



My Handyman Bo
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To Whom It May Concern,

Just a quick note to explain the excessive water usage at 475 McGarrell Dr. # 20.

I received a phone call from Lynne Stein on July 5/2011 asking me to have a look at her water operated sump pump manufactured by Burcam, model #300402. This unit works without electricity and is hooked up to the municipal water supply and in case of hydro failure it will activate a valve which in turn allows city water to flow into the sump well and creates a vacuum to allow it to remove the sump water via negative pressure. I have installed many of these units without any problems whatsoever. In this particular case the automatic flow control valve malfunctioned and allowed water to creep into the well causing the electric sump pump to evacuate the water. This of course being a normal function the homeowner did not notice the excessive water usage. I only noticed it after my inspection because the small red diamond on the water meter was creeping ahead very slowly. At that time I shut off the water supply to the Burcam pump, until I was able to secure a warranty replacement part from the manufacturer.

After installing the new automatic flow control valve I ascertained that all was functioning as should be. This replacement part was installed August 3/2011. The very next day I again received a phone call from the home-owner informing me that she heard water running. I again returned to her home and she told me that the water would run approximately every 18-20 minutes for a period of about 5 seconds. This was quite noticeable to her because of the heightened awareness caused from the previous experience. I listened for the sound of water, although I did not expect the water to be coming from the sump pump. After a period of time I determined that the water flow was due to a different source. I suggested shutting off the water to the main floor toilet and after about 3 hours the tank was completely empty. This indicated to me that we were dealing with a faulty toilet flush valve, which I replaced on August 9/2011.

At this point we seem to have stopped the two sources of excessive water consumption. In all fairness to the homeowner, I can not fault them for not being aware of the situation, as both instances were fairly subtle.

If I can be of any further assistance please feel free to contact me directly at the above number.

Bo Grahl

