



FAULT FINDING

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Fault finding

WATER

Fault	Cause	Remedy
Water not flowing from any tap when operated but pump runs	Freshwater tank empty Pump wired in reverse Pump not primed Pipe inlet or outlet pipe disconnected Pump pipes restricted by kinking Blockage in pump inlet or outlet pipe Blocked in-line filter of pump filter Air leak in suction line to pump	Check Check wiring, refer to pump manufacturers instructions Refer to pump manufacturers instructions Check connections Check pipes run Check, starting inside freshwater tank Dismantle and clean Check for bubbles & secure with clip
Pump does not run	Pump or tap incorrectly wired Pump fuse blown Battery disconnected Pump seized or overheated Pressure pump sensing switch may have failed Contacts may be faulty Wiring connections may be faulty	Refer to pump/tap manufacturers instructions Check wiring connection and then replace with fuse of correct rating Check connections Refer to pump manufacturers servicing instructions Refer to pump manufacturers servicing instructions Check contacts in plug and socket are clean and making contact Check wiring connections
Water flows from cold tap but not from hot	Feed pipe to water heater incorrectly connected to the heater outlet Blockage in hot pipeline Heater inlet or outlet pipes kinked preventing flow Hot tap not connected Hot tap failed or blocked Heater non-return valve jammed	Refer to installation instructions Disconnect pipes and inspect Check and re-route if necessary. Ensure that hose is Carver recommended type Refer to installation manual Disconnect and inspect Seek service attention

Fault	Cause	Remedy
Water flows from hot tap but has reduced flow from cold	Cold water pipe kinked preventing flow Blockage in cold pipe line Cold tap not connected Cold tap failed or blocked If a water filter is fitted, the cartridge is exhausted	Check and re-route if necessary Disconnect pipes after 1st Y connector and check up to tap Refer to installation instructions Disconnect and inspect Replace cartridge
Reduced flow from both hot and cold taps	Battery condition low causing pump to run slowly If new taps have been fitted they may be restricting flow Pump needs servicing Partially blocked pump filter or in-line filter, if fitted Pump outlet pipe kinked restricting flow Water leak	Check battery state of charge, refer to electrical supply note Disconnect and check that they have at least 1/4" (6.3mm) bore Refer to pump servicing instructions Dismantle and clean if necessary Check and re-route if necessary Check all water connections
Reduced flow from either tap	Y' connector(s) fitted incorrectly Pipe kinking restricting flow Bore size difference in taps	Refer to installation instructions Check and re-route if necessary Use taps of equal bore size
Warm water flows out of cold tap	Hot water back-feeding into cold line, usually if mixer tap or single outlet hot and cold taps being used	Fit non-return valve in cold supply, near tap
If pump motor runs steadily and will not stop	Battery voltage may be too low (below 10.5 volts)	Check that there is water in the container Adjust switch and/or re-charge battery Check all connections in pipework



Fault finding

GAS

Fault	Cause	Remedy
Hob does not light	No gas Air in pipe	Check level of gas in bottle Check gas bottle valve is on Check gas taps are on Purge system Refer to hob manufacturers instructions
Oven does not light	No gas Air in pipe	Check level of gas in bottle Check gas bottle valve is on Check gas taps are on Purge system Refer to oven manufacturers instructions
Space heater	No gas Over gassed Air in pipe	Check level of gas in bottle Check gas bottle valve is on Check gas taps are on Check exhaust outlet is clear Turn off appliance, wait 2 minutes and try again Purge system Refer to space heater or boiler manufacturers instructions
Fridge does not light	No gas Air in pipe	Check level of gas in bottle Check gas bottle valve is on Check gas taps are on Purge system Refer to fridge manufacturers instructions
Water heater does not light	No gas Air in pipe	Check level of gas in bottle Check gas bottle valve is on Check gas taps are on Purge system Refer to water heater manufacturers instructions

CASSETTE TOILET

Fault	Remedy
Bowl does not drain when toilet is flushed. Cassette is overfilled	DO NOT REMOVE CASSETTE. While inside the caravan turn flush knob anti-clockwise to open valve blade and leave it in the open position. Open access door on side of caravan. Rotate pour-out spout outward. Place appropriate size container under spout cap. Remove cap carefully. Allow bowl contents to drain into container. This will lower the water level in the bowl. Replace cap and return pour-out spout to stored position. DO NOT REMOVE CASSETTE. Go inside the caravan and turn the flush knob clockwise to close valve blade. Now, the cassette may be removed following the normal removal and emptying procedure.
Odours	Use proper amount of holding tank deodourant specified on bottle.
Toilet tissue does not fit into compartment.	Since some tissues are supplied on larger rolls, it may be necessary to use some tissue before storing into compartment.
Soiled bowl after flushing	Partially fill bowl to cover soiled portion of bowl. Next flush will dissolve waste. Tip: Leave valve blade open during use.
No power to add water to toilet bowl	Check cassette safety sensor switch and fuse-holder for proper engagement and operation. Note: Cassette has to be removed to reach switch and fuse. Insert cassette and try adding water to toilet bowl. Toilet can be flushed manually. Add water. Add water to bowl from a separate container. Turn flush knob anti-clockwise to open valve blade. Turn clockwise to close valve blade.
Cassette cannot be removed	Check for obstacles under retaining clip. Depress retaining clip several times to check operation. Remove cassette. Flush knob and valve blade in partial open position. Close valve blade by moving knob clockwise. CAUTION: If valve blade is open during cassette removal, severe damage to system can occur. Never force insertion or removal of the cassette tank.
Valve blade mechanism sticks or is hard to open	Spray light film of silicone on blade.
Major unit malfunction	Contact your original Caravan Dealer.



