RSQU RV

Black / Grey Tanks - customer spot check

Report what you have already noticed. **Black tanks hold toilet waste; grey tanks hold sink/shower wastewater, as configured by the manufacturer.** You do not need to know the cause or identify a hidden component. No testing or tank opening is needed.

Safety first - do not assume an odor is harmless

Unknown gas-like/rotten-egg odor, hissing, propane/CO alarm, smoke or suspected gas-related illness: leave the RV/area and call 911 or the propane provider from safety. Use 911 for alarms, illness or immediate danger. Avoid flames, switches and phones near suspected gas. Stay out until cleared. Do not investigate or rely on an odor disappearing to prove safety.

Sewage backup, overflow or leakage: stop using affected fixtures and any tank-flush operation; keep people and pets clear. If the affected tank is unknown, stop RV water/fixture use pending guidance. Do not open caps/connections, force valves or add water to clear a blockage. Keep away from wet electrical equipment; get qualified help.

Tell RSQU where and when

Name: _____ Phone: _____ Date: _____
RV year / make / model / type: _____

1. Where is the odor or problem?
Toilet / sink / shower / garage or rear bath / dump outlet / outside / whole RV / unsure

2. Which tank or fixture?
Black #___ / Grey #___ / one fixture / several fixtures / unsure. Use known labels only.

3. When does it happen?
While using fixtures / dumping / flushing / driving / after storage / hot weather / constant

4. What did the monitor show, and what happened?
Reading: _____ Last normal dump: _____ Slow flow / no flow / backup / unsure

5. What changed recently?
Freezing / travel or impact / service / additives or cleaners / flush attempt / campsite change

6. Any other concern?
Visible leak / sagging tank area / stuck valve / toilet bowl loses water / freshwater concern

Visible tank sagging, loose supports or impact damage? Do not move the RV until qualified assessment confirms safe travel. Stay out from underneath. Keep clear of any spill and notify the campsite/site operator when applicable.

Customer notes / not checked: _____
_____

Next action / person responsible / target date: _____
Use restriction explained by RSQU: _____

Call or text Mike Stevens: 801-232-4995. Routine service is not emergency dispatch. No diagnosis, repair approval or clearance is implied. Preserve any existing do-not-use restriction.

RSQU RV

Black / Grey Tanks - symptoms and next steps

Check all symptoms already noticed. Unknown is acceptable. Do not operate valves, dump or flush just to answer this form. Name / work order: _____ Date: _____

Black tank and toilet

- ☐ Toilet will not flush / drains slowly
- ☐ Wastewater backs up into toilet
- ☐ Sewage-like toilet / bathroom odor
- ☐ Black tank seems full after dumping
- ☐ Black tank fills unusually quickly
- ☐ Toilet leaks at floor or base
- ☐ Gurgling or bubbling from toilet

Grey tank, sinks and shower

- ☐ Sink or shower drains slowly
- ☐ Wastewater backs up into sink/shower
- ☐ Grey tank seems full after dumping
- ☐ Leak under RV when fixture drains
- ☐ Sewer-like odor near sink/shower
- ☐ Grey tank fills faster than expected
- ☐ Backup when using several fixtures

Dumping and connections

- ☐ Black tank will not empty normally
- ☐ Grey tank will not empty normally
- ☐ Valve handle stuck / hard to move
- ☐ Electric dump switch does not work
- ☐ Leak at dump outlet or cap
- ☐ Sewer hose / connection leaks
- ☐ Flow slows or stops; valve ID unclear

Monitor readings and odors

- ☐ Monitor full after dumping
- ☐ Monitor empty despite suspected full tank
- ☐ Readings change unexpectedly
- ☐ Unpleasant odor inside or outside
- ☐ Odor worse after driving / in heat
- ☐ Tank flush does not seem to work
- ☐ Odor persists or returns after service

Leaks, damage and freezing

- ☐ Wastewater leak underneath RV
- ☐ Visible damage / sagging near tank
- ☐ Problem after freezing weather
- ☐ Problem after travel or an impact
- ☐ Leak only when nearly full
- ☐ Problem after storage / winterizing
- ☐ Leak or backup during tank flushing

Toy hauler / multiple tanks

- ☐ Rear bathroom / garage toilet issue
- ☐ Garage / rear sink or shower issue
- ☐ One tank empties; another does not
- ☐ Affected tank unknown
- ☐ Issue after loading / unloading cargo
- ☐ Freshwater and waste gear may mix
- ☐ Toilet bowl does not retain usual water

Avoid these common mistakes

Sensors: Readings do not prove contents or safe capacity. Do not add water to test them. **No improvised clearing:** no forced valves, compressed air, tank entry, roof climbing or mixed chemicals. Report recent products and flush attempts.
Freshwater: Keep drinking-water and waste/flush hoses and tools separate. For suspected contamination, use known-safe water and contact RSQU plus the water provider/health department. Follow model-specific flush instructions after fault assessment; never leave flushing unattended.

Water-only odor, hot/cold differences or supply concerns also belong on the Plumbing page. Tank/dump concerns may need both categories. Qualified assessment determines the repair and any clearance.

References: PERC gas safety; OSHA sewer-gas odor limits; Jayco 2026 Class A plumbing/flush guidance (example; your model manual governs); CDC water safety.