

Troubleshooting (Always unplug the pump from the controller before performing any maintenance)

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| The pump will not start or run | Pump is not plugged in | Plug pump in properly (see instructions) |
| | Water is not high enough to activate the pump | Make sure float switch is positioned properly |
| | Open circuit | Check circuit breaker or fuse |
| | Poor power source | Check circuit line wires and cable* |
| | Low voltage | Check line wires and source voltage* |
| | Bad power cable | Replace with new cable* |
| | Locked impeller | Remove strainer and clear obstruction |
| | Defective float switch | Replace float switch with new float switch |
| Thermal protector tripping or not functioning | Defective pump | Replace pump with new pump |
| | Locked impeller | Remove strainer and clear obstruction |
| | Incorrect power supply | Check power supply source and voltage |
| Pump starts and stops too frequently | Overburdened due to heavy sand content in the water | Use water filter or replace with a higher wattage pump |
| | Pump running continuously with no water present | Check float switch |
| Pump will not shut off | Float stops are positioned too close together | Adjust the stopper on the lift rod |
| | Water flowing back from pipe | Install or replace check valve |
| | Clogged or frozen discharge | Clear blockage or thaw frozen line |
| | Blocked intake | Clear debris from intake |
| | Float switch is obstructed and can not drop down | Clear debris from the float and lift rod |
| Insufficient or no water volume | Check valve installed with no air bleed hole in pipe or pump | Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump |
| | Check valve is stuck or installed upside down | Reverse or replace check valve. Make sure the check valve is installed with the flow arrow pointing up and out of the pit. |
| | Check valve on secondary pump will not close and water re-circulates within the system | Replace the check valve on the secondary pump |
| | Partially blocked impeller | Clear obstruction |
| | Clogged or frozen discharge | Clear blockage or thaw frozen line |
| | Broken or leaking pipe | Repair piping |
| | Low power voltage | Check power voltage, wires and cable condition |
| Abnormal sound or vibration | Check valve installed with no air bleed hole in pipe or pump | Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump |
| | Check valve is stuck or installed upside down | Reverse or replace the check valve. Be sure check valve is installed with flow arrow pointing up and out of the pit |
| | Pump is air locked | Remove debris from the air relief valve |
| Abnormal sound or vibration | Check valve on secondary pump will not close and water re-circulates within the system | Replace the check valve on the secondary pump |
| | Blocked intake | Clear debris from intake |
| | Broken impeller | Replace impeller with new one |

*Consult a licensed electrician.

If the above solutions do not solve the problem, contact Glentronics customer service 800-991-0466, option 3.