



Troubleshooting leakage

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Leakomatic 1000
Leakomatic 1100
Leakomatic 1200
Leakomatic 2000
Leakomatic M4 / M4i

Introduction

This is a troubleshooting guide for identifying the cause of a leakage alarm as a Leakomatic customer. The most common causes for alarm are often those you can fix yourself without contacting a specialist.

If you are unsure of how to work with the various procedures in our guide, first do the steps that you can handle yourself and then contact a specialist or your insurance company for help and advice. Insurance companies often provide advisers who can help you free of charge.

Flow Test Alarm

The Flow Test gives an alarm when the water has been flowing (flow ≥ 1 ml/s) longer than the set time.



Flow leakage can in a short time leak out large volumes of fresh water. Do not reset the flow alarm before you've identified the reason for the alarm.

Quick Test Alarm

The Quick Test reacts when the water usage has been abnormally frequent during the last hour, e.g. if a faucet has not been turned off in a proper way after the last usage.

The Quick Test is safe to reset. If the alarm recurs repeatedly, you should investigate the cause more thoroughly. Leakomatic might have detected a new leak, which in this case also will be identified by the Tightness Test within 24 hours.

It is also possible that your water consumption has increased by natural causes, and you may need to adjust the sensitivity of the Quick Test. For instructions, see the user's manual.

Tightness Test Alarm

Tightness Test performs a long-term analysis of the pipe system and alarms when there are indications that the pipe system is leaking. Remember that the pipe system consists not only of pipes, but also of appliances that use water, such as toilets, showers, ice machines, washing machines, dishwashers, humidifiers, etc.



If the Tightness Test alarm returns after resetting you should not reset the alarm again until you've identified the reason for the alarm

Due to the long duration of the analysis, very small leaks are detected at an early stage. It is important to identify these as early as possible as a small leak often hides the existence of larger leakages.

Step by step

1. Check all toilets
 - a. Inspect the inside of the toilet bowl. A thin streak of water or a small movement on the water surface may be indications that the tank does not hold tight. Sometimes also the refill mechanism can be jammed.
 - b. Shut off the stopcock or the Ballofix ball valve of the water pipe leading to the toilet bowl and see whether the alarm clears and whether the alarm condition repeats itself.

2. Check all taps and appliances
 - a. Check that all taps and shower faucets are properly turned off.
 - b. Check that there are no leaks in the fittings or pipes in the bathroom and kitchen cupboards
 - c. Turn off the water supply to all appliances (e.g. ice machines) with water connections and see if the alarm condition stops.

3. Check all garden hoses and outdoor taps

Hoses and fittings can be damaged if you leave them with pressure for a longer period of time. During the winter months there is a risk for ice plugs which can cause leakage when the weather gets warmer again.

4. Check the water heater
 - a. Check the water heater and its connections.
 - b. Check to see if water flows out of the pressure safety valve of the water heater

Once you have located and removed the cause of the alarm, reset the alarm.

Leaks in in-built pipes or hoses can be very difficult to detect and may require special tools. When in doubt, contact a qualified installer or your insurance company for advice on how to proceed.