

TROUBLESHOOTING ECOJET



Before starting to look for faults it is necessary to disconnect the power supply to the pump (take the plug out of the socket).

Solving typical problems

PROBLEM	CAUSE	CORRECTIVE ACTION
Pump does not prime	See point nr. 4 — Operation information	d) IMPORTANT Before operating for the first time, the pump must be filled to the top with fresh water through the delivery connection. The filling operation must be carried out very slowly. Wait few minutes until air comes out and fill again to the top.
The pump does not run	1. Not plugged in 2. Thermal overload or Amperometric protection tripped due to: a) Overheating (the pump ran with hot water or ran dry) b) Shaft blocked c) Impeller blocked	1. Check the plug. 2. Remedy to : a) Press the amperometric protection reset button on the pump (only ECOJET models 120 and 130) or wait until thermal protector switches back on after adequate cooling time allowed. b) Unplug the pump and with a screwdriver twist the rear shaft side. c) Unplug the pump, disassemble the pump and clean it and remove the causes of the overload / overheating switch off.
The pump runs but does not deliver	1. Air in the pump housing 2. Air bubbles in the suction line 3. Pump not primed	1 Unplug the pump. Take out discharge line; shake the pump and suction pipe. Fill up pump housing with water; fit discharge line and switch on the Pump 2. Verify that suction line and fittings are fixed tight, and that foot valve is correctly mounted on suction line. 3. Read priming instructions

TROUBLESHOOTING ECOPLUS



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Solving typical problems

FAULT	CAUSE	SOLUTION
1. The pump does not turn on	1) No power 2) Shaft blocked	1) Check if power is supplied to the socket and that the plug is correctly inserted 2) Remove the plug from the power socket and insert a screwdriver into the notch on the shaft (from the cooling fan side) and unblock it by turning the screwdriver
2. The pump turns but does not deliver water	1) The air inside the pump has not been completely bled. Pump casing without water 2) Entry of air from the suction pipe. 3) The suction valve is not submerged in the water - suction valve blocked - the maximum suction depth has been exceeded.	1) stop the pump, unscrew the delivery pipe, shake the pump and suction hose to remove any air bubbles. Top up with water, connect the hose and delivery pipe ensuring it is correctly sealed and start the pump again. 2) check that the joints of the suction hose have been performed correctly. Make sure that there are no counterslopes, traps, goosenecks or constrictions on the suction pipe and that the suction valve is not blocked. 3) place the suction valve in the water - clean the foot valve - clean the suction basket - check the suction depth.
3. The pump stops due to overheating caused by the opening of the thermal overheat protection.	1) The power supply does not conform to that on the rating plate of the motor (voltage too high or too low) 2) A solid object has blocked the impeller 3) The pump has been operating with water that is too hot. 4) The pump ran dry or ran with the delivery tap closed for more than 10 minutes.	1) - 4) remove the plug, remove the cause of overheating, wait for the motor to cool down and start it again.

TROUBLESHOOTING ECOTRONIC



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Solving typical problems

FAULT	CAUSE	SOLUTION
1. The red LED Flashes	Lack of water	Re-establish the regular flow of water.
2. The red LED stays on	Automatic reset attempts exceeded	Disconnect and reconnect the power supply.
3. The pump continuously stops and starts	1) the system is not air tight 2) Possible presence of foreign objects inside the device.	1) Check the system and the pump connection. 2) Disconnect the pump, dismantle the pumps electronic device and carefully rinse it by spraying water in the inlet – with a garden hose for example.
4. The pump does not work	1) The pump is faulty. 2) The electronic device may be blocked with foreign materials or limescale.	After having disconnected the electronic device from the pump, try running the pump on its own connecting it to the mains. If the pump runs correctly, check through the outlet that the impellers inside the electronic device are turning freely. If the impellers do not turn freely, clean the electronic device by filling it with vinegar or another descaler through the outlet. If the impeller is free, contact the service centre.

TROUBLESHOOTING ECODIVER



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Solving typical problems

FAULT	CAUSE	SOLUTION
The motor does not start or makes no noise	1) The motor is not powered. 2) There is no water (pump not Enabled by the float switch)	1) Check if power is supplied to the socket and that the plug is correctly inserted 2) Check the water level, make sure the float can move freely.
The pump delivers no water	1) The suction grid or piping are clogged 2) The impeller is worn or stuck 3) The required head is too high for the characteristics of the pump. 4) Water level under the suction minimum	1) Remove the obstruction correctly sealed and start the pump again. 2) Replace the impeller or remove the obstruction.
The pump does not stop (automatic version only)	1) The pump is not disabled by the float	1) Make sure the float can move freely
Flow rate to low	1) The suction grid or pipe work is partially clogged. 2) The impeller is partially clogged or fouled	1) Remove any obstruction. 2) Remove any obstruction.
The Pump stops running (possible intervention of the overload switch).	Make sure the fluid being pumped is not too dense, causing the motor to overheat. - Make sure the temperature of the water is not too high. - Make sure there is no solid body obstructing the impeller. - Power supply does not comply with the name plate's data.	Disconnect the power cord, correct the reason for overheating; then wait until the pump is cooled, plug the cord and resume operation.