

# Troubleshooting Guide



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 Basement Watchdog 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 & cables	
Cables are loose	Tighten wing nuts	
Battery is discharged below 25%	Replace battery if power is out. There is only 1 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. The backup pump will run off the battery. Press and hold the reset button to silence the alarm for 24 hours	
An outlet, fuse or circuit breaker has failed	Try another outlet, reset the circuit breaker or send the unit in for repair	
The power cord is unplugged from the wall	Make sure the power cord is plugged in securely	
The charger 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 FAILURE	Solutions
Backup pump is unplugged	Make sure the pump is securely plugged into the back of the control unit	
Backup pump is clogged	Remove strainer from pump and clean out any debris	
Backup pump is broken	Replace the pump	

Potential Cause	PUMP WAS ACTIVATED	Solutions
The main AC pump failed because of a power outage	None. The backup pump was activated when needed	
The float switch on the main 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. If this is a recurring problem, install a higher capacity main pump	
The check valve is stuck or installed improperly and the water cannot pass through it	Replace the check valve or correct the installation	
The discharge pipe is clogged or frozen and the water cannot pass through it	Thaw, clean out the blockage, or replace the discharge pipe	
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	DC FUSE HAS BLOWN	Solutions
Pump is clogged	Remove strainer from pump. Clean out any debris. Replace the 20-amp DC fuse	
Pump wires are exposed	Replace the pump	
Pump is broken	Replace the pump	

Potential Cause	WATER WILL NOT LEAVE THE PIT	Solutions
No check valve	If connecting backup to the primary discharge pipe, make sure there is a check valve on both the main and backup pipes below the tie-in point	
Check valve is broken or installed improperly	Make sure check valve is functioning and installed properly	
Discharge pipe is clogged or frozen	Clear the discharge pipe	
There is an air lock in the system	Make sure the 1/8" weep hole is drilled in the discharge pipe below the check valve, but above the water line. Make sure it is clear of debris	

Potential Cause	SYSTEM DOES NOT OPERATE AFTER INSTALLATION	Solutions
The battery cables are connected backwards	Reverse the battery connections	

If the listed 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 at 800-991-0466 option 3.