

1. Check the power plug is firmly pushed into the power socket and the power is turned on.
2. Check there are no fuses tripped on the main house switchboard.
3. If you cannot hear the pump going, take something out and try it in the power socket e.g. phone charger or small lamp, to see if there's power getting there.
4. If there is power, plug the pump back in and turn it on. If your pump does not start, try shaking the white pipe within reach in case the float is stuck. If the pump starts going and the water level drops, wait until it's emptied out and make sure the float is clear of filter.
5. If there is a lot of surface water (raining heavily) it may be getting into the tank so you can wait until it stops, or you can go and open the taps on the field to help reduce the water level faster.
6. If you can hear the pump going but nothing is coming out in your dispersal field, try taking the bung out/open tap on manifold. If nothing comes out, we will need to send a tech out to possibly swap out the pump.

If you have tried all the above steps and it still does not work. 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 the site. From here we are likely needing to send someone to site.

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