



Better Water, Better Air, Better Health.

To Our Customers:

*For our customers in the maintenance contract service area (most towns in New London, Middlesex and New Haven counties) check your email or our website for the information on the **2020/2021 contract**. The maintenance contract enrollment period ends October 31st. If you have questions about the benefits of a contract, give the office a call- we are happy to discuss it.*

*We have had a busy summer! Between storms and the border-line **drought conditions** we have had an increase in emergency calls. We appreciate your continued patience as we adjust schedules to prioritize work and we look forward to providing you with the best service possible.*

Be well- The Water-Flo Team

Water-Flo's promise to our customers is to provide confidence in our service and the best customer experience. Our highly trained team is committed to quality service and craftsmanship to implement the best solutions for your "Better Air, Better Water and Better Health".

What's down my well?

Well Pumps- Out of Sight, Out of Mind

For those of you with wells, we wanted to give you some information about that critical piece of equipment you never see and probably don't give much thought to- until there's a problem. Thankfully, wells no longer look, or operate, like the one in our



picture. (This one is at [Old New-Gate Prison and Copper Mine](#) in East Granby, if you want to check it, and the escape story associated with it, out.) All wells have pumps and there are two general kinds, submersible and jet pumps. Submersible pumps hang down in the well; jet pumps are most often used for shallow wells and are mounted above the well, either in the home or in a pump house. Submersible pumps usually last about 15 years and jet pumps last about 10 years. Unfortunately, there aren't a whole lot of signs that your well pump is going bad. Usually you just wake up to no water- of course on the day you are running late, have an 8am meeting and serious bed-head! A few signs to keep an eye out for are:

- Fluctuations in water pressure
- Spitting faucets
- Strange noises or clicks coming from the pressure tank
- Unexpectedly high electric bills

Not all of these signs could be from your pump; the pressure tank is a common culprit as well. And it doesn't always mean your equipment is failing; it could be a simple repair!

There are two types of submersible pumps as well- a conventional pump and a variable speed pump (also called a constant pressure pump). A conventional pump has two speeds- on and off. A pressurized switch turns the pump on at a specific pressure and off again when the desired pressure is reached and can be a source of more water pressure variability. The Constant Pressure Pump operates using a variable speed motor, which allows the pump to speed up or slow down depending on your level of water usage. Benefits of this type model include:

- Better water pressure when taking a shower
- More “city-like” water pressure coming from all faucets
- Higher powered lawn irrigation
- A smaller, low cost pressure tank that takes up less space
- Several built in features to prevent any damage to your pump
- Convenient push button pressure selection

If you're not happy with your water pressure give us a call for a diagnostic evaluation and solution options!

[Find Out
More](#)



We love hearing from our customers!

"Thank you so much for your help over the last couple of days. All of you have gone above and beyond to respond to our emergency situation.

You (Brigid), Scott, and Ryan selflessly alleviated a lot of stress for us as we approach the closing for the sale of our beautiful home in Essex tomorrow morning. When our well water pump failed on Sunday evening it caused unexpected chaos to say the least. Scott returned my urgent call on Sunday evening within 30 minutes and even helped us perform troubleshooting via FaceTime. When it was unsuccessful, Scott calmly assured us that he would be at our home first thing Monday morning and have the issue resolved in 2-3 hours. Scott and Ryan arrived as promised and immediately went to work. Scott explained what they would do, what solutions were available to us, and the very fair cost. Within two hours, we had water thanks to a new well water pump and the team at Water-Flo."

Meet Our Team

The newest member of the Water-Flo team is Erica Brancato, who started with us in July as our Office Administrator. Erica is originally from Guilford and recently returned to the area from New York City. Erica has a B.S. in Journalism and Communication and she enjoys kickboxing, reading and spending time with her family. Her mantra is 'Go with the flo(w)!' We like the way she thinks!



Ask The Expert

Question:

What can I do to maintain my well pump?

Answer: There's nothing you can really do for the pump itself, but an annual water well checkup should include:

- visual inspection of the well head and casing
- flushing the well tank and ensuring correct air charge in the bladder
- a water quality test for coliform and anaerobic bacteria, nitrates, and anything else of local concern
- checking valves

- electrical testing

Our annual maintenance contract (eligible towns) for pumps covers all of these items, with the exception of the bacteria test. An annual service call for a checkup can prevent a more costly repair call in the future.

Any questions or concerns please give Water-Flo a call!

We are your full service well pump, water treatment and radon company. Proudly serving Connecticut for over 27 years.

Your referrals and reviews are appreciated! Follow us on FaceBook for water and radon information and to see what we're up to.



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**E-mail Us
Today!**

