

## Technical Support Frequently Asked Questions

### All Products

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**Question:**

I'm having problems with my pump, and it's after your business hours. Where can I go for help?

**Answer:**

Check the owner's manual. Most of our manuals have a trouble-shooting guide in the manual. If the owner's manual does not have a trouble-shooting guide, go to any product on this site and select Downloads, a general troubleshooting guide for all products is located at the bottom of any downloads page for downloading.

**Question:**

If I cut the cord off of my pump, does it void the warranty?

**Answer:**

The warranty is still valid as long as there is 3 feet of cord length from the pump to the cord end.

**Question:**

What size pump should I buy?

**Answer:**

If this is a replacement pump, look at the horsepower of your existing pump and replace it with a pump with the same horsepower as your existing pump. If this is a new installation, talk to the plumbing department at your local retailer or contact our technical support line at 1.888.956.0000 for assistance.

### Wastewater Products

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**Question:**

My pump is leaking oil, can I replace the oil?

**Answer:**

No. The oil is proprietary to our company and is not for resale.

**Question:**

Water is spurting out of a small hole at the back of the pump - is it supposed to do that?

**Answer:**

This is an air bleed hole that prevents the pump from air locking. Seeing water spurting out of this hole is completely normal.

**Question:**

Can I buy a sewage pump and use it as a sump pump?

**Answer:**

Never use a sewage pump for a sump pump. Because of the power of the sewage pump it will cycle on and off too frequently which can shorten the life of the motor.



## Wastewater Products Continued

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### Question:

My pump is running but nothing is coming out. What's wrong?

### Answer:

Your pump may be air locked. An air lock occurs when air is trapped between the pump and the check valve on the discharge line. Water pumps are designed to pump water not air. When air is trapped the pump loses suction when it starts and is unable to pump water. You can test to see if your pump is airlocked by removing the discharge pipe which will free any air lock. To prevent air lock, drill a 3/16" hole angled upwards below the check valve so the water will spray down into the sump pit. Note: this hole is not needed if your pump is equipped with an air vent hole (a tiny hole located near the base of the pump).

## Clean Water and Irrigation Products

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### Question:

The carton says my pump is self-priming does that mean I never have to prime the pump?

### Answer:

The pump MUST be primed initially. See the owner's manual for priming instructions. Once it is primed the pump is designed to keep water over the eye of the impeller and therefore allows the pump to re-prime itself. If the pump loses prime, check the troubleshooting section of the manual for solutions or call our Technical Support Specialists at 1.888.956.0000.

### Question:

My new pump isn't turning off. What's wrong?

### Answer:

You MUST set up your pump to MATCH the voltage of your power supply. Please follow the instructions in the manual for selecting the proper voltage on your pump. If your pump is set to 230 Volts and your power source is 115 Volts, you pump will run at approximately half the performance rate and isn't producing enough pressure to turn off.

### Question:

Can I leave my sprinkler pump outside?

### Answer:

No. The sprinkler pump is not weather proof. The motor must not be exposed to the elements. We recommend using an enclosure such as a dog house type enclosure to protect your sprinkler pump during the summer months. Pumps can be damaged if not properly winterized.

### Question:

My new pump is getting real hot. What's wrong?

### Answer:

You MUST set up your pump to MATCH the voltage of your power source. Please follow the instructions in the manual for selecting the proper voltage. If your pump is set to 230 Volts and your power source is 115 Volts, your pump will run at approximately half the performance rate and will keep running because enough pressure isn't built up to shut the pump off. If your pump is set to 115 Volts and your power source is 230 Volts, the pump will shut off unexpectedly due to thermal overload. Serious damage can occur to the pump!



## Clean Water and Irrigation Products Continued

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### **Question:**

My pressure switch is chattering - do I need a new pressure switch?

### **Answer:**

Actually the answer to this problem is never the pressure switch. The pressure switch is reacting to a change in internal pressure. Please contact our Technical Support Specialists at 1.888.956.0000 to help you troubleshoot this.

### **Question:**

My pump keeps turning off and on - what's wrong?

### **Answer:**

Actually the answer to this problem is never the pressure switch. The pressure switch is reacting to a change in internal pressure. Please contact our Technical Support Specialists at 1.888.956.0000 to help you troubleshoot this.