

WATER WELL OWNER'S GUIDE



LEARN HOW TO TAKE CARE OF YOUR INVESTMENT

I. Well houses

IV. Maintenance

II. Freeze protection

V. Water testing & treatment

III. Parts of the well

VI. Service & Repairs

Well houses

If your well has a tank and/or a neutralizer or any form of water treatment, you NEED to have a well house built over it.

Once your neutralizer has water flowing through it, it can grow algae inside if it is exposed to any sunlight, so your well house needs to be completely dark and insulated to help hold in heat during the winter. Pump houses should be built airtight and insulated completely with thermo-ply insulation. Fiberglass insulation will get wet and fall to ground.

We recommend a pea gravel or dirt floor around the well rather than cement so that you have drainage. Pump houses can be made of most any material you choose from brick, wood or metal. Just consider the door needs to be large enough to remove the tank in the future. The pump has to come straight up from the 4" well one day when it has to be replaced, so keep all rafters and beams off the center of the well. When tin roofs are used, center a piece of tin over the well head for easy access to the pump in the future.

If you will have a tank and neutralizer, you will want your pump house to be about a 6' x 6' area so that you have room to work around the equipment for maintenance. Please remember to leave 12" to 14" above tanks and neutralizers for maintenance purposes.

*Pro tip- have your electrician wire up a regular 1-10 outlet in your well house so that you have it if needed for a heat lamp or an electric water treatment system.

Freeze Protection

Wrapping your pipes & tank will not help prevent them from freezing!

Wells without tanks typically do not freeze.

A 100-watt light bulb will produce enough heat to keep the system from freezing when insulated properly in a small well house. Do not use a florescent bulb as they do not build much heat.

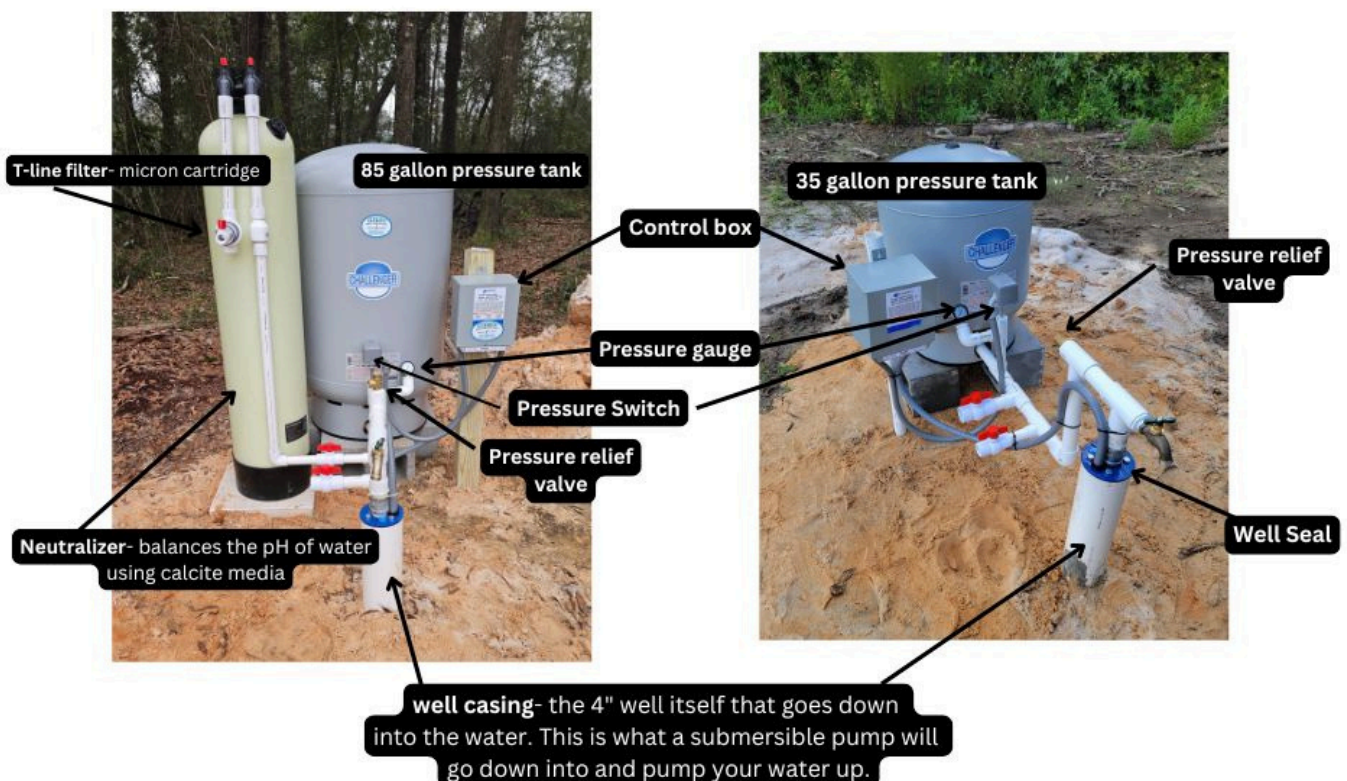
Freezing temperatures will burst pipes and rupture your tank's bladder which will void warranties.

If you have an irrigation well with a tank that you do not want to use over the winter, you can turn the power off to it and then open a spigot to drain all of the water out of the tank, but if there is any residual water or water in the fittings it could still freeze and cause problems when the well is turned back on if it has not also had a heat source on it.

Parts of your Well

Most of our parts do not come with any diagrams or manuals, so it's helpful to know what each part of your system is, especially when something is leaking and you're not sure what it is!

If your well doesn't have a tank, it may not have all of these parts, and is likely designed to be regulated by your irrigation system. Every time your pump kicks off and back on, it's using pump life and electricity, so it's important to watch for leaks and make sure your tank has the proper air pressure in it (see "maintenance" below).



Maintenance

We offer a yearly well maintenance program to remind you when your well is due for maintenance, please let us know if you'd like to get on our list!

When we come out to check your system, our technicians check the amps on the pump motor, pressure settings, air pressure in the tank, and any water treatment system we have installed to make sure they are working properly. They can also collect a water sample if it needs testing, but this would need to be requested. Tanks with low air cause the system to cycle on and off more often using more electricity and shorten the life of the pump. We recommend checking the tank label for proper PSI reading, but most of our pc111 and pc266 tanks require 36-37 PSI when completely empty of water. Neutralizers will need the calcite refilled on average once a year, and if the inline filter coming off the neutralizer becomes dirty it can be ran through the dishwasher.

All service and yearly maintenance calls are entered in our system, so we have a record of all work completed by us on your well system. The cost of the service each year will be whatever the service call fee is at that time plus parts and water treatment materials needed. As part of our yearly maintenance plan, you can receive 10% off any parts needed to repair your well in the next 12 months (to date).

Well sanitation/ chlorination can also be requested at the time of scheduling a yearly maintenance. We recommend all drinking water wells be sanitized at least every other year to kill any bacteria that may grow in the well.

Water Testing & Treatment

We offer multiple options for water testing and treatment, from in office testing to lab test collections and follow up results.

We are fortunate to have good water in most of our area, but it is consistently acidic water, so this is why we install neutralizers on most wells that will be supplying to a house. The neutralizers use natural limestone this is crushed into calcite media which will balance the pH of the water so it doesn't rust or corrode copper or metal fittings in plumbing or appliances used in homes. Trust us, it's cheaper to maintain the calcite media level each year than to have to redo plumbing or buy new appliances!

Have concerns about your water? We offer free in office testing for iron, pH, hardness, TDS (total dissolved solids), and tannins. You can bring in a fresh, same-day sample from the well head to have it tested, and if there is anything that needs to be corrected we can work to get an estimate for a treatment system.

Want lab testing? We can collect your water samples and have them submitted to our lab if you are wanting to test for coliform bacteria, lead, or nitrates. Please give us a call for more information and pricing.

Service & Repairs

Did your well stop producing water? Time to call us!

Our office hours are 7:30-3:30 Monday-Friday, and we also have a drinking water emergency line for weekends and holidays.

Please call us with information about what is going on and let us know what your well is supplying so that we can prioritize emergency situations such as drinking water supplying to houses or livestock.

Does your well have a bad leak that won't stop?

Please turn the well off at the breaker until we can get there so your pump is not kicking off and on. Once any water has ran out of the tank, the water should stop leaking.

Our Policy:

When you schedule a service call with us, it is our policy that someone is on the property while we are there, and our technicians must also be able to collect for services while on site.

Warranties

All warranties are for manufacturer defects ONLY. Any systems with a tank must be properly protected in an insulated and heated pumphouse to be eligible for any warranties.

All warranties are from date of install with 1 year labor warranty.

Tank: 5yr Submersible pumps: 3yr Neutralizer: 1yr Control box: 1yr VFD: 2yrs 2" pumps: 1yr

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