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Frequently Asked Questions

ADJUSTING HEADS:

After the system was installed, a tool should have been provided to adjust rotary heads. Non-rotary heads do not require a special tool for adjustment. A tutorial of how to adjust all types of heads can be found on our website under Videos at <http://www.aqualawnandlandscape.com/Links.aspx>

ADJUSTING CYCLE DAY/TIMES:

The Hunter Pro-C manual for the control panel can be found on our website at <http://www.aqualawnandlandscape.com/Links/ManualProCController.pdf>

WATERING THE LAWN:

When do I know when I'm watering too much or too little?

In the heat of summer, you're going to need to water more to maintain a healthy lawn. When watering in spring and fall, you're going to water less. We recommend watering every other day in the early morning. Times will vary based on your yard (shade, soil type, trees), and based on the weather (precipitation, temps, humidity). Recommended watering times usually range from 15-40 minutes for rotor zones, and 3-15 minutes for mister zones (every other day).

How often do I water my lawn?

Our Watering Guidelines Sheet can be found on our website at <http://www.aqualawnandlandscape.com/Links/Watering%20Guidelines.pdf>

My water bill has been much higher than normal. What could be wrong with my system?

The types of leaks that have a noticeable effect on your water bill are usually constant leaks. You should be able to notice a wet or soft spot in your yard if this is occurring. Walking around your yard is a good way to identify these problems. Another common problem is an error in programming. Double check that there is only 1 program start and stop time. The Hunter Pro-C manual for the control panel can be found on our website at <http://www.aqualawnandlandscape.com/Links/ManualProCController.pdf>

LANDSCAPING PROJECTS:

Fence/tree is being installed. What do I do about the lines/heads? When do I get the heads moved?

Please make sure that your fence contractor knows that you have an irrigation system. We move heads after the fence posts have been dug, or after the fence has been installed. If a line is hit, please expose both ends of the line and tape them off. It is also recommended that all lines be tested after the posts have been dug to identify any possible damage to the sprinkler system. We will move lines/heads after the installation of the posts or fence panels.

Installing a Concrete Patio

Please make sure that the contractor installing the patio knows that an irrigation system is installed. When a patio is installed, we re-route the lines around the outside of the patio, and install new heads as needed. It is the most cost effective if we are able to make our repairs after the patio has been dug and forms have been set, but before the concrete has been poured.

Have your contractor get in touch with us and we will work with them to get out to the job as soon as it is ready for us. We are usually able to do this in a very timely manner without interrupting the landscaper's process.

At the very least, the landscaper will need to pull up the lines/wire that ran under the patio & tape them (stub out lines), so that we can find the line on each side of the patio. After the patio project is complete, we will put the portion of the system back together.

Installing a Deck/Patio

Heads need to be moved from under the deck area, or capped prior to installation. Once all posts are dug, the system should be tested to ensure that no lines were hit in the digging process. If your contractor hits a line, please have them expose both ends and tape them off. If lines were hit, they must be fixed prior to deck installation.

Installing a Shed. Do we move heads before its built or after?

If you are installing a shed, please paint out the area where the shed is being built. We can move the heads before the install of the shed. If concrete is being poured, please see above "Installing a Concrete Patio".

LOCATING LINES & HEADS:

Lines need to be located.

We are not able to locate the lines. There is no metal in poly or PVC pipe that we use, so locating them accurately is not possible. Cable companies may be able to use a directional bore for their installation, which avoids irrigation lines by going under them. Request that they do that.

Heads need to be located.

We are able to locate & flag the heads during startup, winterization or with a service call. In order to flag the heads the system must be up and running. There is an additional charge to flag heads. We cannot locate the heads after the system has been winterized.

MAINTENANCE/SERVICE:

How quickly can I get a Service Technician out?

We can usually get a Service Technician out within a few days. It is highly recommended to call to schedule early especially during peak times (spring/late fall) or the technicians may not be readily available and projects may be delayed.

Valve Box is Full of Water. How do you tell if the valve box has a leak?

It's important to look inside the box. If you see flowing water, there is a leak. If the water is stagnant, run through all zones while looking at the box in question. If you see flowing water, there is a leak. If the water stays stagnant, there is a possibility that a very small leak exists, although this is rare.

For New Installations, especially SOD but also seed, valve boxes may be full which is normal the first 3 weeks. This occurs because of the amount of water being put down on new grass. The grade of your yard, drainage, soil type, precipitation, and neighbors watering can also play a large role in a valve box being full of water.

Moving Heads. How long does it take to move heads?

This can vary greatly depending on the distance the heads need to be moved and onsite conditions. Generally we can move 4 heads per hour.

Zones Don't Shut Off & Consistently Run

Check that the controller is set to the off position. If the system is still running, it is likely a problem with one of the individual zone controls, which are located in the valve boxes in the yard. Open the green valve box and you should see the valves. There is a cylindrical solenoid, and a square shaped plastic screw on each valve. Make sure these are both screwed down tight (just hand tight). Do this for all valves in the yard. If water is still running, there is probably a problem inside the valve itself that will require a technician to fix. Shut off the water to the system and call to setup an appointment.

PVB Leaking

A few things are left open on the PVB after winterizing to ensure it has the ability to drain. If your PVB is leaking, identify where the leak is taking place.

Check the bleeder valves (small 1in long nipple) on the PVB. They should be closed. To close them, turn the screws ¼ turn with a flathead screwdriver. These bleeder valves are closed when the flat headed screw is perpendicular to the pipe

The plug or spigot must be closed. Plugs may require plumbers tape to form perfect seal (otherwise they drip).

If water is coming from the top plastic cover, it may be because there was not enough pressure to form a vacuum seal. Try closing the 2 main valves on either side of the vacuum unit, then opening the one closest to the house quickly. If it is still leaking, it may be due to damaged internal parts, or damage to the lid and a service call is necessary.

