



SMART WATER ADVICE

Rainwater Tank Troubleshooter

| Problem | Root Cause | Possible Solution |
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| Pump is turning on and off repeatedly | <p>The pump will turn on when the pressure in the discharge piping is low. It will turn off when it has pumped the pressure high.</p> <p>The pressure in the household piping can only go down if there is a tap open or a leak in the system.</p> | <p>Check all taps for leaks. If the rainwater supply is connected to internal use, check all toilets to ensure there is no slow leak into the bowl. Check washing machine by turning off water isolation tap. Repair leaks if necessary. If a leak cannot be found contact a plumber to investigate leaks that may not be visible.</p> <p>Check that the switching device between mains and rainwater use is working properly.</p> |
| Pump continually operates | <p>The pump will operate continually if there is a tap open or a severe leak. If this is not the case then the pump controller may be faulty.</p> | <p>Check for an open tap or leaks in the system from toilet or pipework. Contact a plumber if there is a leak. If no leak is detected, contact the pump manufacturer, repairer, or retailer.</p> |

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|---|---|---|
| <p>Pump doesn't operate when rainwater in tank</p> | <p>Rainwater tanks can be connected to the toilet and laundry of a home. This helps to maximise the benefits from the rainwater tanks as water can be used.</p> <p>The pump should operate when a tap is opened or a toilet is flushed. There could be electrical supply problems to the pump or even pump failure.</p> | <p>Rainwater tanks can be connected to the toilet and laundry of a home. This helps to maximise the benefits from the rainwater tanks as water can be used.</p> <p>Turn the pump off and then on at the power point.</p> <p>a) If the pump does not start, test power point by using another appliance. If other appliance doesn't operate, check circuit breaker at switchboard. Reset circuit breaker and test appliance again. If circuit breaker trips again contact electrician. If pump is causing circuit breaker to trip contact pump manufacturer or retailer.</p> <p>b) If the pump starts but doesn't continue, the problem maybe with the switching device. Contact the pump manufacturer, repairer, or retailer.</p> |
| <p>No water to tap or toilets or washing machine</p> | <p>Tank top-up systems rely fully on the pump to deliver water to toilets and/or washing machine. Systems that have electronic or hydraulic switching to mains water should deliver water at all times even when there is no rainwater in tank.</p> | <p>Check pump operation and power supply by following procedure in section above.</p> <p>Clean all filters and strainers to ensure there are no blockages.</p> <p>Contact the pump manufacturer, repairer or retailer.</p> |
| <p>Low flow to tap or toilet or washing machine</p> | <p>There could be blockages in the system that is restricting flow.</p> <p>It is possible that the pumping system or mains switching system supply is designed for low flow.</p> | <p>Clean all filters and strainers to ensure there are no blockages.</p> <p>If the flow is still not acceptable contact the pump manufacturer, repairer, or retailer.</p> |



**Watch the 'How to' video guides on
The Water Conservancy YouTube channel**