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Trouble Shooting

WARNING: A faulty pump can cause an electrical circuit to be tripped. Turn off pump to test other appliances on the same circuit.

IF WARNING / ALARM LIGHT COMES ON?

- a. Are **both** pumps plugged into power points properly and both switches turned on at power point and at circuit breaker in meter box?*
- b. Is there power at **both** the power points? Plug in an appliance (hairdryer, drill, etc.) to see if it works.*
- c. If possible, open small square lids in top of round concrete covers to see if the water level is high and in which chamber, dirty or clean water.*
- d. Can you see the pump?*
- e. Can you hear the pump?*

*This warning / alarm light indicates **unusually** high water levels in one of the chambers and if not addressed rapidly, could lead to flooding of the system and **MAJOR** damage or failure of the sand filter or other components and surrounding areas. This could then incur large repair costs.*

Your Sand filter system is designed to have sufficient holding or retention capacity to allow minimal use of your system in the case of power or pump failure for a short amount of time.

Try to reduce your water usage to allow enough time for us to attend your property. Try not to use washing machines, dishwashers or baths. Reduce showers to a few minutes.

*Then (**and only then**), should you contact us promptly, between **7:00am and 6:00pm** for further advice.*

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(If no answer, leave message, we will return your call as soon as possible.)