Fresh Tank Filling on City Water?

TROUBLESHOOTING CHECKLIST

Find the water path before replacing parts.

Date: _____ RV year / make / model: _____

Pump brand / model: _____

Utility-center brand / model (if equipped): _____

Valve / dial settings before checks: _____

Starting tank level: _____ Time: _____ Gauge or visual? _____

1 | Stop unwanted filling and confirm the symptom

- ☐ Shut off city water if the tank is filling or overflowing. Leave tank vents and overflow open.
- ☐ Check for an actual rise in tank level; one monitor-panel reading alone may be misleading.
- ☐ Record where water appears: tank overflow, gravity-fill opening, drain, or another location.

2 | Check the plumbing settings first

- ☐ Use the RV manual or utility-center diagram to identify the correct CITY WATER / NORMAL setting. Labels and valve layouts vary.
- ☐ Confirm TANK FILL is off and all valves match the city-water configuration. Photograph settings before changing them.
- ☐ If settings were wrong, correct them and perform a brief, supervised retest. Stop before the tank becomes full.

Settings after correction: _____

3 | Record a supervised retest

- ☐ With room left in the tank and the pump switched off, reconnect city water briefly. Watch the tank level and check for leaks; do not leave it unattended.

Retest start level / time: _____ End level / time: _____

Observations: _____

Tank still filling? Continue on page 2. Turning the pump off does not block reverse water flow through a leaking pump check valve.

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Continue only after checking the utility-center settings.

4 | Narrow down the possible water path

- ☐ Pump path: a leaking check valve can let city water flow backward through the pump into the fresh tank, even when the pump switch is off.
- ☐ Tank-fill path (if equipped): a fill / selector valve can leak internally even with its handle in the correct position.
- ☐ Use the RV plumbing diagram to identify which paths exist. If the tank keeps filling, valve position alone does not prove which part has failed.
- ☐ For further isolation, follow the RV and component service instructions or have a technician test the paths. Do not disconnect pressurized plumbing.

Before opening any plumbing:
Shut off and disconnect city water, switch the pump off, and open a faucet to relieve pressure. Keep potable-water connections clean.

5 | Choose the next step and verify the result

- ☐ If corrected settings stop the filling, record the proper valve positions for future hookups.
- ☐ If filling continues, keep city water shut off when unattended. Use the fresh tank and pump temporarily only if the system operates normally without leaks.
- ☐ Record the pump and valve model numbers before ordering parts. Confirm the failed path and follow the applicable repair instructions.
- ☐ After repair, retest with room in the tank. Confirm the level stays stable on city water with faucets closed, and inspect repaired connections for leaks.

Findings and repair notes

Suspected / confirmed water path: _____

Parts or service needed: _____

Observations: _____

_____

Final tank level / test duration: _____

Reference: Your RV owner's manual and pump / utility-center service instructions.
Background: Jayco RV plumbing manuals; Tiffin fresh-water fill / selector valve guide.