



FRESHEN UP THE RV FRESH WATER SYSTEM

By: Mike Bunal
ARTIS PRODUCTS

The weather is finally warming up, trees are turning green, and crocuses are in bloom. RV'ers are getting ready for their first outing of the year to their favorite destination. As your customers start to call your service departments and make appointments to de-winterize their RV, it is essential to deliver a positive experience that ranks your service department a 10 and that will ensure you a customer for life. RV'ers want to have a relaxing weekend or vacation without having issues with an important internal support system of the RV, such as the fresh water system.

Too many times a fresh water pump prematurely fails because it isn't properly maintained. The fresh water tank can become green from algae and can obtain a foul odor from lack of sanitization or from a water filter that has not been changed since owning the RV. Having clean, fresh drinkable water is essential and most RV'ers do not take the time to sanitize their water systems. Many RV'ers believe that if they have not frequently used the RV that the water tank and filter should be in good working order. However, this is rarely the case.

Having the fresh water system cleaned and maintained in your RV is as important as having the oil changed in the vehicle that you drive. Setting up a maintenance schedule by months, as opposed to miles in a car, is a helpful way to remind your customers to get their RV serviced regularly. Sanitizing and cleaning the water system is an important part of the recommended maintenance needed on your customers' RVs. To ensure that this is done correctly, we at ARTIS wanted to provide you with some helpful information on how to properly care for your water system.

Steps to Freshen Up the Fresh Water System:

1. Ensure the RV has fully charged batteries and/or is hooked up to 115V power source.
2. Before filling up the fresh water tank, check the water pump strainer at the pump. Inside the strainer is a stainless-steel screen that should be removed and cleaned. It is important not to allow any dirt or foreign particles to pass through the strainer into the water pump when removing the screen. Foreign particles will cause the water pump not to prime and may also cause faucets to leak. **If the water pump does not have a strainer, ARTIS recommends discussing the importance of one with the RV owner, and having a universal strainer installed. Make sure the instructions are read for proper installation.** ARTIS products offers two strainers shown below: ARTISSTR01T and

ARTISSTR01B. Feel free to contact us or visit our website at artisproducts.com to learn more.



ARTISSTR01T



ARTISSTR01B

3. Turn on the fresh water pump to verify it is running. If you hear the pump run, it has power and can be turned off at this point. If not, check the fuse and electrical connection at the water pump. NOTE – running an RV fresh water pump dry does not cause damage to the pump.
4. If the RV has a house filter or a point of use filter such as a drinking faucet, remove them before sanitizing.
5. Replace with a new filter as a last step to freshen up the water system.

Cleaning and sanitizing the fresh water system is important. This should be completed prior to storage and again when de-winterizing the RV. Check the vehicles owner's manual for specific instructions.

Sanitizing Steps:

1. The sanitizing solution for fresh water tanks consists of a water and chlorine solution, using common household bleach.
2. First, the Service Technician needs to determine the size of the fresh water tank that will be sanitized. For this example, we will use a 60-gallon tank.
 - Use 2 ounces of bleach for every 15 gallons. With a tank size of 60 gallons: $60 / 15 = 4$ units. 4 units x 2 oz of bleach = 8 oz of bleach needed to sanitize a 60-gallon tank.
 - 1 ml of bleach per liter tank size: 300-liter tank = 300 milliliters of bleach to be used for sanitizing.

This mixture puts a 50 PPM residual chlorine concentration in the water system that will kill harmful bacteria, viruses, and remove slim forming organisms. It is recommended not to use a higher level of concentration greater than 50 PPM as damage may occur to the water pump, water lines, and water tank.

3. Mix the bleach with fresh clean water in a container, such as a gallon jug. If the tank is filled through a pressurized fitting, pour the bleach into the hose before attaching the hose to the city water entry.
4. Pour the bleach solution into the tank and fill the tank with fresh potable water. Rock the RV back and forth to coat top and sides of the tank.
5. Turn on the power to the water pump. Open all the faucets both hot and cold, inside and outside showers, and lastly flush the toilets allowing the water/chlorine solution to flow and purge any air in the system. Once the water flows smoothly at the faucet and a bleach smell is detected, turn off the faucets. Allow 4 hours of contact time to disinfect completely.

6. Drain the tank and flush it with fresh water. Refill and flush the system once or twice until the odor of chlorine has decreased. The residual chlorine odor and taste is not harmful.

Checking the Flow of the Water System:

1. Now that the water system has been freshened and clean fresh water is in the holding tank, it is time to check the water flow at each fixture.
2. Faucet aerators can become clogged, causing the water pump to cycle on and off excessively, resulting in the pump running louder.
3. Turn on each faucet one at a time to determine which faucet causes the pump to run louder or cycle excessively. Clean the aerator and flow restrictor.
4. Now that the fresh water system is clean and sanitized, the last step is to replace the water filter if one was removed at the start of sanitizing.

There are many different types of water filters; some that are good, others that are better, and the best of the best. Which level you should use depends on the customer's preference of what they want to achieve in terms of filtration and water quality. When filling the fresh water tank, it is a good idea to use an outside filter that can be connected to the water hose. The outside water filter will ensure that dirt or foreign particles do not contaminate the fresh water tank and will help keep your water pump running efficiently.

Now for the important part, have your Service Department setup a maintenance schedule for your customer. This should be scheduled a minimum of 12 months out. Maintaining your customer's RV not only gives the customer enjoyable excursions, but also provides you a happy, loyal customer. Hey, who knows, maybe the next time your customer comes in for maintenance, they leave your store with the new RV that they've been dreaming about. Happy Camping!