TROUBLESHOOTING CHECKLIST (Caution: shut off power to pump)

PROBLEMS	POSSIBLE CAUSES/SOLUTIONS
PUMP DOES NOT RUN AND MAKES HUMMING SOUND	• Line circuit breaker is off, or fuse is blown or loose • Water level in sump has not reached turn-on level as indicated in installation drawing. • Pump cord is not making contact in receptacle. • Float is stuck. It should operate freely in basin. • If all of the above are OK, then the motor could be malfunctioning.
PUMP RUNS BUT DOES NOT DELIVER WATER	• Check if valve is installed backwards. Arrow on valve should point direction of flow • Discharge shut-off valve (if used) may be closed. • Impeller or volute openings are fully or partially clogged. Remove pump and clean. • Pump is air-locked. Start and stop several times by plugging and unplugging cord. Check for clogged vent hole in pump case. • Inlet holes in pump base are clogged. Remove pump and clean the openings. • Vertical pumping distance is too high. Reduce distance or change the discharge fittings of the pump.
PUMP RUNS AND PUMPS OUT SUMP, BUT DOES NOT STOP	• Float is stuck in up position. Be sure float operates freely in basin. • Defective float switch. Replace float switch.
PUMP RUNS BUT ONLY DELIVERS A SMALL AMOUNT OF WATER	• Pump is air-locked. Start and stop several times by plugging in and unplugging cord. Check for clogged vent hole in pump case. • Vertical pumping distance is too high. Reduce distance or change the discharge fitting of the pump. Inlet holes in pump base are clogged. Remove pump and clean the strainer and openings. • Impeller or volute openings are fully or partially clogged. Remove pump and clean. • Pump impeller is partially clogged with tar or paint, causing motor to run slow and overload. Remove pump and clean.
FUSE BLOWS OR CIRCUIT BREAKER TRIPS WHEN PUMP STARTS	• Pump impeller is partially clogged causing motor to run slow and overload. Remove pump and clean. • Motor stator may be defective. • Fuse size or circuit breaker may be too small. (must be 15 amps). • Impeller or volute opening are fully or partially clogged. Remove pump and clean .
MOTOR RUNS FOR A SHORT TIME, THEN STOPS	• Inlet holes in pump base are clogged. Remove pump and clean the openings. • Pump impeller is partially clogged causing motor to run slow and overload. Remove pump and clean. • Motor stator may be defective. • Impeller or volute openings are fully or partially clogged. Remove 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