VS

The pump won't turn on:

Improper installation:
- Make sure the pump is properly plugged in (see instructions)

No Power or Poor power:
- Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button

Possible defective pump:
- Find the pump cord that is piggy backed (plugged into the back of the first cord) into the VS. Plug it directly into the wall. That will bypass the switch
  - If the pump takes off running, the pump is fine. Something regarding the switch is your problem
  - If the pump does not turn on, replace the pump

Possible defective switch:
- Make sure the pump is properly plugged in (see instructions)
- The float is obstructed:
  - Find the float switch in the pit. Make sure that it is not blocked with debris or build-up. It needs to be freely moving up and down the float rod. Reach down and lift up the float up as far as it will go
  - If the pump does not turn on, replace the float switch

The pump won't turn off:

There is a high volume of water:
- If there is a heavy volume of water and the pump is running nonstop just to keep up, you need to upgrade to a higher capacity pump (1/2 HP and 1 HP are available)

The float is obstructed:
- Find the float switch in the pit. Make sure that it is not blocked with debris or build-up. It needs to be freely moving up and down the float rod

Clogged or frozen discharge:
- Clear the clog or thaw the pipe

Check valve issue:
- Make sure the check valve is not stuck or installed 'upside-down'

There is no weep hole installed with the check valve:
- If there is a check valve installed, there needs to be a weep or bleed hole in the pipe or pump. If not, an air lock may occur. When the pump is running, make sure there is water spraying out of the weep hole
- If there is no water spraying from a weep hole, drill one.
  - See manual for placement.

Blocked intake strainer:
- Clear debris from the intake strainer

Possible defective switch:
- Find the float switch in the pit. Reach down and push the float down as far as it will go. If the pump does not turn off, replace the float switch

DFC1 & DFC1.5

The pump won't turn on:

Improper installation:
- Make sure the pump is properly plugged in (see instructions)

Make sure the caged dual float (DFC1.5) is plugged into the control box
- No Power or Poor power:

Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button.
- Possible defective pump:
  - Find the pump cord that is piggy backed (plugged into the front of the control box) into the DFC1 / DFC1.5. Plug it directly into the wall. That will bypass the switch
    - If the pump takes off running, the pump is fine. The problem is with your switch
    - If the pump does not turn on, replace the pump

The float is obstructed:
- Find the caged dual float switch in the pit. Make sure that it is not blocked with debris or build-up. The floats (2) both need to be freely moving up and down the center post. Reach down and lift the float (inside the cage)
  - If the pump does not turn on replace the DFC1 or the caged dual float on the DFC1.5

The pump won't turn off:

There is a high volume of water:
- If there is a heavy volume of water and the pump is running nonstop just to keep up, you need to upgrade to a higher capacity pump (1/2 HP and 1 HP are available)

The float is obstructed:
- Find the caged dual float switch in the pit. Make sure that the floats (2) are not blocked with debris or build-up. They both need to be freely moving up and down the center post

Clogged or frozen discharge:
- Clear the clog or thaw the pipe

Check valve issue:
- Make sure the check valve is not stuck or installed 'upside-down'

There is no weep hole installed with the check valve:
- If there is a check valve installed, there needs to be a weep or bleed hole in the pipe or pump. If not, an air lock may occur. When the pump is running, make sure there is water spraying out of the weep hole
- If there is no water spraying from a weep hole, drill one
  - See manual for placement

Blocked intake strainer:
- Clear debris from the intake strainer

Possible defective switch:
- (If a DFC1.5) Unplug the float from the controller. If the pump shuts off (5-45 seconds later based on the timer), replace the caged dual float
- (IF a DFC1) Replace the DFC1

DFC2

The alarm is going off:

Which alarm? There are 3 alarms

AC power is out

- Make sure the DFC2 is properly plugged into the AC outlet
- Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button

9 volt battery is low or slide switch is OFF

- Make sure the 'power failure alarm switch' is in the 'ON' position
- Change the 9v battery in the top compartment of the DFC2

Pump or float problem

- The DFC2 will alarm if the float does not drop after 10 minutes. If there is a heavy volume of water and the pump is running nonstop just to keep up, you need to upgrade to a higher capacity pump
- If there is not a high volume of water, see below (pump won't turn off)

The pump won't turn off:

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that the floats (2) are not blocked with debris or build-up. They both need to be freely moving up and down the center post

Clogged or frozen discharge:

- Clear the clog or thaw the pipe

Check valve issue:

- Make sure the check valve is not stuck or installed 'upside-down'

There is no weep hole installed with the check valve:

- If there is a check valve installed, there needs to be a weep or bleed hole in the pipe or pump. If not, an air lock may occur. When the pump is running, make sure there is water spraying out of the weep hole
- If there is no water spraying from a weep hole, drill one.
  - See manual for placement

Blocked intake strainer:

- Clear debris from the intake strainer

Possible defective switch:

- Unplug the caged dual float from the bottom of the controller (if a new model). If it is hardwired (an older model), cut the float wire 6" from the control box. If the pump shuts off (5-45 seconds later based on the timer), replace the caged dual float

Note: *The float switch connector now has a safety locking pin. This pin will prevent the float switch from accidentally being disconnected. In order to remove the pin, push the pointed end of the pin into the float connector and pull it out from the other end. The float can now be disconnected. Make sure to reinstall the pin after the float is reconnected.*

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.

The pump won't turn on:

Improper installation:

- Make sure the pump is properly plugged in (see instructions)
  - Make sure the caged dual float is plugged into the control box

Possible defective pump:

- Find the pump cord that is piggy backed (plugged into the front of the control box) into the DFC2. Plug it directly into the wall. That will bypass the switch
  - If the pump takes off running, the pump is fine Something regarding the switch is your problem
  - If the pump does not turn on, replace the pump

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that it is not blocked with debris or build-up. The floats (2) need to be freely moving up and down the center post

Possible defective switch:

- Reach down and lift the float (inside the cage)
- If the pump does not turn on, replace the caged dual float &/or the C2 controller

All switch models

Pump won't move water:

Clogged or frozen discharge:

- Clear the clog or thaw the pipe

Check valve issue:

- Make sure the check valve is not stuck or installed 'upside-down'
- In a two pump setup, make sure the opposite check valve is functioning or the water will circulate

The impeller is blocked or damaged:

- Make sure there is no blockage or damage to the impeller.
  - Unplug the pump before inspecting

The piping is greater than the pump's maximum head will allow:

- Check the pump's max head rating.
- Calculate the head pressure in your discharge set up.
  - If the head pressure number of your discharge is greater than the pumps max head rating, you need a larger pump

For additional assistance call:
(800) 991-0466, Option 7

Or go to our website:
www.StopFlooding.com

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