

SOLAR PUMPS - GENERAL TROUBLESHOOTING

WHAT IS THE ISSUE WITH PUMP?

WILL NOT RUN	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 priming the pump?	
	Yes	<i>Continue with questions.</i>
	No	<i>Please try priming the pump (refer to following page for instructions).</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>	

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RUNNING CONTINUOUSLY	Is the pump plugged into the bottom of the controller?	
	Yes	Continue with questions.
	No	Please plug into bottom of controller as labelled.
	What setting have you got your controller set to eg. Summer, Winter, Tropical?	
	Summer	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.
	Winter	Contact Supreme Heating or the pump manufacturer.
	Tropical	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.
	Are the sensors plugged in correctly?	
	Yes	Please contact Supreme Heating to discuss the issue.
	No	Correctly plug in sensors and if problem persists please contact Supreme Heating .

PRIMING A PUMP

Please follow the below steps to prime your solar 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.