TROUBLE SHOOTING

PROBLEM	CHECK	CORRECTIVE ACTION
MOTOR WILL NOT START BUT FUSES DO NOT BLOW		
No voltage	No voltage at submersible motor control or disconnect switch. No voltage at pressure switch. No voltage at submersible motor control. Cable or splices bad. Submersible motor control incorrectly wired.	Replace blown fuses. Replace faulty pressure switch. Rewire supply to submersible motor control. Consult licensed electrician or serviceman. Reconnect submersible motor control correctly (see Wiring Installation Diagrams).
FUSES BLOW OR TRIPS WHEN MOTOR STARTS		
Wrong size fuse or wrong size time delay fuse.	Check fuse size against chart, Page 3.	Install correct fuse or time delay fuse.
Wire size too small.	Check wire size against chart, Page 3.	Install correct size wire.
Starting capacitor defective, blown, or wrong size. Low or high voltage.	Check submersible motor control to see if starting capacitor has blown out. Check capacitor rating. Check start relay. Check that line voltage is within ±10% of nameplate rated voltage while motor is running.	Replace starting capacitor. Replace start relay if defective. If voltage variation is greater than ±10%, call power company or local hydro authority to adjust voltage.
Power supply wire leads not correctly connected to submersible motor control.	Check submersible motor control wiring diagram against incoming power hookup.	Reconnect leads to match wiring diagram in submersible motor control cover. Reconnect power supply wires so wire color code matches motor lead color code.
Broken wire in submersible motor control.	Check power supply wire color coding. Examine all connections and wiring in submersible motor control.	Disconnect power and repair or replace faulty wire. If necessary, pull pump (make all possible above ground checks first). If pump is locked, replace it. Clean well of all sand or lime before reinstalling pump.
Pump or motor stuck or binding. Power supply wire splices or motor leads grounded, shorted, or open.	Check for locked shaft in pump. Consult licensed electrician or qualified serviceman.	Do not attempt to disassemble pump or motor.
FUSES BLOW OR OVERLOAD PROTECTOR TRIPS WHEN MOTOR IS RUNNING		
Low or high voltage.	Check that line voltage is within ±10% of rated nameplate voltage while motor is running.	If voltage variation is more than ±10%, call power company to adjust voltage.
High ambient (atmospheric) Check temperature.	Check temperature of submersible motor control.	Do not mount submersible motor control in direct sunlight.
Submersible motor control with wrong voltage or horsepower rating.	Compare voltage and horsepower on motor nameplate with those given on submersible motor control nameplate or on circuit diagram inside submersible motor control cover.	Replace submersible motor control if numbers do not match. Use only submersible motor control designed for use with pump.
Wire size too small.	Check wire size against chart, Page 3.	Install correct wire size.
PUMP STARTS TOO FREQUENTLY		
Leaks in system.	Check all tank connections with soapsuds for air leaks. Check plumbing for leaks.	System must be air and water tight.
Pressure Switch.	Checks for defective switch or switch out of adjustment.	Re-adjust or replace pressure switch.
Check Valve leaking.	Make sure check valves are not leaking back.	Replace check valves if necessary.
Tank waterlogged.	Pre-charged tanks: check tank pre-charge air pressure, check for leak in bladder. Air over water tanks: check for air leaks, check air volume control (AVC)	Pre-charge tanks: adjust air pressure to 2 PSI (13.8kPa) less than pump cut-in pressure (when there is no water pressure on system).
Leak in drop pipe.	Raise drop pipe one length at a time until water stands in pipe.	Replace bladder if necessary. Air over water tanks: repair or replace tanks, replace AVC if necessary. Replace pipe above that point.
Pressure switch too far from tank.	Measure distance from pressure switch to tank.	Move switch to within 1' (.3M) of tank.

For parts or assistance, call ECO-FLO Customer Service at 1-877-326-3561

TROUBLE SHOOTING

PROBLEM	CHECK	CORRECTIVE ACTION
LITTLE OR NO WATER DELIVERED		
Check valve stuck or installed backwards (standard tank only).	Examine valve.	If stuck, free valve; if installed backwards, reverse it.
Low water level.	Determine lowest water level in well while pump is running and compare to pump depth setting.	Lower pump further into well (but at least 5' (1.5M) above bottom of well). Throttle pump discharge until discharge equals recovery rate of well. NOTICE: Running pump while airlocked can cause loss of prime and seriously damage pump.
Low voltage.	Check voltage at submersible motor control with pump running. Check incoming wire size and power supply wire size against chart, Page 3.	Install larger wire from meter to submersible motor control. Install larger wire from submersible motor control to pump. If necessary, have power company raise supply voltage.
Plugged intake screen.	Pull pump and check condition of screen.	Clean or replace as necessary.
Check valve at pump discharge stuck.	Pull pump and examine check valve.	Free check valve.
Worn impellers and diffusers.	Make sure system is clear of obstructions and pump is in solid water and operating normally.	Replace pump.
AIR OR MILKY WATER DISCHARGE FROM FAUCETS		
Gas in well water.	Check for presence of gas in well water.	Remove bleeder orifices; plug tees. Be sure plugged tees do not leak. If necessary, separate gas from air before it enters pressure tank.
Air volume control not working (standard tanks only).	Make sure ports and ball check valves are clear.	Replace control if necessary