

Pumps - General Troubleshooting

What is the issue with pump?		
Will not run	Can you plug the pump directly into a power point to bypass controller. Is the pump working now?	
	Yes <i>Problem is with the controller - refer to controller instructions/troubleshooting.</i>	
	No <i>Please contact Supreme Heating to discuss the issue.</i>	
Can't prime	Have you tried filling the basket with water?	
	Yes <i>Continue with questions.</i>	
	No <i>Please try filling basket with water.</i>	
	How far above water level is the pump?	
	If under 1m	<i>Continue with questions.</i>
	If over 1m	Do you have a non-return valve fitted between the pool and pump?
		Yes <i>Continue with questions.</i>
		No <i>You may need one.</i>
	Has the pool plumbing been altered recently?	
	Yes <i>You may need to speak to your pool technician.</i>	
	No <i>Continue with questions.</i>	
	Have you recently cleaned the basket?	
	Yes <i>Perhaps the 'O' ring is not properly sealing. Apply suitable waterproof grease to ensure positive seal.</i>	
	No <i>Continue with questions.</i>	
	Does the lid have a crack?	
Yes <i>Replace pump lid. Please contact your local Pool Shop or the pump manufacturer.</i>		
No <i>Please contact Supreme Heating to discuss the issue.</i>		

Pumps - General Troubleshooting (continued)

What is the issue with pump?	
Running continuously	Is the pump plugged into the bottom of the controller?
	Yes <i>Continue with questions.</i>
	No <i>Please plug into bottom of controller.</i>
	What setting have you got your controller set to eg. Summer, Winter, Tropical?
	Summer <i>Depending on what time of year it is ie. April - September it should be in Winter mode regardless of outside temperature. If during October - March, continue with questions.</i>
	Winter <i>Contact Supreme Heating or the pump manufacturer</i>
	Tropical <i>Depending on what time of year it is ie. April - September it should be in Winter mode regardless of outside temperature. If during October - March, continue with questions.</i>
	Are the sensors plugged in correctly?
	Yes <i>Please contact Supreme Heating to discuss the issue.</i>
	No <i>Correctly plug in sensors and if problem persists please contact Supreme Heating.</i>

Priming a pump

1. Turn your pump off.
2. Remove the lid.
3. Fill the basket with water, and quickly put the lid back on and turn the pump back on.