

# 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, replace the fuse, or reset the circuit breaker
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.