



## WATER ISSUES AFTER A SHUTDOWN

To facilitate repairs and renovations, we must occasionally shut down and drain our hot and cold-water pipes. Unfortunately, water cannot be shut off at a specific unit as our property is designed such that all water lines are interconnected between units. Our intention is to consolidate repairs and renovations to reduce the number of shut-down days each month. For scheduled work 48-hour notice is given, and the shut off window is typically from 10am to 2pm.

**A consequence of shutdowns is that residents can occasionally experience issues after water service is restored. The magnitude of these issues depends on how long the water is off, the location of your unit and other factors. These issues, their explanations and some suggested solutions are outlined below.**

### Air in Hot & Cold Water

Air is introduced into the pipes when water is drained. When the water is turned back on, it replaces the air, and both will be expelled from your faucets until all the air is fully replaced with water. This is harmless and should stop relatively soon after you use your faucets and flush toilets several times.

### Brown/Dirty Water

If the hot and/or cold water coming out of your tap is dirty (visible brown tint or you see actual sediment in a sink) this is from sediment that was in the pipes and is dislodged and combining with the water stream when the water is restored. This is natural sediment that exists in all pipes and although not pleasant, isn't harmful. To help return the water to a clear state you can turn on faucets (sinks, tub fill, shower) in your unit and let them run until the water is clear. Most residents do this after a shutdown and water can clear usually within minutes.

### White/Milky Hot Water

If primarily the hot water is murky white or cloudy, this is usually a result of micro bubbles. When water is restored and the pipes are back under pressure, any air in the pipe is compressed and dissolves more easily in the hot water. When you turn your hot water tap on, water exits and is no longer under pressure. Consequently, the air expands and becomes visible as small water bubbles (murky white). This is not a concern and will dissipate over time as the pipes fill fully with hot water and air is expelled.

### Tepid Hot Water (from any faucet)

When hot water pipes are drained and subsequently service is restored, it takes time for the hot water to replenish, circulate and for the temperature to return to normal. During shutdowns, the empty pipes cool and when hot water starts to recirculate, the cold pipes absorb the heat reducing the temperature temporarily. If you have tepid hot water only at the shower or bathtub, see "Shower and Bathtub Only" below.

### Shower & Bathtub Only: No Hot Water or Low Hot Water Pressure

If in your shower or bathtub (not sinks) you have no hot water or low hot water pressure, this can be caused by a broken temperature regulator located in the wall behind the faucet handle. If your shower or bathtub faucet is original to the unit (has never been renovated or replaced) and you are experiencing this in the shower or bathtub, please contact the property manager for an inspection. If it is found to not be working and it is the original device, the HOA will replace it. If it is not the original unit, repair or replacement is the owner's responsibility to replace and must be done during a scheduled water shutdown.

## **Low Water Pressure (equally in both hot and cold at the same faucet)**

If water pressure seems low from a specific faucet in your unit, it could be that the faucet's aerator and/or flow restrictor is partially clogged with sediment. Sediment is dislodged in the water pipes when they are drained and refilled. Each shutdown can add more and more sediment and small particles that can build up in the flow restrictors and aerators. Over time this can result in reduced flow.

The aerator is a small perforated screen which adds air to the water stream. The flow restrictor limits the amount of water flowing out of the faucet. Usually they are combined in one unit which screws onto the tip of your faucet. If you have pull out or pull-down faucet (the head has a spray feature) then the flow restrictor is within the attachment.

Removing the flow restrictor and/or aerator, cleaning and reinstalling them can restore your original water flow. In many cases the homeowner can learn to do this themselves. In other cases when you don't have the skills or tools, you should hire a licensed professional to avoid faucet damage.

## **Other Water-Related Issues**

If you experience something that is not listed here and it is not an emergency, speak with the property manager for further assistance.

**If you see or experience any Water Emergency (leak, sprinkler triggered, pipe break) call:**

### **Onsite Building Manager**

**M-F 9am-5pm**

**415-931-6423 (Office Phone)**

### **Bay West Property Management**

**M-F 9am-5pm**

**415-345-1270**

### **Evening Security**

**Daily 9pm-8am**

**415-535-4785**

Bay West Property Management After Hour **EMERGENCY RESPONSE 415-445-2132**

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