

In-Tank Water Pump Issues

The external water tanks that are installed at each house have an internal submersible pump that is connected to the toilet cisterns and outside water taps. In some case they may also be connected to the washing machine cold taps. The pumps have a no-return valve that maintains water pressure in the plumbing. When you flush or open a tap the pressure drop causes the pump to start and provide the necessary water pressure. The pump will continue until it senses the water has stopped flowing and shuts off after a few seconds. Sometimes there is a malfunction in the pump that causes it run for a few seconds periodically (maybe every 20 or 30 minutes) by itself.

Some pumps have been found to be installed incorrectly and the pumps don't work at all.

- Have you installed a timer to stop pump cycling during the night?
- Have you turned the power off at the pump in order that you do not hear cycling of pump, on the basis that you are not paying for water yet?
- Have you turned off the power to the pump to save electricity. (They don't use much power)

None of the above fixes the problem, it merely pushes the problem beyond the warranty period whereby you will be liable for the cost of repairs. The pump warranty period? 2 years, or 2 years + 2 year bonus if you are the original home owner. Kingspan have advised some early home owners the warranty was 5 years.

To check if pump is cycling.

- Above the water tank there is an **Outlet Tap** which services the 2 toilets and 2 external water outlets. Turn this to the **Closed position**. This will isolate all these services.
- Ensure power to motor is on.

The cycling sometimes only occurs every 20-30 minutes so you need to be patient.

If the pump motor comes on or periodically cycles it is faulty and should be reported to PCS (Post Construction Services up to 12 months) or Kingspan Water Tanks 1300 826 548.

To find out whether pump is actually working.

- Ensure both **inlet and outlet taps** above tank are in open position.
- Open one of outside water taps marked '**not for drinking**'

Go to the tank and you should be able to hear the pump running also a higher pressure of water. If you turn off the outside water tap the motor would stop after a few seconds and not recycle.

The pump is not silent like it says in the book, it makes a discernible hum when running.

There should be good water pressure and you should hear the pump motor inside the tank. If the pump is not going at all, the installation is faulty. Report as above.

Some residents have had ongoing issues with their pumps continuously cycling for extended periods of time. After multiple visits by service personnel these issue have not been resolved. Recent experience with an authorised repairer has proven that the issue is most likely a faulty non-return valve in the pump itself which can and should be replaced.

If you are out of warranty The Pump Guru can help. Contact 0429 427691. www.thepumpguru.com

** We suspect there may be more people than we know having problems and it would be useful if everyone could check their pumps and report any problems to the Home Owners Committee.*

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