

FREQUENTLY ASKED QUESTIONS

1. How does the Clean Rain Smart Sense work?

The device works through a series of hygroscopic washers. These washers slowly expand when exposed to water and in turn activate the valve by pushing it upwards into the seat. Water is then diverted to the outlet.

2. How much water gets diverted?

Approximately 5-8 gallons (18-30 Litres) will be diverted depending upon a variety of factors. The main factors are flow rate and the period of time since the last downfall. However, several other factors such as rainfall intensity, ambient temperature, humidity and wind will all affect the exact amount of diversion.

3. Can I adjust the diversion?

We do not recommend adjusting the amount of diversion. The hygroscopic washers divert an appropriate amount of first flush based on the local environmental factors. If however you still wish to adjust the diversion then it can be done. If you require a longer diversion loosening the nut on the bottom of the stainless steel until it is at the bottom of the shaft will do this. To decrease the diversion firstly check that the nut on the bottom of the shaft has been tightened as far as it will go. If the nut cannot be tightened any further then the foam shroud that surrounds the washers may be taken off. Please note that by removing the foam shroud the re-setting period will also be shortened. Alternatively we can send out extra washers to be manually added to the existing stack which will also aid in decreasing the diversion.

4. My unit seems to be taking a long time to divert water to my tank, why?

If the system is new it will most likely be due to the washers requiring several rainfalls to properly bed in. For the first few rainfalls the washers will divert more first flush than normal. After several rainfalls the washers will be properly bedded and delivering consistent amounts of diversion. If the unit is still taking too long to divert then an adjustment to the diversion may be performed, see 3. Can I adjust the diversion?

5. Why does the unit bleed water through the valve when activated?

To prevent any possibility of the system holding water the valve will bleed water when activated. This is because still water can become a breeding ground for mosquitoes as well being responsible for expanding and breaking surrounding containers in freezing conditions. During extremely light rainfalls no water may be diverted to the tank due to the valve bleed holes.

6. How long does it take to re-set?

The re-setting process is dependant upon a number of environmental factors. Ambient temperature, humidity, wind and location are all major factors in determining the re-setting period. Under dry conditions with a moderate temperature, wind and humidity, the Clean Rain should completely re-set within 24-72 hours

7. My Clean Rain is not re-setting, why?

The Clean Rain uses a series of hygroscopic washers that expand when exposed to water. Rain, snow, mist, frost and dew can all activate the washers and interrupt the re-setting period. Condensation on certain roofing materials may also affect the re-set period as will a damp or highly humid location that does not receive much wind or sun.

8. I switched my unit off and can't turn it back on, why?

If the Clean Rain has been turned off it will not be able to be turned back on again until the hygroscopic washers are dry and the system re-set. Frost, snow, mist and dew can all activate the hygroscopic washers so a few days where none of these are present will be required before attempting to turn the unit back on. If this is not possible then removing the unit and storing it in a dry environment for 1-2 days should suffice for the unit to be switched on again.

9. Is the Clean Rain capable of handling freezing conditions?

The Clean Rain is constructed of materials capable of withstanding freezing conditions. If freezing conditions are expected we recommend to turn the Clean Rain off via the switch and to ensure that the cover is in place on the Clean Rain Ultra model.

10. There is 4” and 100mm connections yet only a 3” and 90mm outlet, how will the system handle a full-bore 4” or 100mm incoming flow?

The Clean Rain system has been optimized for 3” and 90mm pipe. Although the system will accommodate 4” and 100mm pipe it will not be able to deliver 100% diversion should a full-bore flow event happen. Rain Harvesting are currently working on developing a system capable of handling a fullbore 4” or 100mm pipe flow.

11. How do I connect 3” Schedule 40 pipe to the outlet?

There is two different ways to attach 3” Schedule 40 pipe:

1. Removable Connection: Remove the dual outlet cap by giving it a firm twist then slide the 3” schedule 40 pipe over the outlet and o-ring. Please ensure that the pipe is pushed hard into place to ensure a secure connection.
2. Permanent Connection: Remove the dual outlet cap by giving it a firm twist. Remove and discard the blue mosquito proof barrier and black o-ring located on the outlet. Check the fitment by sliding the 3” Schedule 40 pipe over the outlet (a light sand may be required). Prime both the outlet and pipe before gluing in place.

12. How do I connect 90mm Pipe to the outlet?

To connect 90mm pipe to the Clean Rain system firstly remove the dual outlet cap by giving it a firm twist. Cut the front off the dual outlet cap off by cutting through the indented section near the front of the cap. Remove and discard the blue mosquito proof barrier and black o-ring from the outlet. Prime the outlet and back section of the dual outlet cap before gluing it back in place. Prime the 90mm pipe and outside of the dual outlet cap that is glued over the outlet before gluing the pipe in place over the cap.

13. Can I change the re-setting period?

The easiest way to alter the re-setting period is with the breather holes located in the section underneath the outlet (long horizontal indentations with small holes). To shorten the re-set periods align the breather holes with any prevailing wind. To prolong the re-set simply turn the breather holes 90degrees to the prevailing wind.

An alternative way to shorten the re-set period is to remove the foam shroud surrounding the washers. It should be noted that by removing the foam shroud the diversion amount will also be decreased.

14. Not enough water being diverted to your tank / barrell?

The most likely cause of not being able to divert rainwater to your rainwater tank is it is likely that your product may require the diverter / flow efficiency cap. We have found that some products in the market do not have this piece. We can send this to you and provide instructions on fitting it. Look through the top of the Clean Rain to check if this is present. (a blue disc shape part).