



## Nautilus Panel Technical Support

**Issue:** Winterize function not operating properly

CHECK – If Dry camp functions operate properly then both the Green and White Diverters are working unless the City Water isn't operating. In this situation the problem is outside of the Nautilus panel, and we suggest the following steps to find the issue.

1. Verify the city water inlet where there is a check valve that could be stuck closed. Remove the screen washer and gently push the white check valve tail with your finger. Once it depresses, replace the screen and washer, and test the water flow again. If this continues to happen, then the City Water Fill needs replaced.
2. If a faucet on the inside of the RV is open it could create a back pressure from the water pump as it attempts to prime. Close all faucets and retest the system.
3. Check water filters and verify that the seals are tightly closed and airtight. If not, it could also cause a back pressure and stop the pump from priming.
4. Check to make sure water filter canisters are filled with antifreeze or water, if empty then the pump will not prime properly.
5. Seals between water hose and hookup or Nautilus panel are not tight, or rubber screen washers are missing which allows air into the system and causes the pump to fail to prime. Tighten connections and verify washers are in place.
6. If the water hose being used is too long or empty, then it also will create the lack of prime in the water pump.
7. Verify that the GREEN diverter handle is fully turned to the Horizontal position, if it is not, it may let air from the freshwater tank into the system causing the pump to fail.
8. If your RV has a WATER MISER diverter valve on the shower, verify that it is closed. If open it is allowing air into the system and could cause the pump to not prime properly.
9. Once all of these options are eliminated then there are three possible failures; the first is that the pump itself is worn or not strong enough to pull the water from below the inlet. To test this simply raise the antifreeze container higher than the water inlet and see if it will fill the lines. Next, the Green Diverter Valve may be defective allowing air to enter the system from the freshwater tank and will require replacement. And last, the WHITE diverter valve may be defective, not seating properly, or not in the correct position which will also cause a failure for the pump to prime.

If you do find any failure parts they are all available on our website at [www.RVLAM.com](http://www.RVLAM.com)