Mozout

Generated on 15/11/2026 00:38

KNOWLEDGE BASE · PUBLIC DOCUMENT

Fast for you, slow for everyone else: why

Slow Site & Server Load

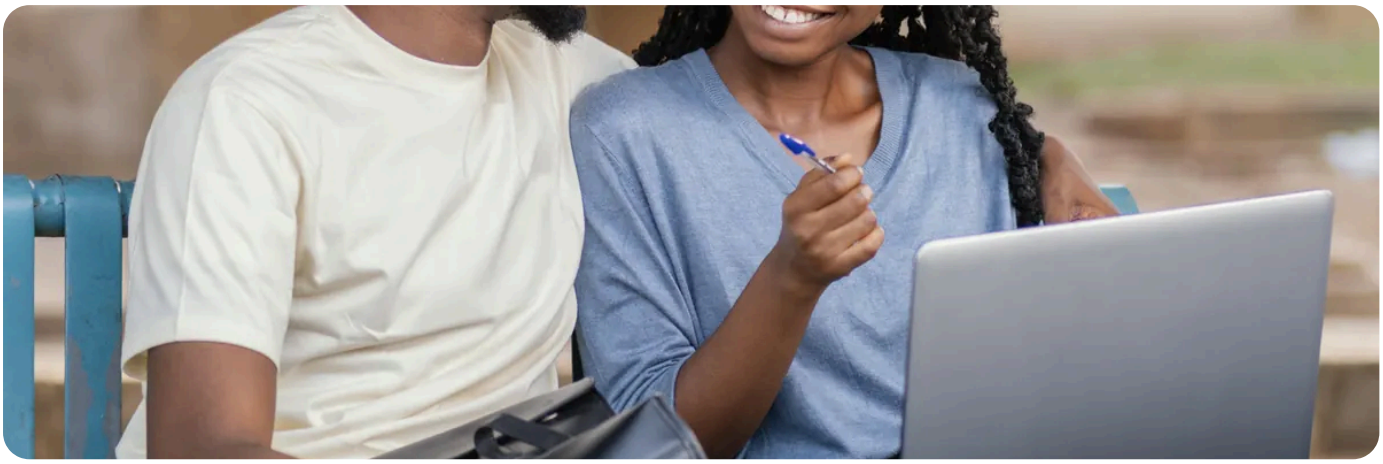
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-2712	v2026.10.10	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/2712

Fast for you, slow for everyone else: why

Slow Site & Server Load Created on **October 10, 2026** 3 min read



You open your site and it appears in a blink. A customer says it drags. You are both right, because **you are not looking at the same thing**. Whoever runs a site almost always has advantages the visitor does not: the browser has already stored half the page, the connection is good, the session is logged in, and the computer already knows where the server is. To know what the visitor sees, you have to look the way they look.

The most common causes

Cause	Why it misleads	How to confirm
Your browser cache	On the first visit the browser downloads everything. On later ones, almost nothing. You always make “later ones”.	Open the site in a private window: that is the “first visit”.
A warm page cache	The first person to ask for a page after it was cleared gets the version built from scratch.	Request the same page twice and compare. See **LiteSpeed Cache**.
Network and distance	Your connection, or your office’s, can be far better than a visitor on mobile data, or in another country.	Test on a phone using mobile data, off the Wi-Fi.
Being logged in	Some sites show people with a session something different (or at a different speed) from the anonymous visitor.	View the site in a private window, logged out.
An ad blocker	If yours blocks chat widgets, ads and trackers, your page has less to load than the visitor’s.	Switch off browser extensions, or use a private window with none.
Time of day	The slowness may only happen at certain hours, when more people visit or scheduled tasks run.	Measure at different hours and keep notes.

Seeing the site as the visitor does, step by step

1. **Private window, no extensions,** and open the page. That is what a new visitor saw.

2. **Another device, another network.** A phone on mobile data is the most honest test. Ask someone in another city to open the site and tell you how it feels.

3. **Time the server's response,** with no browser in between. In a terminal:

```
curl -o /dev/null -s -w "dns %{time_namelookup} connect %{time_connect} first-byte %{time_starttransfer} total %{time_total}\n" https://yourcompany.com/
```

Run it three times. If "first-byte" varies a lot, the page is being rebuilt on some visits: that is a caching matter.

4. **Compare real data with lab tests.** In PageSpeed Insights, the field data panel (real visitors) can contradict the lab test. See **Core Web Vitals in plain words**.

5. **Look at the path to the server,** if you suspect the network: **reading a traceroute and a ping**.

Do not change plan before you know the cause.
If the problem is a huge picture on the home page, a bigger plan does not make it lighter. Measure first: **what to measure before you change plan**.

If the slowness only shows at certain hours,
look at what the site does at those hours: plugin backups, imports, scheduled tasks. **What eats CPU on a website** explains where to look. And for where the servers are and what that changes for people visiting from far away, see **where our servers are**.

NEED A HAND?

Already tested in a private window and on a phone, and the site is still slow only for some people? Send us the address, the time and the test result, and we will look at the server side.

Open a support ticket →

SEE ALSO

- The site is slow: what actually makes a difference
- Measuring your site speed
- Clearing the cache: the browser's, the computer's, and the site's

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-2712 · v2026.10.10 · Generated on 15/11/2026 00:38