

WATER FLUSHING INSTRUCTIONS

Most water issues can be resolved by flushing the service line from an outside spigot/faucet. Avoid using your hot water until the cold water has cleared.

Outside flushing procedure

- Locate an outside spigot/faucet closest to the water meter.
- Run the water with the faucet all the way open for 10-15 minutes.
- A hose may be attached to redirect the water to avoid waste. However, make sure you allow the largest amount of water to flow. Attachments should be removed from the end of the hose allowing for a higher water flow.
- Wait 30 minutes to an hour without using any water, if possible, to allow the water in the main to settle after flushing.
- Check water for clarity. If there is a noticeable difference in your water, it means the flushing process is working.
- If needed, flush for another 10-15 minutes.
- In most cases, the water will clear on the first or second flushing. However, a third flushing may be required, especially when the clarity improves with each flushing.

Internal Flushing

In some businesses or apartment buildings, an outside spigot **may not** be available. In this case, flush the system using an inside faucet on the lowest level.

Inside flushing procedure

- Use the faucet closest to the water meter if possible.
- Remove aerator (screen) from faucet (optional).
- Run the *cold water* for 3-5 minutes from a faucet on the lowest level of the building.
- Make sure the first faucet flushed is clear before moving onto the next faucet.
- Move to the next faucet and repeat procedure until all the faucets have been flushed (including the tub and shower).

If the problem is with the hot water line, advise the customer to flush their hot water heater. Specific instructions on how to complete this process can be found in the customer's Manufacturer's Instructions.