

**Water Walker Mk 2**  
**Major Mechanical Service Questionnaire**  
**Europe**



Business Name:	Address
Contact Name:	
Telephone:	
Fax:	State
Email:	Zip
Installation date (if known):	
Serial number (essential):	
Date of last service:	Was this service by a Westcoast engineer? Yes / No  Was this by a swimming pool engineer? Yes / No
Nearest Airports:	Distance to your hospital in miles
1.	1.
2.	2.
Are you able to collect the engineer(s) from the airport? Where possible we will keep cost to a minimum by sending just one engineer.	Yes / No
Some jobs such as a belt change require an extra pair of strong hands. If necessary will you have someone available to help for short periods of time?	Yes / No
Is your equipment currently in use?	Yes / No
Detail any problems you are experiencing:	

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<p>1. On the tank and plant ie pumps filter, heater etc:</p> <p><u>Possible problems!</u></p> <ul style="list-style-type: none"> <li>• The heater does not work</li> <li>• The treadmill fills by itself</li> <li>• The water trickles out of the filter all the time when the filter pump is running</li> <li>• When I turn on the fill pump nothing happens</li> </ul>	
<ul style="list-style-type: none"> <li>• When I turn on the empty pump nothing happens</li> <li>• The filter system does not restart after treadmill has emptied.</li> <li>• Noisy pumps</li> <li>• Water appears to be boiling inside the pump basket area.</li> <li>• Pump casing leaking from underside (not from fittings)</li> </ul>	
<p>2. The control panel, electrics etc</p> <p style="text-align: center;"><u>Possible problems!</u></p> <p>No power</p> <ul style="list-style-type: none"> <li>• Runs and then cuts out</li> <li>• MCB's tripping</li> <li>• RCBO's tripping</li> <li>• Contactors and overloads knocking out</li> </ul>	
<p>3. The treadmill, belt, tension rollers Bearings etc</p> <p style="text-align: center;"><u>Possible problems!</u></p> <ul style="list-style-type: none"> <li>• The belt slips to one side</li> <li>• The toothed strip on the underside of the belt has become unattached.</li> <li>• The belts appears to be slipping</li> <li>• The belt is worn out.</li> <li>• There is a rumbling noise coming from the treadmill</li> <li>• There is a squeaking noise coming from the treadmill</li> <li>• There is water leaking from the connecting pipes under the treadmill</li> </ul>	


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<p>Have you or any other person replaced any of the original parts? If so please photograph them and provide details.</p>	
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Please provide Westcoast with photos of your own equipment using the pictures below as examples of the view we need

		<p>This view helps us decide which tension rollers you need</p>
		<p>This view helps us decide which bearings you need</p>
		<p>This view helps us decide which bearings you need</p>
		<p>This view helps us decide which contactors and overloads you need</p>

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	<p>This view helps us decide what parts have been changed or replaced over the years, when deciding what additional pipe fittings may be required.</p>
<p>Please confirm that you have a “Wet vac” available for the Engineer to use if required.</p>	

Important Please Read

We may come back to you for further details of any reported problems.

We may have parts delivered to your hospital prior to our engineers visit, it is your responsibility to store these parts safely and advise us if anything arrives damaged.

We may ask you to pay in advance for high priced spares being shipped in advance of our engineers visit.

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A service visit will include replacing the following:	Additional items that may need replacing
<ul style="list-style-type: none"> <li>• New treadmill belt</li> <li>• New tension rollers</li> <li>• New door seal</li> <li>• New set of bearings on rear / idle roller</li> </ul>	<ul style="list-style-type: none"> <li>• Flow switch</li> <li>• Gate / Ball Valves</li> <li>• Pump lid seals</li> <li>• Pump basket</li> <li>• Pump lid</li> <li>• Filter pump</li> <li>• Transfer pump (2)</li> <li>• Sand Filter</li> <li>• Multiport Valve</li> <li>• Spider gasket</li> <li>• Non return spring valves</li> <li>• Heater</li> <li>• Drive roller (if the integrity of the seals have broken down)</li> <li>• Idle roller (if bearings cannot be changed)</li> <li>• Float switch</li> </ul>

#### Treadmill Glass

Leakage around the glass windows occurs after years of use and the very varied water qualities that occur as a result of a busy hospital. Our engineers are not able to re fit the glass panels. These are fitted by specialist Car windscreen fitters. We recommend you obtain the services of a local business to completely remove the glass and have it reset. We are happy to answer any questions they may have regarding the products to use.

Please return to: [service@westcoasthydrotherapy.co.uk](mailto:service@westcoasthydrotherapy.co.uk)

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