

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

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 starts and stops too frequently	Water flowing back from pipe	Install or replace check valve
Pump will not shut off	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 switch
	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
Insufficient or no water volume	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
	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
Abnormal sound or vibration	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
	Check valve on secondary pump will not close and water re-circulates within the system	Replace the check valve on the secondary pump
Abnormal sound or vibration	Blocked intake	Clear debris from intake
	Broken impeller	Replace impeller with new one
	Discharge PVC pipes not properly secured	Secure discharge PVC pipes with appropriate hardware

\*Consult a licensed electrician.

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