

Primary Pump Troubleshooting Guide

⚠ DANGER

Read safety warnings & instructions before attempting any repairs or maintenance.

Potential Cause	THE PUMP WILL NOT START OR RUN	Solutions
Pump is not plugged in	Plug pump in properly (see instructions)	
No AC power	Check circuit breaker or fuse	
Poor power source	Check circuit line wires, cable and outlet	
Locked impeller	Remove strainer and clear obstruction	
Defective float switch	Replace float switch with new float switch	
Defective pump	Replace pump with new pump	

Potential Cause	THERMAL PROTECTOR TRIPPING OR NOT FUNCTIONING	Solutions
Locked impeller	Remove strainer and clear obstruction	
Incorrect power supply	Check power supply source and voltage	
Pump running continuously with no water present	Check float switch	

Potential Cause	PUMP STARTS AND STOPS TOO FREQUENTLY	Solutions
Float switches mounted too low	Raise both float switches	
Water back flowing from pipe	Install or replace check valve	
Malfunctioning float switch	Replace float switch with new float switch	

Potential Cause	PUMP WILL NOT SHUT OFF	Solutions
Clogged or frozen discharge	Clear blockage or thaw frozen line	
Blocked intake strainer	Clear debris from intake strainer	
One or both of the floats is obstructed and cannot drop down	Clear debris from inside the float cage (Loosen nut on top of float, then remove c-clip on bottom of float. Remove debris. Tighten nut on top of float, then replace c-clip on bottom of float.) When reassembling the float, the magnetic strip on the inside of the float should be facing down.	
Defective float switch	Replace float switch with new float switch	
Check valve is stuck	Replace check valve.	

Potential Cause	INSUFFICIENT OR NO WATER VOLUME	Solutions
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	Remove strainer and clear obstruction	
Clogged or frozen discharge pipe	Clear blockage or thaw frozen line	
Broken or leaking pipe	Repair pipe	
Low power voltage	Check power voltage, wires and cable condition	
Check valve is stuck	Replace check valve	
There is an air lock within the system	Make sure the air relief valve located on the top of the primary pump is clear of debris	

Potential Cause	ABNORMAL SOUND OR VIBRATION	Solutions
Check valve is broken	Replace the check valve	
Blocked intake screen	Clear debris from intake screen	
Defective pump	Replace pump	

If the above solutions do not resolve the problem, follow the instructions within this manual to disconnect the system from the outlet and battery terminals, then reconnect the system and push the reset button. If the problem continues, contact customer service.

Backup Pump Troubleshooting Guide

⚠ DANGER

Read safety warnings & instructions before attempting any repairs or maintenance.

Potential Cause	BATTERY FLUID LOW	Solutions
The battery fluid is low	Add distilled water to each cell of the battery	
The fluid sensor is installed improperly	The fluid sensor should be inserted into the designated hole on the top of the battery and pushed down	
Not using a Basement Watchdog battery	This feature cannot be used. Attach the fluid sensor to the positive post of the battery	

Potential Cause	BATTERY PROBLEM	Solutions
Terminals are corroded	Clean terminals and cables	
Cables are loose	Tighten wing nuts	
Battery is discharged below 25%	Replace battery if power is out. There is only 1/2 hour of continuous pumping power left. Battery will recharge when power is restored	
Battery is old or damaged	Replace battery	

Potential Cause	POWER FAILURE	Solutions
Power outage	None. To silence the alarm for 24 hours, press and hold the yellow button on the front panel of the backup controller for 5 seconds	
An outlet, fuse, or circuit breaker has failed	Try another outlet, replace the fuse, or reset the circuit breaker	
The charger is unplugged from the wall or the back of the controller	Make sure the power cord is plugged in securely	
The control unit is receiving less than 110 volts from the outlet	None, if the utility company has instigated brown outs. Otherwise, reduce the number of other appliances on the circuit	

Potential Cause	PUMP WILL NOT SHUT OFF	Solutions
Backup pump is clogged	Remove strainer from pump and clean out any debris	
Backup pump is broken	Replace the pump	
There is a slight chance of false activation if the float switch cord is wrapped around the AC power cord	Move the float switch cord away from the AC power cord	

Potential Cause	INSUFFICIENT OR NO WATER VOLUME	Solutions
Backup pump is unplugged	Make sure the pump is securely plugged into the back of the control unit	
The main AC pump failed because of a power outage	None. The backup pump was activated when needed	
The water was coming into the sump faster than the main pump could evacuate it	None. The backup pump was activated when needed	
The float switch on the main AC pump is stuck or defective	Free the float switch on the main pump or replace it	
The main AC pump is broken	Replace the main AC pump	
The main AC pump could not keep up with the inflow of water	None. The backup pump was activated as needed	
The check valve is stuck and the water cannot pass through it	Replace the check valve	
The discharge pipe is clogged or frozen and the water cannot pass through it	Thaw, cleanout the blockage, or replace the discharge pipe	
There is an air lock within the system	Make sure the 1/8" weep hole is drilled in the elbow of the backup pump. Make sure it is clear of debris	

Potential Cause	ABNORMAL SOUND OR VIBRATION	Solutions
Check valve is broken	Make sure check valve is functioning, or replace it	
Discharge pipe is clogged or frozen	Clear the discharge pipe	