

6. Water Pump & Sewage Pumps – Fault Finding and Replacement Procedure.

Method of works

- Assess pre-works information. Including Asbestos information and report.
- **Undertake Risk Assessment of the property on arrival and write it down including your name, property address, date and time of arrival and surrounding areas details if required, if an incident has occurred.**
- If any works are to be undertaken within a confined space, first can this be avoided and if not a safe system of works is to be put in place with rescue plan before any works and works are to be undertaken by confined space trained persons.
- **Water Pump fault finding.**
 - First check with the resident what the water pump is used for, is it for the hot water system/ heating system, shower pump or to remove storm water from a below ground level holding tank/manhole?
 - Secondly check if there is a mains power supply to the pump to provide power from the main consumer unit to the pump working. If there is no power and all of the switches are on, then contact the office to arrange for an electrician to attend site as there could be a faulty connection in the connection cable.
 - Thirdly if there is power but it is still not working then it could be one of these issues.
 - Shaft or propeller stuck
 - Pump blocked with dirt
 - Airlock in the system
 - Incorrect installation of the pump
 - Leaking pump
 - On rare occasions a pump cannot turn off, fault in PCBs, overrun stat faulty & mid position valve sticking.
 - Fourthly you contact the office to send out the plumber/Gas safe engineer to check and if required replace the pump.
 - The above check should be followed for any water pump.
 - There are other water pumps in different situations, like bore holes, these normally require specialist pump companies like AMOS Pumps 01208 72613 or 01326 573341.
 - Plumb base can supply new pumps. Some contact details noted next.
 - Plumb base Bude 01288 350980, Exeter 01392 204520, Redruth 01209 377400.
 - Finally ensure the resident is aware of what will happen next and provide a guide time scale, and determine if a temporary measure is required in the short term.
- **Sewage Pump fault finding.**
 - First check to see if the pump has a power supply, undertake the same checking as per water pumps.
 - **How do you check a sewer pump?**
 - When the water level trips the float, the float's plug "opens" to give power to the motor's cord. If you want to **test the pump** manually, find the outlet that the cords are plugged into, unplug the motor's plug from the floats and insert the motor's plug directly into the outlet, bypassing the float.
- **How do you troubleshoot a septic pump?**
 - Shut off the breaker for the septic pump at your home's electrical panel.
 - Unplug the effluent pump from the electrical outlet.
 - Remove the manhole cover from the septic tanks pump chamber and set it aside.

- Locate the union that releases the septic pump from the rest of the plumbing and disconnect it.
- **Once you have undertook all of the normal checks and still not working, contact office to ask for pump specialist to attend site.**
- **Check with resident on the issues that will be caused if the pump is not working and try and obtain a temporary solution.**
- **Advise the resident on possible time scales of repair or replacement.**
- **Water pump replacement.**
 - This is to be undertake by a trained competent person who is in the approved list of contractors whom work for the company.
 - AMOS Pumps 01208 72613 or 01326 573341.Cornwall could be used and add to the system
 - Wenen Ltd admin@wenen.co.uk 07790 941635
 - Or another company from the approved list of contractors listed.
- **Sewage Pump replacement.**
 - **All as per Water pump replacement.**
- PPE to be worn as per MSDS – gloves, visor coveralls, RPE. All as required.
- Leave all work areas clean, tidy and free of debris.

See additional docs

Working at Height
 Electricity at work regs 1989.
 HSE confined spaces 01/13 INDG258(rev1)
 Safe work in confined spaces Confined Spaces Regulations 1997
 COSHH

Risk Assessment

Hazard	Control Measures
Falls from height	See Working at Height
Slips Trips and Falls	The site will remain tidy at all practicable times. All designated access/egress routes shall be kept free of slip and trip hazards, and obstructions. All equipment is switched off and/or isolated when unattended. All material that could potentially cause injury is either secured behind barriers or removed from site. WMS to ensure adequate signage is put in place, specifically around any trailing hoses.
COSHH	When using any chemicals, the COSHH safety data sheet will be followed to ensure that the safe working practice is followed. This includes storage and use, including the correct use of PPE. Common material sheets are within this document. WMS shall work in strict accordance with MSDS and product data sheet. Product to be safely poured into cleaning tank within van, no undiluted chemicals to be brought onto site. Chemicals to be secured away, eliminating risk to public.
REG 8	Care is to be taken when working near any flues. WMS and subcontractors are to ensure that no flues/ventilation points are blocked (i.e. taped off/netted etc.), and that Reg 8 Gas Safety is adhered to at all times.

Manual Handling	Correct lifting techniques are to be used at all times when moving equipment, materials or any heavy loads. Paying particular attention when lifting (stable stance, good grip, keep load close to your waist and do not flex your back).
Hygiene	Good personal hygiene is a necessity washing of hands prior to any breaks (food – ingestion).
Vulnerable Persons	WMS are to ensure the level of communication with residents is of top order. WMS will need to actively manage all risks/hazards and ensure appropriate signage and communication is in place to ensure residents do not access work areas. Strict segregation of areas required to ensure safe working practices are followed. WMS to ensure all windows are closed before cleaning works take place.
Asbestos	All operatives are to be Asbestos awareness trained. Asbestos surveys are to be and referred to before any works commence. Tradesmen are to remain vigilant at all times when onsite and if any additional suspect materials are identified, site manager is to be informed immediately
Confined Space	Avoid any works within confined spaces if possible. If this is not possible and works are to be undertaken within a confined space, no works are to start without a suitable and sufficient safe system of works being put in place including a rescue plan. There will also be a confined space permit put in place before any works start. The works are to be undertaken by confined space trained persons only. Specialist RPE & PPE may be required also to undertake the works safely. See Confined Space Procedures.

PPE

