



Booster Sets & Common Faults

Usually a booster set pumps cold water, although they can also pump hot water, softened water, processed water or even grey water in the case of a rainwater harvesting system. The main purpose of a cold water booster set is to supply water to a building, commonly where water storage is required or mains water pressure is not sufficient to reach the top of the building or to meet demand.

For example, in the case of a high rise building, the mains may only provide one bar of pressure, this amounts to roughly ten metres of height when pumped. In this case, a booster set would be used to provide enough pressure for the liquid to reach all water points.

Some buildings also require water storage, so that there is enough water to meet demand and to be used as a break in a water system. This helps alleviate the risk of contamination.

Booster Sets - Problems/Solutions

Problems	Solutions
<p>Pump provides no water due to not cutting in If the pump is not cutting in, then the pump will not function at all. Possible causes are:</p> <ul style="list-style-type: none">• No mains power• Water in the break tank• Pumps have tripped out• Pumps are air locked• Pressure sensor failure• Pressure switch failure• Inverter failure• Control panel faults• Contactor failure, electronic module or timer failure• Motor failure• Cavitation pump	<p>If you are unable to diagnose the problem yourself, we can send an engineer to conduct a full inspection and service visit. We should be able to diagnose the cause of the failure within an hour and can recommend a solution. A repair, upgrade or replacement may be needed.</p> 

PERFORMANCE UNDER PRESSURE

Dura Pump Limited 4 Scotia Close, Northampton NN4 7HR.



Booster Sets - Problems/Solutions

Problems	Solutions
<p>Lack of pressure</p> <ul style="list-style-type: none"> • Unit not cutting in (as with the previous problem) • Pumps air locked • Non-return valve failure • Incorrect pressure settings • Failed pressure reducing valve • Pumps running backwards 	<p>Check to make sure the pumps are running correctly and then run a full service check to discover and rectify the issue.</p>

Problems	Solutions
<p>Noise/Vibration</p> <ul style="list-style-type: none"> • Bearing failure • Foreign bodies in the pump • Non-return valves closing • Poorly supported and installed pipework 	<p>For an older pump, an engineer is needed to replace the bearing. If a new bearing has failed, the chances are that there is a bigger issue and we can help find the cause.</p> <p>If there is contamination, the foreign body needs to be removed and the tank cleaned. If the contamination has caused further damage to the pump this will need further work.</p> <p>Noisy non return valves can usually be replaced with quieter ones.</p> <p>All of this would be checked in the Dura Pump Proserv maintenance contract, so it's worth considering a maintenance contract.</p>



Preventative Maintenance

We will recommend what's needed and how often, depending on your site(s) and equipment.



Online Portal Asset Management

Dura Pump Connect Portal: a comprehensive online portal storing service reports, certificates, asset history location, details and more.



Technical Support

Telephone support from our expert team helps you to solve issues as quickly as possible.

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Booster Sets - Problems/Solutions

Problems	Solutions
<p>Leaks</p> <ul style="list-style-type: none"> • Wear and tear • Age • Contamination 	<p>For a torn or worn mechanical seal or a deteriorated O-Ring due to age, the best solution would be to have a service engineer fit a replacement. The pump might also have some corrosion, which can be remedied but it may need a replacement. We would take the pump back to our workshop to find the problem and most economical and cost-effective solution. In the case of contamination, the tank and water source needs to be checked. If the debris has caused a tear in the seal, causing the leak, this will need to be replaced. Something small in the pump like a piece of grit can scratch the surface of the pump and cause a tear or break in the seal.</p>

Problems	Solutions
<p>Warm water coming from cold taps</p> <ul style="list-style-type: none"> • Non-return valve failure • Failure or lack of non-return valve between the hot and cold water system • Lack of lagging on pipework • Pumps not cutting out which is a control panel fault • Hydraulic accumulator failure 	<p>A full-service visit will troubleshoot the problem. With a non-return valve failure, we would need to further investigate and a replacement may need to be found.</p> <p>We will check:</p> <ul style="list-style-type: none"> • If the correct pipe insulation is in place and update or replace. • Control panel faults, sensor faults and hydraulic accumulator failures <p>Our full service visit would highlight where repair or replacement is needed. We would also then recommend regular maintenance.</p>



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Booster Sets - Problems/Solutions

Problems	Solutions
<p>Legionnaires & Contamination</p> <ul style="list-style-type: none">• The pumps are not stopping• Poor maintenance or treatment of break tank and the water in it• Water in the tank has bacteria in it• Foreign bodies in the tank	<p>The problem of Legionnaires and contamination in pump systems comes down to the management and cleaning of assets.</p> <p>The main solution is regular maintenance and there are several legal requirements for the maintenance of break tanks.</p> <p>To correct any possible contamination, the tank and system should be drained, chlorinated and tested by qualified and certified engineers.</p>

Problems	Solutions
<p>Inconsistent pressure</p> <ul style="list-style-type: none">• Hydraulic accumulator failure• Pressure-reducing valve failure• Non-return valve failure• Loose wiring and faulty sensors	<p>With inconsistent pressure, the best way to troubleshoot is to have a full service call which will diagnose the system error properly. The solution will probably involve servicing, repair or replacements. The full service will also discover if the hydraulic accumulator has failed.</p> <p>Non-return valves, accumulators, pressures switches and sensors can all be susceptible to natural wear and tear and age.</p>

Booster sets, like any pump system, can experience issues. If you need help contact us and we'll get your system up and running as soon as possible.

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