FREQUENTLY ASKED QUESTIONS CONCERNING
Utility Pumps

Q1. Why is the pump tripping the breaker?

A1. The utility pump could be tripping the breaker due to these few reasons: the impeller or volute is clogged, if this is the case, please remove pump and clean thoroughly or the fuse size or circuit breaker is too small, must be at least 15 amps.

Q2. Is my submersible utility pump able to be completely under water?

A2. The utility pumps labeled "submersible" may be put completely under water except for the portion of the plug that is connected to the power source.

Q3. Can an extension cord be utilized with the utility pump?

A3. We do not recommend that an extension cord be utilized with the utility pump; we suggest plugging it directly into an outlet. If an extension cord must be used please utilize a heavy gauge wire with a short run. Also be advised it will void the warranty.

Q4. How is the utility pump completely drained, there is a water noise when the pump is moved?

A4. The noise coming from the utility pump is either water or oil; many utility pump motors are water or oil cooled. Please do not drain liquid from pump body.

Q5. What should be utilized to connect to the discharge of the pump?

A5. We suggest using a pipe or a hose that is the same size or larger than the discharge. If you utilize a smaller size or reducer fitting, you will reduce the water output and possibly damage the pump.

Q6. Is this pump designed to pump anything other than water?

A6. Our pump is manufactured to pump clear water; we have never tested our unit pumping anything else. Please do not pump flammable liquids through our pumps.

Q7. Can this utility pump handle debris?

A7. We have designed our units to pump clean and clear water. The largest solid that a select few of our utility pumps can handle is 1/8".

Q8. Is there a fuse inside the pump?

A8. Our utility pumps do not contain a fuse inside. Our pumps are manufactured with a thermal overload protector in them to protect from overheating. If the utility pump were to get too hot while running, it will shut itself off and restart when it has cooled down.

Q9. What size hose can be used with this utility pump?

A9. Keep in mind that most utility pumps do not build a lot of pressure, therefore a long hose should not be used and the diameter of the hose should be the same size or larger than the discharge of the utility pump. Also, every utility pump will have their own unique maximum "head", this will have to be taken into consideration when choosing the length of the hose and how high it will be pumped vertically.

Q10. Why is the utility pump running/humming but not delivering any water?

A10. The utility pump is not delivering water due to one of the following reasons:
If a check valve is installed, it could be installed backwards. Please be sure the arrow is pointing in the direction of the flow.
The impeller or volute is clogged, please remove pump and clean thoroughly.
Pump is air locked, please start and stop the pump several times by plugging and unplugging the cord.
Vertical pumping distance is too high for the utility pump.
If all of these items are checked and the pump still will not deliver water please call the number listed on your manual