TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
THE PUMP DOES NOT RUN.	1. The line circuit breaker is off, or fuse is blown or loose	1. Reset the breaker or replace the fuse. If the problem continues, contact a plumbing professional.
	2. Water level in the sump has not reached turn-on level as indicated in the installation drawing.	2. The pump will turn on when water level reaches the appropriate depth for your switch type.
	3. Pump cord is not making contact in the receptacle.	3. Replug the pump cord.
	4. The float is stuck.	4. Ensure the float operates freely in the basin.
THE PUMP RUNS BUT DOES NOT DELIVER WATER.	1. Check if the valve is installed backward.	1. The arrow on the valve should point in the direction of the flow.
	2. Discharge shut-off valve (if used) may be closed.	2. Open the shut-off valve.
	3. The impeller or volute openings are fully or partially clogged.	3. Remove the pump and clean.
	4. The pump is air-locked.	4. Start and stop several times by plugging and unplugging the cord. Check for a clogged vent hole in pump case.
	5. Inlet holes in the pump base are clogged.	5. Remove the pump and clean the openings.
	6. The vertical pumping distance is too high.	6. Reduce the distance or change the discharge fittings of the pump.
THE PUMP RUNS AND PUMPS OUT SUMP, BUT DOES NOT STOP.	1. The pump is air-locked.	1. Start and stop several times by plugging and unplugging the cord. Check for a clogged vent hole in the pump case.
	2. Vertical pumping distance is too high.	2. Reduce the distance or change the discharge fitting of the pump.
	3. Inlet holes in the pump base are clogged.	3. Remove the pump and clean the strainer and openings.
	4. The impeller or volute openings are fully or partially clogged.	4. Remove the pump and clean.
	5. Pump impeller is partially clogged with tar or paint, causing the motor to run slow and overload.	5. Remove the pump and clean.
	6. Float is stuck in the ON position.	6. Ensure the float operates freely in the basin. Check for a clogged vent hole in the pump case.
THE FUSE BLOWS OR CIRCUIT BREAKER TRIPS WHEN THE PUMP STARTS.	1. The pump impeller is partially clogged causing the motor to run slow and overload.	1. Remove the pump and clean.
	2. The fuse size or circuit breaker may be	2. The fuse must be 15 amps.
	3. The impeller or volute opening are fully or partially clogged.	3. Remove the pump and clean.
	4. Pump is not on a dedicated electrical circuit.	4. Remove other devices from electrical circuit.
THE MOTOR RUNS FOR A SHORT TIME, THEN STOPS.	1. Inlet holes in the pump base are clogged.	1. Remove the pump and clean the openings.
	2. The pump impeller is partially clogged causing the motor to run slow and overload.	2. Remove the pump and clean.
	3. The impeller or volute openings are fully or partially clogged.	3. Remove the pump and clean. Also clean the strainer if one is installed.

ELECTRICAL PRECAUTIONS

⚠WARNING Before servicing a pump, always shut off the main power breaker and then unplug the pump. Make sure you are not standing in water and are wearing insulated protective sole shoes, under flooded conditions. Contact your local electric company or a qualified licensed electrician for disconnecting electrical service prior to pump removal