



K2pumps.com

SEWAGE & EFFLUENT PUMPS

Troubleshooting Guide

Problem 1: Pump does not start or run	Page 2
Problem 2: Pumps operates but fails to empty sewage basin	Page 3
Problem 3: Pump starts and stops too often	Page 3
Problem 4: Pump will not shut off	Page 4
Problem 5: Pump runs loud	Page 4
Problem 6: Circuit Breaker trips when pump starts	Page 4

Questions, problems, missing parts?

Call K2 Pumps Customer Service 8 am - 6 pm, Monday - Friday

844.242.2475

www.K2pumps.com

SAFETY INSTRUCTIONS

WARNING: Risk of electrical shock. Disconnect power before working on pump or motor.

CAUTION: Motors run hot. Do not touch the motor housing during operation. Before handling the pump, disconnect power and allow the motor to cool down for 20 minutes.

Do not disassemble the motor housing. This motor has NO repairable internal parts. Disassembly may cause an oil leak or dangerous electrical wiring issues.

Do not lift the pump by the power cord.

Read and follow all safety and operating instructions on the pump label and in the owner’s manual, before doing any work on the pump!

Problem 1: Pump does not start or run	
Possible Causes	Corrective Action
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position. The pump must be plugged into an outlet that is on a dedicated 15 Amp circuit breaker.
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. Water level in sewage basin is not high enough to activate the float switch	4. When the water level reaches the right height, the pump will start
5. The float switch is stuck	5. Remove any obstructions and make sure the float switch can move freely
6. The float switch failed	6. Replace the float switch
7. Impeller or inlet is obstructed	7. Refer to the "Care and Cleaning" instructions in your manual
8. Thermal overload due to pump overheating	8. Unplug the pump and allow it to cool for at least 30 minutes, plug the pump in again.
9. Low supply voltage	9. Consult a professional electrician
10. The motor has failed	10. Replace the pump

Problem 2: Pump operates but fails to empty sewage basin

Possible Causes	Corrective Action
1. Debris is caught in the impeller, pump inlet or discharge pipe	1. Refer to the "Care and Cleaning" instructions in your manual
2. Pump is undersized	2. A higher horsepower pump may be needed. Consult Customer Service.
3. Impeller is damaged or broken	3. Replace the Impeller
4. Check valve is installed backwards	4. Make sure the arrow on the check valve is pointing away from the pump
5. Vertical pumping lift is too high	5. Refer to the owner's manual for the "Maximum Lift" of your model in the performance chart
6. Pump is air-locked	6. Drill an 1/8" hole in the discharge pipe between the check valve and the pump
7. Discharge pipe is installed incorrectly	7. The discharge pipe may have too many 90-degree bends which reduces the water flow. See the owner's manual for installation instructions.
8. Discharge shut-off valve may be closed	8. Open the discharge shut-off valve
9. The float switch is stuck	9. Remove any obstructions and make sure the float switch can move freely
10. Low supply voltage	10. Consult a professional electrician

Problem 3: Pump starts and stops too often

Possible Causes	Corrective Action
1. Water is flowing back from the discharge pipe	1. Install a check valve, see owner's manual for instructions
2. Check valve is leaking	2. Replace the check valve
3. The float switch is stuck	3. Remove any obstructions and make sure the float switch can move freely
4. The float switch failed	4. Replace the float switch
5. More water is flowing into the sewage basin than the pump can handle	5. A higher horsepower pump may be needed. Consult Customer Service.

Problem 4: Pump will not shut off

Possible Causes	Corrective Action
1. The float switch is stuck in the ON position	1. Remove any obstructions and make sure the float switch can move freely
2. The float switch failed	2. Replace the float switch
3. More water is flowing into the sewage basin than the pump can handle.	3. A higher horsepower pump may be needed. Consult Customer Service.
4. The discharge pipe is clogged	4. Clean out the discharge pipe
5. The pump is air-locked	5. Drill an 1/8" hole in the discharge pipe between the check valve and the pump

Problem 5: Pump runs loud

Possible Causes	Corrective Action
1. Pump is not installed correctly	1. Refer to the owner's manual for proper installation
2. The bearings are worn out	2. Replace the pump
3. Impeller is damaged or broken	3. Replace the Impeller
4. Discharge piping is vibrating excessively	4. Add some fiberglass pipe wrap or soundproofing foam between the discharge pipe and the building's structure.

Problem 6: Circuit Breaker trips when pump starts

Possible Causes	Corrective Action
1. Debris is caught in the impeller, pump inlet or discharge pipe	1. Remove the debris. Refer to the "Care and Cleaning" instructions in your manual
2. Circuit breaker is undersized	2. Check the Specifications for the amp rating of your model in the owner's manual. The circuit breaker must be at the specified amps or higher and dedicated to the sewage pump.
3. Extension cord is being used	3. Do not use an extension cord with this pump