

The following information is supplied by KingSpan

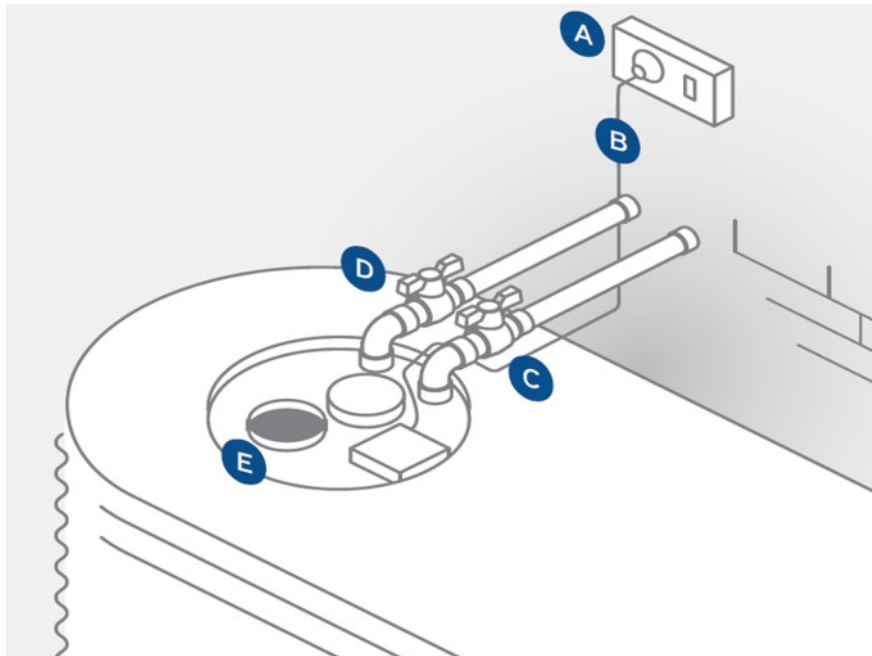
Is the filter cap tightened to the stop as per picture below?



No - Then tighten the cap to the stop.

Yes - Proceed to the next step.

Please turn off the right-hand isolation valve of the pump system (labelled C in the diagram below in the on position). This outlet feeds water back into the house. Does the cycling continue with this valve shut?



If you answered yes to both the questions above then please contact one of our Service Consultants to log a job for a Kingspan technician to attend. Email : service.au@kingspan.com Ph : 02 8889 5420.

Note: If we attend site and find that the above steps are not completed and there is no product fault found a call out fee of \$143 will apply.

Helpful Tips

Some common causes of cycling within the house are toilet cisterns, garden taps and possibly washing machine taps left on.

Issues with toilets cisterns can be checked by turning off the inlet valve to any toilets. If the cycling stops with the inlet valves shut, you can then turn them back on one at a time to pinpoint the toilet with the issue.

With garden taps remove any hoses so you can see any drips and make sure they are turned off fully.

Also make sure washing machine taps are turned off after use if the laundry is plumbed into the rainwater system.

These tips might help you avoid costly plumber fees in the future.

Some other useful links are below:

How your system works – <https://www.youtube.com/watch?v=6q2tljzhzOI&t=9s>

How to clean your filter - <https://www.youtube.com/watch?v=QJnPS2x9C2Q>

How to check the water level in your tank - <https://www.youtube.com/watch?v=mKW35dxNbzU>