete pump station failure, our team knows how to assess, diagnose, and resolve the problem efficiently.

We communicate clearly

We'll tell you what we're doing, what we've found, and what your options are in plain terms. That might mean advising a repair today and planning a replacement for next quarter, or flagging a minor issue now before it turns into downtime later.

We're well-equipped

Our vans don't just carry any tools. They carry the right tools. We stock our service vehicles with parts, spares, and cleaning equipment to tackle common faults on the first visit. And if it's something more complex, our internal support team ensures we're never far from a solution.

We think system-wide

Fixing one fault is good. Understanding why it happened and preventing it happening again is better. Our engineers are trained to look at the whole system: pumps, controls, telemetry, valves, pipework, and make recommendations that protect your operation in the long run.

We do things properly

No cutting corners. No guesswork. Just clean, safe, methodical work carried out to industry best practice, whether we're ankle-deep in sanitary waste or planning a site-wide preventative maintenance schedule. We take the work seriously because we know how serious it can get when a system fails.



Case Study:

Deansgate Wet Well System Upgrade

Client Type:

Luxury Office
Spaces

Location:

Wolverhampton,
West Midlands

System Type:

Rainwater Management
Wet Well

Background

Deansgate Luxury Office's site in Wolverhampton collects rainwater from the building's guttering, storing it in a wet well before it's discharged to the sewer system for treatment. The existing ultrasonic level sensor had failed, and the outdated control panel was incompatible with modern monitoring equipment.

The Challenge

With the existing ultrasonic level sensor no longer operational, the site lacked reliable water level monitoring. This posed a risk of overflow and operational inefficiency. A replacement system was needed that could accurately monitor rainwater levels and integrate easily with a compatible control panel.

What We Did

- Removed the failed ultrasonic level sensor from the wet well.
- Installed a new ultrasonic level sensor for precise monitoring
- Replaced the outdated control panel with a new Pulsar unit.
- Tested and calibrated the system to ensure accurate monitoring.
- Completed the installation with minimal disruption to site operations.



The Outcome

The upgrade has delivered accurate, real-time monitoring of rainwater levels, ensuring the wet well operates as intended. With the new ultrasonic level sensor and compatible Pulsar control panel, the risk of overflow has been significantly reduced, while overall system reliability and ease of maintenance have been greatly improved.

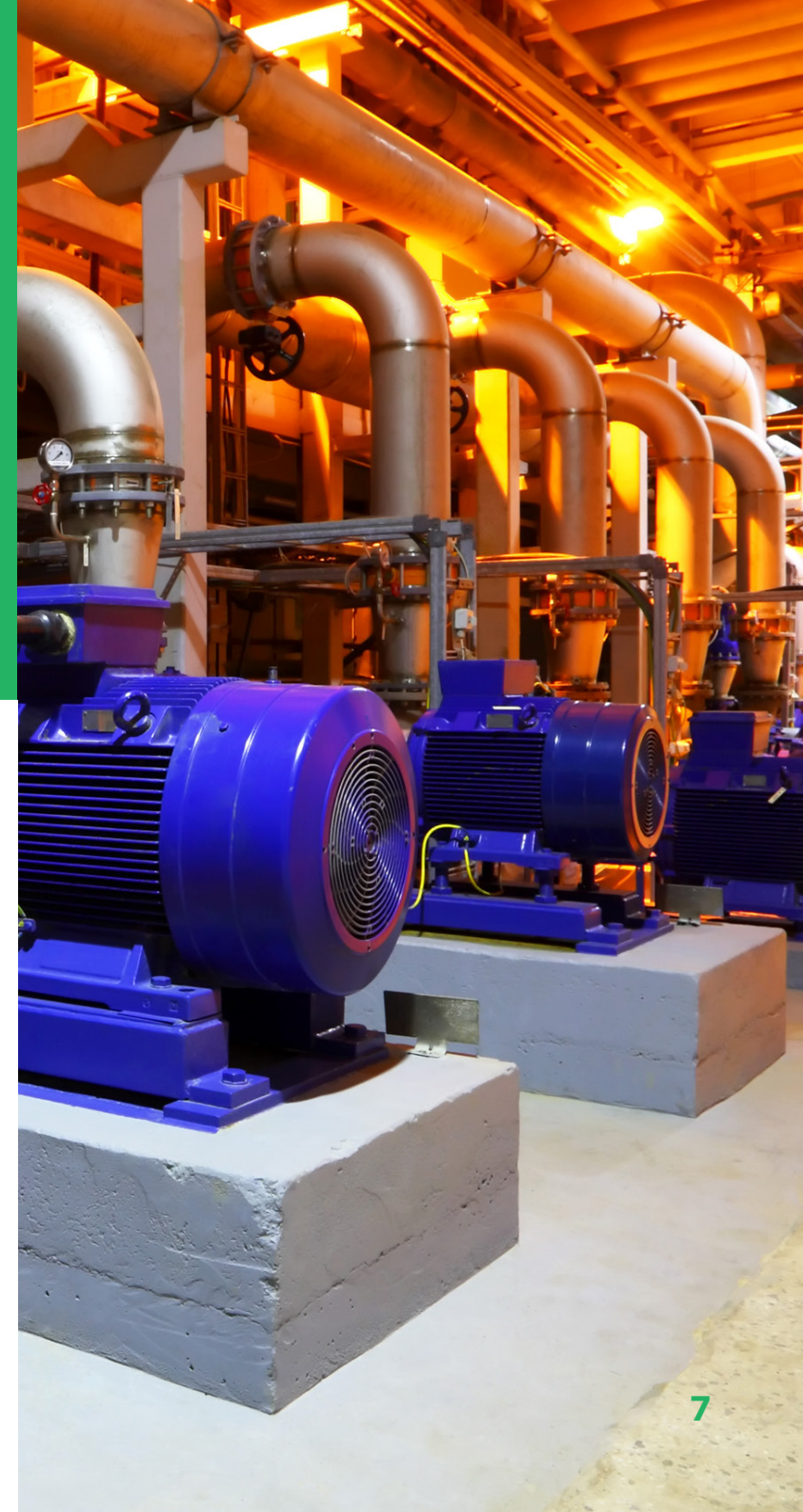
About Trebles

Trebles is the leading independent distributor, offering manufacturing and service capabilities backed by over 55 years of experience in the pump industry. The same level of technical expertise that underpins our manufacturing and distribution also drives our service work, including dirty water systems.

We are Trebles.
We're committed to keeping the flow.

Who We Are

Established in 1966, Trebles is the UK's largest independent pump distributor with manufacturing and service capabilities. With over 55 years of expertise, Trebles boasts technical knowledge spanning over 50 suppliers and 500 years of combined experience. Holding over £3.5 million in stock, including its branded products like EcoBoost and EcoBoost+ booster sets, Trebles ensures quick nationwide delivery from its branches in Wolverhampton, Derby, and Uxbridge. Offering bespoke solutions like packaged plantrooms and skids, along with comprehensive service and commissioning options, Trebles delivers unparalleled support and innovation to its customers across the UK.





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