

5.0 TROUBLE SHOOTING

The Debris Pigtail Piping seems cracked and is leaking.

- The pipe has probably been subjected to freezing of built up water, and will need to be replaced.
- Call the Rainwater Connection or your local plumber for repairs.

Water is flowing out of the top of the standpipe just under the debris traps

- This is most likely to occur during periods of heavy rain. The water is backing up the catchment pipe because the gravity screen mesh filters have become clogged with debris.

Solution:

- Remove and clean the mesh screens.

The transfer pump has stopped and water is overflowing from the surge/pump tank overflow pipe

- Is the power on? The pump won't run and the surge/pump tank will overflow during a power outage or if the circuit breaker has tripped. Check the circuit breaker. If the breaker won't reset call the electrician (Dave Abley at Salt Spring Island Electric)
- Is the main cistern full? A float switch in the cistern automatically disables this circuit and thus turns the pump off when the cistern is full (see Section 3.7 2). The pump will restart when the water level in the cistern has dropped sufficiently for the float switch to reactivate the circuit.
- If the power is on and the cistern is not full, check to see if the pump is malfunctioning.
- Run an extension cord from some other electrical outlet and plug the pump into it. If it does not run, even with the float switch held up, the pump needs servicing or replacement (Call Water Tiger Purification Systems Inc.).

When the transfer pump stops pumping some water seems to flow back through the pump into the surge/pump tank

- This is to be expected. There is no backflow preventer in the rainwater up line to the cistern, so water in the line will drain back between pump ups. This prevents water collecting in the line and becoming stagnant or freezing.

Stream water is not flowing into the cistern

- Are the valves that control this flow open? (see Section 3.1.2)

If yes:

Is the water level in the cistern higher than 46 inches? The stream water float switch in the cistern automatically turns off the stream water flow when the cistern is approx. 60% full (see Section 3.1.2)

- Is the screen mesh filter inside the winter box clogged? (see Section 3.9.2)

If no:

Owners Manual: Rainwater Harvesting and Water Supply System

- Is there sufficient water in the stream water supply tank located near the stream to supply water?

If yes:

The stream water float switch in the cistern may be malfunctioning.

- Manually lift and release the float switch to check if the internal slide mechanism has stuck.
- If stream water does not start to flow, call the electrician (Dave Abley at Salt Spring Island Electric).

The cistern is overflowing.

- The system is designed to prevent the cistern from overflowing because of a concern with the drainage around the cistern.
 1. Open the cistern hatch, and determine which water supply pipe is still supplying water.
 2. If stream water is flowing into the cistern the float switch and/or electronic valve is malfunctioning.
 3. manually lift and release the float switch to check if the internal slide mechanism has stuck
 4. open and shut the manual override switch to reset the electronic valve.
 5. If the water flow does not stop, close off the stream water supply valve and call Water Tiger Purification Systems Inc. for service
 6. If rainwater is flowing into the cistern, the float switch that disables the electric circuit powering the transfer pump in the surge/pump tank is malfunctioning.
 7. Manually lift and release the rainwater float switch in the cistern to check if the internal slide mechanism has stuck.
 8. If the water flow does not stop (i.e. the transfer pump is still operating) turn off this electrical circuit at the breaker and call the electrician (Dave Abley at Salt Spring Island Electric)

The power has come back on. What needs to be checked?

- All aspects of the house pressure system and the water catchment system should restart and run normally.

Trouble Shooting for the BioSand Filter

The Davnor Manual that was supplied with the BioSand filter has a full Trouble Shooting Guide (part 14) that deals with concerns such as low flow rate, water not entering the filter, and storage tank overfilling. Further questions can be directed to Water Tiger Purification Systems Inc.

Trouble Shooting for the Ultra Violet Light

A manufacturer owners guide is supplied with the Trojan UVMAX D Ultra Violet light. It contains a description of features, maintenance schedules and troubleshooting. Further questions can be directed to Water Tiger Purification Systems Inc.