

# Trouble Shooting CCG Water System

August, 2014

Symptom	Possibilities	Solution
No water coming out of faucet.	Black handled valve in the green pipe leaving the shed is not open.	Open the black handled valve.
	Pressure pump OFF	Turn <b>Pressure Pump Switch</b> to ON
	Your hose has a kink in it.	Check hose for kink, undo.
	Massive leak between your faucet and the shed.	Check for pooled water in garden. If you find it, call a garden manager.
Hose sputters, with lots of air in the stream of water.	Cistern water level below 500 gallons so pressure pump is sucking air – sky cloudy.	If Cistern bobber dipstick is in red zone, turn off hoses, and pressure pump and wait for full sunshine to kick start the well pump.
Cistern dip stick is in RED zone and red digital read-out on monitor is blank.	Well Pump circuit breaker may be off.	Check labeled Well Pump Circuit Bbreaker: turn ON if it is off.
Cistern dip stick is in RED zone, red digital read-out is 0.00, and the yellow cistern indicator light is off.  [No green lights are rising in well pump schematic. ]	Weather cloudy, not enough sun to generate power.	Turn off black valve and wait for full sunshine to kick start well pump, then open valve and draw water.
Water spilling out of top of cistern.	Well pump failed to turn OFF automatically.	Turn off well pump at the Well Pump black monitor, and following diagram directions. Call a garden manager and note action on the sign in sheet.
Pressure pump buzzing VERY LOUD.	Filter may be dirty.	Alert a garden manager, who will change filter.
No pressure, pressure pump silent; cistern monitor shows it is filled.	Pressure pump switch is OFF	Turn Pressure Pump Switch ON – small gray box on east wall.
Same symptom.	Pressure Pump Circuit Breaker is off (by mistake)	Lift lid of Pressure Pump circuit breaker to see that it is ON.
Same symptom.	Pressure pump is broken.	Call garden managers.
Pressure low at your hose.	Others have watered ahead of you. The blue pressure tanks are filling.	Wait 14 minutes.
Same symptom.	You can't wait for pressure to build up.	Take water from the hand-pump barrel system in the center of garden.
Same symptom.	You are using a nozzle or small bore hose.	Remove nozzle or use a bigger hose.

Water all over shed floor on arrival but pump not running.	Leak in the system.	Call Garden Manager. Don't turn water system on.
Water pooling on the shed floor after system on.	Leak in system.	Turn Pressure Pump OFF. Call a garden manager. Tell gardeners the system is off.
Pool of water near one of the gardens.	PVC pipe may have been punctured.	Ask for help to turn off the cut-off valve under the round green lid valve at the head of your section's radial path.
Pool of water at the hose stanchion.	Leak at faucet.	Ask for help to turn off the cut-off valve under the round green lid valve at the head of your section's radial path.
Same symptom.	Leak at hose connection. May need new hose washer.	Replace hose washer. Spares in the Lucite drawers in shed.

Note: The well pump often takes some time to be powered by the solar panels when the float valve tells it to turn on (the sun is shining.) Gently shake the intake white pipe that feeds the cistern. Go in shed and see if the Well Pump black monitor has red numbers or green lights rising in the diagram representing the well. If nothing happens, tell others there is no water. Notify a manager.

**Telephone Numbers: Garden managers/members who know how the system works**

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