

Troubleshooting Pump

SYMPTOM	POSSIBLE CAUSE	RECOMMENDED ACTION
Motor Not Running	Motor thermal protector tripped.	Allow motor to cool. Ensure minimum pump submergence. Clear debris from casing and impeller.
	Open circuit breaker or blown fuse. Pump may be clogged.	Check motor amp draw. If two or more times higher than listed on pump, impeller is locked, motor bearings or shaft is damaged. Clear debris from casing and impeller and consult with Triple D Pump Company.
	Power cable is damaged.	Consult with Triple D Pump Company.
	Inadequate electrical connection in control panel.	Inspect control panel wiring. Consult a qualified electrician.
	No neutral wire connected to control panel.	Resistance between power leads and ground should read infinity. If any reading is incorrect, call a qualified electrician.
	Defective float control.	With switch disconnected, check continuity while activating float switch. Switch needs to be replaced. Call Triple D Pump for replacement switch.
	Insufficient liquid level to activate controls.	Allow liquid level to rise 3" to 4" above turn-on level.
	Float switch cords tangled.	Untangle cords and ensure free operation.
Pump Will Not Turn Off	Float switch cords tangled.	Untangle cords and ensure free operation.
	Pump is air locked.	Shut off pump for approximately one minute, then restart. Repeat until air lock clears. If air locking persists in a system with a check valve, a 3/16" hole may be drilled in the discharge pipe approximately 2" above the discharge connection.
	Influent flow is matching pump's discharge capacity.	Larger pump may be required. Contact Triple D Pump Company for correct sizing of pump.
Little or No Liquid Delivered By Pump	Check Valve installed backwards, plugged or stuck closed.	Check flow arrow on valve and check valve operation.

	Excessive system head.	Consult with Triple D Pump Company.
	Pump Inlet Plugged.	Inspect and clear as required.
	Improper voltage or wired incorrectly.	Check pump rotation, voltage and wiring. Consult with qualified electrician.
	Pump is air locked.	Shut off pump for approximately one minute, then restart. Repeat until air lock clears. If air locking persists in a system with a check valve, a 3/16" hole may be drilled in the discharge pipe approximately 2" above the discharge connection.
	Impeller is worn or damaged.	Inspect impeller. Contact Triple D Pump Company for replacement.
	Float control defective or improperly positioned.	Inspect, readjust or contact Triple D Pump Company for replacement.
Pump Cycles Constantly	Discharge check valve inoperative.	Inspect, readjust or contact Triple D Pump Company for replacement.
	Tank too small.	Consult with Triple D Pump Company.
	Float control defective or improperly positioned.	Inspect, readjust or contact Triple D Pump Company for replacement.
	Influent excessive for this size pump.	Contact Triple D Pump Company.
Red High Water Alarm Light On	Float switch failure or improperly positioned.	Inspect, readjust or contact Triple D Pump Company for replacement.
	Pump is defective.	Contact Triple D Pump Company for replacement.
Pump Works in Hand But Not Auto	Float switch failure.	Contact Triple D Pump Company for replacement.
WARNING/HAZARDOUS VOLTAGE: FAILURE TO DISCONNECT AND LOCKOUT ELECTRICAL POWER BEFORE ATTEMPTING ANY SERVICE CAN CAUSE SHOCK, BURNS OR DEATH.		

What should I do if there is a power outage?

Your grinder pump is powered by electricity and will not function during a power outage. In order to prevent waste from backing up into the lowest sink, tub, or toilet in your home, severely limit the interior use of water until power is restored. This means do not shower or wash dishes and limit flushing the toilet.

What should I do with my pump when I go on vacation?

If you plan on being away for several days, replace the wastewater in the tank with clean water to help minimize odors. First run water from an inside faucet long enough for the grinder pump to start working. After the pump starts, turn the inside faucet off. The pump will run until the tank is empty and shut off automatically. This process will cleanse the pump and leave it filled with a minimum of clean water. Always leave the power to the pump on.

Fluid is coming back into the basin from the discharge pipe

Replace check valve

Pump is air locking or sucking air at the end of the cycle

Adjust bottom float switch higher till this stops happening

Pump will only run in "Hand" and not in "Auto"

One or more float switches are bad. Replace float switches

Pump runs continuously

Discharge pipe is broken inside the basin.