

Toilet not Draining?

If your alarm has not gone off, you may have a blocked septic filter. This can be found under the 150mm White cap at the end of the septic tank. Simply remove the cap and lift out the filter, this can be hosed down in the garden and reinstalled. If it is blocked up, water will start running through the junction as soon as it is removed, and the water levels will return to normal.

Filter Clean but still not draining?

Check your switch board to make sure none of the fuses have tripped. If they have turn them back on, this may set off the water alarm. If the water alarm goes off and the fuse trips again, then there is a short circuit in the system somewhere.

If the fuse does not trip, go and check that the system is pumping out. You should open the flush taps to assist the pump in lowering the water level quickly, once the water level is back to normal the alarm will stop, and the taps can be closed again.

Alarm Going Off?

Check the alarm panel to see which light is flashing. There are both Air and Water alarms.

Water Alarm?

This indicates the pump is not working or is unplugged. Check the system and open the irrigation valves to see whether water is pumping or not. If the system is not pumping out, contact Waterflow on 0800 739 243

Air Alarm?

This indicates the blower is not working or has disconnected from the alarm system. This is less urgent but will affect the treatment levels in the system. We recommend opening the flush taps and calling Waterflow on 0800 739 243

If you have tried all the above steps and the alarm is still activated, please send through pictures of the inside of the tanks so we can check water levels to operations@waterflow.co.nz . Please limit water usage until we can come to site.

If we need to come to site, there will be associated call out fees. By agreeing to organise someone to come to site you are also agreeing to the associated service fees.