



Frequently Asked Questions

Why can't I adjust the stop pressure?

The pump stops on flow rather than pressure. This is intentionally designed to prevent cycling on and off the pump. It is important to size the pump properly. There are three models that add +35 psi, +52 psi and +70 psi to your incoming pressure. A pressure-reducing valve can be installed before the pump in lower or stabilize variations of incoming pressure. Make sure not to exceed the incoming pressure on page 3 of the instruction manual.

How can I measure the boost pressure of the pump?

Unplug the pump and run water for one minute. Slowly shut off water. Read pressure gauge. Next, plug in the pump. Run water for 1 minute then slowly shut off water. Read pressure gauge. The difference in pressure readings is your boost.

Why is the Red FAULT light on?

The Red light indicates a fault in the system. To clear a fault try:

- 1)** The start pressure dial could be set too high. Remove round cover on control and adjust start pressure dial 10-15 psi less than maximum boosted pressure as shown on pressure gauge, then push RESET.
- 2)** Water cannot flow through pump to build pressure. Make sure all valves are open and the check valve is in the correct orientation.
- 3)** If installed in a suction lift application, prime could be lost. Re-prime and check for leaks on suction side. Push the RESET button, the pump will run for 5 seconds, watch pressure gauge to make sure that the pressure is increasing
- 4)** This can occur if the water supply has been interrupted. The pump will automatically try a restart 15 minutes after a failure. This will occur automatically four times, flashing one time for every failed restart, and then a solid RED light will be on.

Why is the Blue RUN light on?

The Blue light will be on when the pump runs. This means water is flowing through the system greater than ½ GPM.

Why is the Blue RUN light on when no one is using water?

- 1)** Possible leaks in systems such as; running toilets, humidifiers, water softeners or icemakers. To check for water leakage in the house, close the valve after the pump. If the pump stops, then water is leaking somewhere after this valve. Fix leaks and open valves again.
- 2)** If the pump has a bypass valve installed, make sure it is closed for normal operation (see instruction manual diagram page 5).
- 3)** The plastic magnetic piston (inside brass control) could be jammed by excessive thread sealant or debris. Loosen union nut and inspect piston. It should move freely and spring outwards (see instruction manual diagram page 4).

Why does the pump start and stop without obvious use?

- 1)** Small leaks in the system can cause this. Reduce Start Pressure by turning the dial to a lower pressure. Then adjust air pressure tank (see instruction manual #6 on page 7).
- 2)** Try alternate Flow Mode (see instruction manual page 8).

Why won't the pump start when the Green light is on?

Start pressure dial set lower than incoming pressure. Adjust start pressure dial 10-15 psi less than maximum boosted pressure as shown on pressure gauge, and then push RESET. Then adjust air pressure in tank (see instruction manual #6 on page 7).

Why won't the pump start when no lights are on?

Make sure pump is plugged into control, and control is plugged into a GFCI circuit. Test wall power receptacle with a light or multi-meter.

Why is the pump noisy?

- 1)** Be sure the pump is mounted on a substantial foundation. Pipe should be rigid and all connections tight.
- 2)** Total suction lift or flow is beyond the pump capability and the pump is starved for water.

Why won't the pump stay primed? (suction lift applications only)

- 1)** Check foot valve. Make sure it is clean and sufficiently submerged, but is not in sand or mud.
- 2)** Be sure pump is sufficiently primed.
- 3)** Check for possible leaks in suction piping.
- 4)** Total suction lift may be beyond the pump capability of 20 feet.

