

TROUBLESHOOTING WATER PRESSURE

LOW WATER PRESSURE

To help determine the problem, we recommend you try them in this order.

1. BYPASS YOUR WATER SOFTENER



- It is common for a water softener to restrict the water flow (low flow or no flow) when it begins to fail. When bypassing your water softener, if flow is restored, it's your softener. You can find a video tutorial for bypassing your water softener on our website at burnsvillemn.gov/watermeter.
- If your softener is the issue, try using a water softener cleaner before hiring a repair person or replacing the softener.

2. CHECK YOUR FILTRATION SYSTEM

Do you have a filtration system? If so, the filter may be plugged. Check both water valves and make sure they are open all the way.

3. REPLACE THE PRESSURE REDUCING/REGULATING VALVE (PRV)

If it is not one of the items above, it is likely that your Pressure Reducing/Regulating Valve (PRV) needs to be replaced. Replacement is part of the plumbing system which is owned by the homeowner. Find information on what and where to purchase a replacement in the provided Water Meter Guide or on our website.

HIGH WATER PRESSURE

A pressure gauge is available at most home improvement stores. If applicable, attach the gauge to a laundry tub with threads on the faucet and turn on water. Or attach the gauge to an outside hose bib and turn the water on.



- If pressure is high (over 75 psi), your Pressure Reducing/Regulating Valve (PRV) may need adjustment or replacement
- The PRV is bell shaped with a screw in the top and is mounted near the water meter. There is a nut which needs to be loosened to do the adjustment and tightened again when you are done.

Adjust PRV – Recommended pressure: 70 psi



Decrease Water Pressure
turn the screw to the left
in small increments



Increase Water Pressure
turn the screw to the right
in small increments

Check the pressure gauge as you turn the screw. Turn it until you reach your desired pressure. If turning the screw does not adjust the pressure, replace the PRV.

VIDEO TUTORIALS

Not sure where to start? Visit our website for video tutorials on adjusting your pressure reducing value (PRV) and how to bypass your water softener for troubleshooting.