



Pumptec-IR

Pumptec - IR - Troubleshooting After Installation

SYMPTOM	POSSIBLE CAUSES	SOLUTION
Solid Yellow Light	Dry Well	Wait for the automatic restart timer to time out. During the time out period the well should recover and fill with water. If the automatic reset timer is set to the manual position, then the reset button must be pressed to reactivate the unit.
	Blocked Intake	Clear or replace pump intake screen.
	Blocked Discharge	Remove blockage in plumbing.
	Check Valve Stuck	Replace check valve.
	Broken Shaft	Replace broken parts.
	Severe Rapid Cycling	Machine gun rapid cycling can cause an underload condition. See flashing red and yellow lights section below.
	Worn Pump	Replace worn pump parts and recalibrate.
Yellow Flashing Light	Stalled Motor	Repair or replace motor. Pump may be sand or mud locked.
	Float Switch	A bobbing float switch can cause two-wire motors to stall. Arrange plumbing to avoid splashing water. Replace float switch.
	Ground Fault	Check insulation resistance on motor and control box cable.
Solid Yellow Light With Slight Flicker	Duty - Site Related	Rapidly Changing Load - 25% within 20 Sec
Solid Red Light	Low Line Voltage	The line voltage is below 207 volts. Pumptec-Plus will try to restart the motor every two minutes until line voltage is normal.
	Loose Connections	Check for excessive voltage drops in the system electrical connections (i.e. circuit breakers, fuse clips, pressure switch, and Pumptec-Plus L1 and L2 terminals). Repair connections.
Flashing Red Light	High Line Voltage	The line voltage is over 253 volts. Check line voltage. Report high line voltage to the power company.
Flashing Red and Yellow	Rapid Cycle	The most common cause for the rapid cycle condition is a waterlogged tank. Check for a ruptured bladder in the water tank. Check the air volume control or sniffer valve for proper operation. Check setting on the pressure switch and examine for defects.
	Leaky Well System	Replace damaged pipes or repair leaks.
	Stuck Check Valve	Failed valve will not hold pressure. Replace valve.
	Float Switch	Press and release the reset button to restart the unit. A bobbing float switch may cause the unit to detect a rapid cycle condition on any motor or an overload condition on 2-wire motors. Try to reduce water splashing or use a different switch.