

Your Biolytix system is fitted with an audible and visual alarm. You can mute the audible alarm by removing the lid of the controller housing that sits on top of the tank lid and switching the “Mute” switch to “On”.

Work through the troubleshooting checklist below:

Have you experienced a power outage? The alarm will reset after the water level in the sump subsides – you can open the taps on your drip field to assist the water exiting the tank faster.

Are you turning the power to the Biolytix system off? Your Biolytix system should never be turned off. The alarm will reset after the water level in the sump subsides – you can open the taps on your drip field to assist the water exiting the tank faster.

Has the filter been overloaded due to a party, washing day etc? The alarm will reset after the water level in the sump subsides – you can open the taps on your drip field to assist the water exiting the tank faster.

Has it been raining heavily? Surface water may be getting into the tank. The alarm will reset after the water level in the sump subsides – you can open the taps on your drip field to assist the water exiting the tank faster. Further investigation will be needed to determine the source of groundwater ingress.

Is the pump float stuck? Remove the manhole cover on the centre of the tank lid. Try shaking the pipe in the centre of the tank to free the float in the pump well.

Is the pump working? If shaking the pipe does not activate the pump, remove the lid of the controller enclosure that sits on top of the tank lid. Press the manual pump override button. If the pump does not activate, a technician will need to visit your property and the pump may need to be replaced.

Is the air blower working? This small pump inside the controller runs 24/7. You should be able to hear a slight hum and feel a light vibration if you put your hand on the lid of the controller enclosure that sits on top of the tank lid. If the pump is not running, a technician will need to visit your property and it may need to be replaced.

Are your household drains gurgling? First, check your main switchboard that the power to the system is on. Your Biolytix system may be in a flooded state. Open one of the small inspection hatches on the edge of the tank lid. If you can see water above the filter bed, the tank is in a flooded state and a technician will need to investigate further.

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.