Troubleshooting

Problem	Probable Causes	Corrective Action
Pump does not turn on	Pump is not plugged in	Plug in the pump.
	Circuit breaker is off or fuse is removed	Turn on circuit breaker or replace fuse.
	Accumulation of trash on float	Remove the float access cover. Clean float.
	Float obstruction	Refer to "Float Maintenance" on page 4.
	Defective switch	Replace pump.
	Defective motor	Replace pump.
Pump will not shut off	Float obstruction	Refer to "Float Maintenance" on page 4.
	Defective switch	Replace pump.
	Pump is air locked	Shut power off for approximately 1 minute, then restart. Repeat several times to clear air from pump. If this does not resolve the problem, clean the vent hole. Refer to "Maintenance" on page 4.
	Liquid inflow matches or exceeds pump output capacity	Multiple or larger pump required.
	Frozen water in discharge hose	Thaw hose or replace hose.
Pump runs but does not discharge liquid	Lift too high for pump	Check rated pump performance.
	Inlet to impeller plugged	Pull pump and clean.
	Pump is air locked	Shut power off for approximately 1 minute, then restart. Repeat several times to clear air from pump. If this does not resolve the problem, clean the vent hole. Refer to "Maintenance" on page 4.
	Outlet flow is blocked	Check outlet tubing to ensure that it is not kinked or blocked. Clear blocked tubing of slime and debris. Clean inlet and outlet piping.
	Frozen water in discharge hose	Thaw hose or replace hose.
Pump does not deliver rated capacity	Lift too high for pump	Check rated pump performance.
	Low voltage, speed too slow	Check that supply voltage matches nameplate rating.
	Impeller or discharge pipe is clogged	Pull pump and clean. Check pipe for scale or corrosion.
	Discharge hose diameter is too small	Replace discharge hose with larger diameter hose.
Pump cycles continually	No check valve in long discharge pipe allowing water to drain back onto cover	Install a check valve in the discharge line.
	Check valve leaking	Inspect check valve for correct operation.
	Defective switch	Replace pump.
	Volute clogged	Clean screen and basket.
	Float obstruction	Refer to "Float Maintenance" on page 4.
	Thermal protector activated	Allow pump to cool.
	GFCI device activated	Inspect all electrical connections and reset the GFCI.
Protector tripping (motor overloading/overheating)	Obstructed pump impeller	Pull pump and clean. Check pipe for scale or corrosion.
	Pump air-locked	Shut power off for approximately 1 minute, then restart. Repeat several times to clear air from pump. If this does not resolve the problem, clean the vent hole. Refer to "Maintenance" on page 4.
	Excessively high or low voltage supply	Refer to "Specifications" on page 1.
	Pump, motor, bearings, or seal have reached the end of their useful life	Replace pump.

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