

American Water Treatment

TROUBLESHOOTING TIPS

If these helpful tips do not resolve your current problem, please give us a call for service.

For brown or yellow water:

Make sure salt is in the Brine Tank and all timers are set to the current time of day. Also check that you have power to the units. Once all is in order, do a manual backwash or regeneration. Make sure you are not using water at the same time you are backwashing a unit.

For customers with Autotrol equipment:

If you hear continuous water flowing from the unit and there are no leaks, it is most likely stuck in the regeneration cycle. This can be confirmed by removing the cover from the control head and looking at the small knob or button in lower left hand corner. The black or red arrow should be pointing straight down in the six o'clock position. If it is not, take a screwdriver and push it in and turn it counter clockwise to the exact 6 o'clock position.

For all units:

If neither of the above solutions works or you have no water pressure after the equipment, put the equipment in bypass mode until you can get further assistance. You do this by locating the bypass valve on back of the equipment where the plumbing comes in. On older units you have a white and black button. You just press in the black part of the button and the equipment will be in bypass. On newer models you have two knobs that say bypass. You need to turn the knob 90 degrees clockwise to put those into bypass mode.

Sebastopol 707-823-4685 Santa Rosa 707-575-1757 Petaluma 707-763- 5143