

Condensate Removal: A2, A3, A5, L4, SC-1A, KL, KT, PAB Laundry: LTA-1, LTP, LTS		
Problem	Probable Cause	How to fix
Pump does not run when tank is full	Pump not plugged in	Plug pump in
	No power to outlet or circuit	Replace fuse, reset breaker, check amp rating
	Line voltage too low	Check line voltage
	Pump plugged into a switched outlet	Move to non-switchable outlet
	Float stuck due to dirt, soap scum or algae formation	Flush tank, clean tank and float with warm water and mild detergent
	Damaged float, filled with water	Replace float
	Bad motor	Replace motor or pump
	Bad motor switch	Replace motor switch
	Motor thermal overload tripped, high ambient temperature, insufficient ventilation	Provide ventilation
	Clogged vent line (LTP/LTS/L4/SC-1A)	Clean vent line
	Bad pressure switch or not properly adjusted (LTA-1)	Replace or adjust pressure switch
	Clogged pressure switch access hole and/or switch chamber (LTA-1)	Clean pressure switch hole and chamber
	GFCI device tripped, bad ground, bad wire insulation, wet environment	Follow all local building codes
Pump runs when plugged in with no water in reservoir	Shipping pin has not been removed (A2, L4, SC-1A)	Remove shipping pin
	Float stuck due to dirt, soap scum or algae formation	Flush tank, clean tank and float with warm water and mild detergent
	Damaged float/switch assembly	Replace float/switch assembly
	Clogged check valve / leaking back to tank	Clean or replace check valve
Pump runs continuously but doesn't empty reservoir	Clogged discharge line	Clean discharge line, remove kinks
	Clogged check valve / restricting flow	Clean check valve
	Ball check valve spring pressure too high	Use soft flap style check valve
	System lift too high and/or horizontal piping run is too long	Modify system / use pump with higher lift
	Discharge port of the impeller chamber clogged due to accumulation of debris	Unplug pump, disassemble unit (refer to manual) and clean chamber
	Broken impeller or motor shaft	Replace impeller or motor
	Shut off (balancing) valve closed or not adjusted properly (laundry pumps)	Adjust shut off valve
	Sink drain screen clogged (laundry pumps)	Clean sink drain
	Sink stopper inserted in drain (laundry pumps)	Lift sink stopper
Pump leaks around motor and/or float-switch	Damaged float/switch assembly	Replace float/switch assembly
	System lift too high and/or horizontal piping run is too long	Modify system / use pump with higher lift
	Clogged discharge line	Clean discharge line, remove kinks
	Clogged check valve / restricting flow	Clean or replace check valve
	Leaking motor shaft seal (LTA-1)	Replace motor shaft seal
Pump turns on and off (cycles) when no water is in the tank	Check valve not installed in discharge line	Install check valve
	Clogged check valve / leaking back to tank	Clean or replace check valve
Pump turns on and off (cycles) rapidly when sink is full (laundry pumps)	Balancing / shut off valve not installed in drain line	Install shut off valve
	Balancing / shut off valve not adjusted properly	Adjust shut off valve
Overheating motor, smoke coming from motor	Rubbing impeller or motor shaft	Re-align or replace impeller / motor shaft
	Bad motor, shorted winding	Replace motor
	Incorrect power supply voltage or frequency (Hz)	Check power supply voltage and frequency (Hz)
Noisy motor, excessive vibration	Rubbing impeller or motor shaft	Re-align or replace impeller / motor shaft
	Bent motor shaft	Replace motor
	Bad motor ball bearing	Replace motor
Slow pump motor startup (may cause overflowing)	Bad startup capacitor or run capacitor (if applicable)	Unplug pump, replace capacitor with the same type
Condensate producing equipment not working after the pump safety switch was connected (condensate pumps)	Safety switch not configured properly as normally closed	Unplug pump, reconfigure safety switch as normally closed (refer to manual)
	Damaged safety float / switch assembly	Replace safety float / switch assembly