

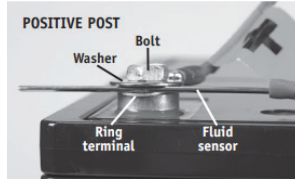


BACKUP PUMP TROUBLESHOOTING GUIDE

Low Fluid Alarm

Check the fluid level of the battery:

- The fluid should be just below the cap ring.
- Tug on the connection.
- Clean the sensor.
- Touch the sensor to the positive (+) post.
 - If the alarm turns off, the sensor is fine.
 - If it does not turn off, replace sensor or service the control box.
- If using a maintenance-free battery, connect per picture.



Battery Terminals Corroded

Check voltage of the battery:

- Set voltmeter to DC voltage.
- The charger floats the voltage between 12.4 and 15.8.



Battery Terminals Corroded

Make sure the terminals, ring lugs and wing nuts are corrosion-free:

- If corroded, replace.

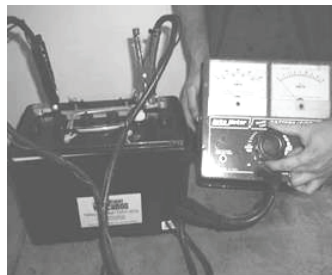
Check the fluid level of the battery:

- The fluid should be just (1/4") below the cap ring.

Battery Terminals Corroded

Load test the battery:

- If over 12.4 VDC, load test the battery.
 - Under 200 Amp draw, the battery should hold 10 VDC for 10 seconds.
 - If under 12.4 VDC, charge the battery, then load test (see photo for how to use the charger).



Battery Terminals Corroded (for the 1000 only)

- Call 1-800-991-0466 for support.

Battery Terminals Corroded (for the 2400 only)

Check to make sure the charger is working:

- Put your voltmeter (on DC) on the battery.
- Run the pump by lifting the float, continuously if necessary.
- The charger will turn on when the voltage gets to 12.4 (+-).
 - You will hear a click for the charge relay.
 - You will see the voltage jump.
 - If the voltage jumps, the charger is good.
 - If the voltage does not jump, repair or replace the control box.

Battery Terminals Corroded (1730 with terminal/1850)

Put your voltmeter (on DC) on the battery:

- Run the pump by lifting the float and let go.
 - After the pump shuts off, the voltage should start going up.
 - The voltage on the battery will naturally rebound.
 - If the voltage goes up past the starting voltage, the charger is good.
 - If the voltage does not go up to the starting voltage, repair or replace the control box.



Battery Terminals Corroded (1730 w/o terminal)

Put your voltmeter (on DC) on the battery:

- Do a hard reset.
- Disconnect the power adaptor.
- Disconnect the battery and let it sit for 15 seconds.
- Reconnect the battery.
- Reconnect the power adaptor.
 - This should make the charger turn on.
 - If the voltage climbs, the charger is good.
 - If the voltage does not climb, repair or replace the control box.

Pump is defective or not connected

Make sure the pump is plugged into the back of the control box.

Check the 20/25 Amp DC fuse:

- Check the continuity of the fuse and visually inspect the fuse.
 - If the fuse is bad, replace the fuse.
- Run the pump.
 - If the fuse blows, check the pump for blockage.
 - If no blockage exists, replace the pump.

Unit is not receiving power (for the 2400 only)

Check the AC fuse (5 Amp, slow blow, glass barrel fuse):

- Check the continuity of the fuse and visually inspect the fuse.

Check the outlet:

- Check the GFI (if there)

If the above checks out fine, repair or replace the control box.

Unit is not receiving power (for the 1730 w/o terminal only)

If the light is blinking with no audible alarm:

- The power was out and has been restored; press reset to clear.

Check to make sure the AC Adapter is plugged into an outlet and firmly into the back of the controller.

Check the outlet

- Check the GFI (if there)

Test the power adapter with a voltmeter set on AC volts

(Note: The marking on the meter for AC volts differs on all meters. The meter may read 200VAC, or VAC, or it may be a wavy line (~) over a V.)

- Put one lead inside the output plug. Touch the other lead to the metal ring on the outside of the output plug.
- Should be outputting approximately 13.8–15 VAC when plugged into a good outlet.

If the above checks out fine, repair or replace the control box.





BACKUP PUMP TROUBLESHOOTING GUIDE

Unit is not receiving power (1000 only)

Check to make sure the Power Adapter is plugged into an outlet and firmly into the back of the controller.

Check the outlet:

- Check the GFI (if there)

Test the Power Adapter with a voltmeter set on DC voltage.

(Note: The marking on the meter for AC volts differs on all meters. The meter may read 200VDC, or VDC, or it may be a dotted line over a solid line (---) over a V.)

- Put one lead inside the output plug. Touch the other lead to the metal ring on the outside of the output plug.
- Should be outputting approximately 15.8–17 VDC when plugged into a good outlet.

If the above checks out fine, repair or replace the control box.

Pump is defective or not connected

Test the DC output of the control box to the pump: (Note: Assuming you have a good battery, 12.4 VDC or greater)

- With your voltmeter set on DC, insert one lead into each of the holes of the pump Molex on the back of the control box.
- Lift the float switch.
- The voltmeter should read 12.4 VDC or greater.
 - If the voltage is good, replace the pump.
 - If the voltage is bad, repair or replace the control box.

Pump was activated

If the alarm is on, press the reset button

- If the alarm clears, the float is ok and the system is working the way it should.
 - Check the primary pump and float for failure or intermittent failure.
 - If repeatedly sounding and the primary pump is NOT failing intermittently, replace the float.
- If the alarm does not clear:
 - Make sure the floats are not under water and are mounted properly.
 - If the float is not under water, is mounted properly and the pump is running continuously:
 - » Unplug or cut the float wire
 - The pump should stop 25–35 seconds later.
 - If it does, replace the float switch.
 - If it does not, repair or replace the control box.



Testing the float

Lift the float switch and then release it.

- The pump should run, so check to ensure it is evacuating water.
- An alarm should sound and the “pump was activated” light should be on.**

(Note: No alarm will sound if you pressed the reset button previously.)

- The pump should turn off after 25–35 seconds.

After the pump stops, press the button for 1 second. The alarm and all warning lights should be off.

Check for air flowing out of the back of the controller. If there is no airflow, the fan may not be working (2400 only)

Battery percentage alternating or staying at 25% (2400 only)

- Charge and test the battery.
- If the battery is good, repair or replace the control box.
- Do a hard reset (remove power cords from all power outlets and the battery).

Fuses are blown (1730/1850 & 2400 pumps)

DC fuse

- Disconnect the control box from the battery.
- Unplug the pump.
- Put in a good DC fuse of same Amp rating.
- Connect the control box to the battery.
- If the DC fuse blows, repair or replace the control box.
- Plug the pump in (see Pump Defective instructions).
- Lift the float, and if it runs all is well.
- If it does not blow, replace the AC fuse and all should be fine (2400 only)
- If the AC fuse blows again, repair or replace the control box.

AGM battery compatibility

2400: Compatible if the control box has a battery selector switch

1730/1850: Compatible if the control box has a remote terminal

1000: All 1000s are compatible

For additional assistance call:

(800) 991-0466, Option 7

Or go to our website:

www.StopFlooding.com



WARNING: Before performing any maintenance or repair, always read and follow the safety warnings and instructions within the manual. Failure to read and follow these warnings and instructions could result in property damage, serious injury, or death.

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