

TROUBLESHOOTING - HDS SUMP PUMP

Problem	Cause/Solution
The pump does not run and makes a humming sound.	The line circuit breaker is off, or the fuse is blown or loose.
	The water level in the basin has not reached turn-on level as indicated in the Installation Requirements drawing.
	The pump cord plug is not making contact in the receptacle.
	The float is stuck. It should operate freely in the basin.
	If a gate valve is used, make sure it is open
	If all of the above are OK, then the motor could be malfunctioning.
	The pump runs but does not deliver water.
Check for blockage in the check valve.	
The discharge shut-off valve (if used) may be closed.	
The impeller or volute openings are fully or partially clogged. Remove the pump and clean.	
The pump is air-locked. Start and stop several times by plugging and unplugging the cord. Check for a clogged vent hole in the pump case or discharge pipe.	
The inlet holes in the pump base are clogged. Remove the pump and clean the openings.	
The vertical pumping distance is too high. Reduce the distance or change the discharge fittings of the pump.	
The pump runs and pumps out sump,	The float is stuck in the up position. Be sure the float operates freely in the basin.
	The float switch is defective. Replace the float switch.
The pump runs but only delivers a small amount of water.	The pump is air-locked. Start and stop several times by plugging in and unplugging the cord. Check for a clogged vent hole in the pump case.
	The vertical pumping distance is too high. Reduce the distance or change the discharge fitting of the pump.
	Inlet holes in pump base are clogged. Remove pump and clean the strainer and openings.
	The impeller or volute openings are fully or partially clogged. Remove the pump and clean.
The fuse blows or circuit breaker trips when the starts	The pump impeller is partially clogged, causing the motor to run slowly and overload. Remove the pump and clean.
	Pump must be on a separate circuit.
	The motor stator may be defective.
	There may be more than the pump on the circuit overloading and tripping the circuit board.
	The fuse size or circuit breaker may be too small (must be 15 A).
	The impeller or volute openings are fully or partially clogged. Remove the pump and clean.
The motor runs for a short time and then stops.	The inlet holes in the pump base are clogged. Remove the pump and clean the openings.
	The pump impeller is partially clogged, causing the motor to run slowly and overload. Remove the pump and clean.
	The motor stator may be defective.
	The impeller or volute openings are fully or partially clogged. Remove the pump and clean. Also clean the strainer if one is installed.
The pump continually cycles	There is no check valve in the long discharge pipe allowing liquid to drain back into the sump.
	Install a check valve in the discharge line.
	The check valve is leaking. Inspect the check valve for correct operation.
	The basin is too small for inflow. Install a larger basin.