



# FREQUENTLY ASKED QUESTIONS CONCERNING *Sump Pumps*

## **Q1. What size sump pit should be used?**

**A1.** The size of a sump pit will be dependent on what kind of sump pump you have as well as the kind of float switch it contains. If you have a pedestal sump pump, you will need a sump pit that is 11" in diameter and a maximum of 24" deep, for submersible sump pumps there is not a maximum depth but with a wide angle switch the minimum diameter pit you can have is 18" and a submersible sump pump with a vertical switch can have a pit anywhere from 11" to 18" in diameter.

## **Q2. What is a weep hole and where should I drill it?**

**A2.** A weep hole is also considered a relief hole, this hole will prevent the pump from going into "air-lock", air-lock is when the pump is running but not delivering water. We suggested that the weep hole be a 3/16" hole in the discharge pipe below your floor line between the pump discharge and check valve.

## **Q3. Does a check valve need to be installed?**

**A3.** Yes, a check valve is installed in the sump pumps discharge pipe. When the pump runs, the water is pumped through the valve and when the pump shuts off, the water in the discharge pipe will want to drain back down into the sump pit. The check valve will keep this from happening and also prevents the pump from having to pump water that has already been pumped out.

## **Q4. Why is the pump tripping the breaker?**

**A4.** The sump pump could be tripping the breaker due to these few reasons: the impeller or volute is clogged, if this is the case, please remove pump and clean thoroughly or the fuse size or circuit breaker is too small, must be at least 15 amps.

## **Q5. Can an extension cord be used to plug the pump in?**

**A5.** We do not recommend that sump pumps are run on an extension cord; please plug the pump directly into a dedicated 115V outlet. This will ensure that the pump is receiving the correct amount of voltage to operate. If an extension cord is utilized it will void your warranty.

## **Q6. Can the discharge pipe be reduced from the outlet size of the pump?**

**A6.** The discharge pipe to a sump pump should never be reduced, always use the same size or larger than the size of the pump discharge.

## **Q7. Can the discharge pipe be larger than the outlet size of the pump?**

**A7.** The discharge pipe may be a few sizes larger than the outlet of the pump but if it is too large the flow rate could become too slow and cause solids to settle out in the pipe. This could cause sludge to build up and possibly cause clogs in the pipe.

## **Q8. Should a backup pump be installed with a sump pump?**

**A8.** A backup pump is not a necessity when installing a sump pump but it is a good idea to have. The backup pump is designed to run when your main pump cannot keep up with the inflow or the main pump has failed.

## **Q9. How to determine what size horsepower should be used?**

**A9.** The higher the horsepower on the pump the faster it will move the water out of the pit and the more electricity it will use. If you have a sump pit that fills rapidly and you have a water problem, you will want a higher horsepower pump. If at all possible, increase the size of your sump pit so that your pump does not have to run as often.

## **Q10. Every time the sump pump turns off, there is a loud noise, what is causing this?**

**A10.** The noise that you hear is actually coming from the check valve, at the end of the cycle the check valve is closing and the water is coming into contact with it.

**Q11. Why is the pump spraying water from the side of the sump pump?**

**A11.** The sump pump is spraying water from the side of the pump body because we supplied a built in weep hole on the pump.

**Q12. Why is the pump continuing to run when there is no water left in the sump pit?**

**A12.** If your sump pump continues to run with an empty basin, your float is either stuck in the up position, be sure float can operate freely in your basin, or the float switch is defective; please call phone number listed on the manual for a replacement switch.

**Q13. The sump pump is running but delivering very little water, why?**

**A13.** The sump pump is running and delivering little water because of the following:

- The check valve is installed backwards, stuck or plugged.
- The lift is too high for the pump.
- The inlet or the impeller is blocked.
- The pump is air locked, shut the power off to the pump for approximately 1 minute and then restart, repeat several times. Also, if a weep hole was not drilled at the time of installation please do so now.

**Q14. What should be checked if the sump pump will not power on?**

**A14.** If the sump pump will not power on please check and correct the following items:

- Is the pump plugged in? Make sure the pump is plugged into an 115V outlet.
- The circuit breaker could be off or a fuse could be missing, turn the circuit breaker on or replace fuse.
- There could be debris on the float, if so please clean the float.
- There is an obstruction in the way of the float working, clear float path.
- The switch is defective, call the number listed on the manual for replacement.
- The motor is defective, call the number listed on the manual for warranty information.

**Q15. Why is the sump pump cycling constantly?**

**A15.** The sump pump is cycling constantly because of the following items:

- There is no check valve installed in the discharge pipe allowing water to drain back into the sump pit.
- There check valve is leaking or has failed.
- The basin is too small for the inflow.