

Fault Finding

Fault	Cause	Remedy
1. The pump does not run.	a) The fuses in the electric installation	Replace the fuses. If the new ones blow too, are blown. the electric installation and the supply cable should be checked.
	b) The ELCB or the voltage-operated ELCB has tripped out.	Cut in the circuit breaker.
	c) No electricity supply.	Contact the electricity supply authorities.
	d) The motor protection has cut off the electricity supply due to overload.	Check whether the motor/pump is blocked.
	e) The pump/supply cable is defective	Repair or replace the pump cable
	f) The float switch is in dry-running position.	Check the water level and the float switch for free move ability.
	g) The pumped is blocked.	Check and clean the pump
2. The pump runs but gives no water	a) The discharge valve is closed.	Open the valve.
	b) No water or too low water level in well.	Increase the installation depth of the pump (maximum 20 metres). Reduce the pump performance or replace the pump by a smaller capacity.
	c) The non-return valve is stuck I its closed position.	Pull out the pump and clean or replace the valve.
	d) The suction strainer is choked up.	Pull out the pump and clean the suction strainer and the impeller, if necessary, see section 9.1 Cleaning the pump suction strainer.
	e) The pump is defective.	Repair or replace the pump.
	f) The pump has not been primed (pump with base plate).	Prime the pump, see section 7. Start-up.
3. The pump runs at reduced capacity.	a) The drawdown is larger than anticipated.	Increase the installation depth of the pump (maximum 20 metres). Reduce the pump performance or replace the pump by a smaller capacity.
	b) The valves in the discharge pipe are partly closed/ blocked.	Check and clean or replace the valves, if necessary.
	c) The discharge pipe is partly blocked by impurities.	Clean or replace the discharge pipe.
	d) The non-return valve in the discharge pipe is partly blocked.	Clean or replace the valve.
	e) The pump and discharge pipe are partly blocked by impurities.	Pull out the pump. Check and clean or replace the pump, if necessary. Clean the pipes.
	f) The pump is defective.	Repair or replace the pump.
	g) Leakage in pipework.	Check and repair the pipework.
	h) The discharge pipe is defective.	Replace the discharge pipe.
	i) Under voltage has occurred.	Check the electricity supply.



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4. Frequent starts and stops	a) The differential of the pressure switch between the start and stop pressures is too small.	Increase the differential. However, the stop pressure must not exceed the operating pressure of the pressure tank and the start pressure should be high enough to ensure sufficient water supply.
	b) The float switch has not been adjusted correctly.	Adjust the float switch to ensure suitable time between the cutting-in and cutting-out of the pump, see section 7.0 adjustment of float switch.
	c) The non-return valve is leaking or stuck half-open.	Clean or replace the non-return valve.
	d) The supply voltage is unstable.	Check the electricity supply.
	e) The motor temperature is too high.	Check the water temperature.
	f) The pump is blocked.	Clean the pump and check that the rotating parts of the pump can rotate freely.
	g) The precharge pressure of the pressure tank is too low.	Adjust the tank precharge pressure in accordance with the installation and operating instructions supplied with the tank.
	h) Leaking taps or toilet	Check/replace tap washes or toilet valves.
	i) The diaphragm of the tank is defective.	Check and replace the pressure tank, if necessary.

Exploded views of Pumps

When ordering spare parts, see pump specifications section

Disposal

Disposal of this product or parts of it must be carried out according to the following guidelines:

-  Use the local public or private waste collection service.
-  In case such waste collection service does not exist or cannot handle the materials used in the product, please deliver the product or any hazardous materials from it to your nearest Grundfos company or service workshop.

Reset & Controller Test

The controller can be checked to see that it is working correctly or reset by switching the power mains off for 3 seconds and then on again. The pump will run for up to 60 seconds, stop, then go to displaying stand-by and pressure.

The reset process checks the state of the controller. If the controller operates as above any system problems or faults will be due to other factors, installation, piping, position of check valve, tank size and air pressure, correct pump or size, design of system or state of the motor.