

Rainwater Pump with Controller

PROBLEM	CAUSE	CORRECTIVE ACTION
Pump doesn't start (No POWER light).	No power to unit	Check power outlet is turned on. Check electrical connections and ensure electrical power is working.
Pump doesn't start (FAILURE light on).	Pump does not prime or there is no water to pump	Re-prime pump. Press RESET button and try operations again.
Pump operates but no water is delivered.	No water in tank Blockage in suction hose or delivery pipe.	Check rainwater tank for water. Ensure valve is open on rainwater tank. Clear blockages from suction hose and discharge pipe.
Pump doesn't stop when tap is closed.	There is a leak in the pipe system. (<i>>1.2 litres per minute</i>)	Check all pipe work for leaks on suction and discharge side of pump. Pressure test using a gauge if necessary. Any small leak from a connection, tap or leaking toilet will cause a problem.
Pump starts and stops repeatedly.	There is a small leak in the system	Check all pipework for leaks on suction and discharge side of pump. Pressure test using a gauge if necessary. Any small leak from a connection, tap or leaking toilet will cause a problem.

Rainwater Pump with Pressure Tank

PROBLEM	CAUSE	CORRECTIVE ACTION
Pump doesn't start.	No power to unit. Discharge tap is not open.	Check power outlet is turned on. Check electrical connections and ensure electrical power is working. Pump will only start when discharge tap is opened.
Pump operates but no water is delivered.	No water in tank. Blockage in suction hose or delivery pipe.	Check rainwater tank for water. Ensure valve is open on rainwater tank. Clear blockages from suction hose and discharge pipe.
Pump starts and stops irregularly or continuously.	There is a small leak in the system. The pressure in the tank is not correct. Non-return valve not installed.	Check all pipe-work for leaks on suction and discharge side of pump. Pressure test using a gauge if necessary. Any small leak from a connection, tap or leaking toilet will cause a problem. Ensure the air pressure in the pressure tank is 18—20psi. Ensure there is a non-return valve in the suction line and it is installed so the flow is going towards the pump.
Pump doesn't stop when tap is closed.	There is a leak in the pipe system. The pressure in the tank is not correct. Non-return valve not installed.	Check all pipe-work for leaks on suction and discharge side of pump. Pressure test using a gauge if necessary. Any small leak from a connection, tap or leaking toilet will cause a problem. Ensure the air pressure in the pressure tank is 18—20psi. Ensure there is a non-return valve in the suction line and it is installed so the flow is going towards the pump.