E-Series DuraMAC™ Water Pressure Booster System

Troubleshooting

18035R020PC1, 18052R020PC1

RED light on and pump will not start:

1. Water cannot flow through pump to build pressure. Make sure all suction valves are open and the check valve is in the correct orientation.

2. If installed in a suction lift application, prime could be lost. Re-prime and check for leaks on suction side. Cycle the power to the pump. The pump will run for 5 seconds if installed. Watch pressure gauge to make sure that the pressure is increasing.

3. Make sure all filters are installed after the pump. Change the filter cartridges regularly.

4. This can occur if the water supply has been interrupted. The pump will automatically try a restart 15 minutes after a failure. This will occur automatically 4 times, flashing one time for every failed restart, and then a solid RED light will be on.

BLUE light on and pump will not stop:

1. Pump stops on a flow rate less than 1/2 GPM. This is normal if flow is higher.

2. Possible leaks in systems such as running toilets, humidifiers, water softeners, ice makers…

3. Plastic magnetic piston (inside brass control) could be jammed by excessive thread sealant or debris.

4. To check for water leakage in the house, close the valve after pump. If pump stops, then water is leaking somewhere after this valve. Fix leaks and open valves again.

5. If the pump has a bypass valve installed, make sure it is closed for normal operation (see diagram page 5 of instruction manual).

Troubleshooting

Pump starts and stops without obvious use:

1. Small leaks in the system can cause this.

GREEN light on and pump will not start:

1. If E-Series Booster Pump System pressure has dropped below 30 psi and the pump has not started with the green light on, the pressure switch has failed. Contact Factory.

Pump stops at a pressure higher than 80 psi.

1. This can happen if your incoming pressure is higher than the value in the table on page 3 of instruction manual. A pressure reducing valve should be installed before the pump.

Pump will not start and no lights are on.

1. Make sure pump is plugged into control and that the control is plugged into a GFCI circuit. Test wall power receptacle with a light or multi-meter.

2. Test pump. Unplug power cord from control to pump. Temporarily plug pump into extension cord. If pump runs, unplug and contact factory.

If pump is noisy:

1. Be sure the pump is mounted on a substantial foundation. Pipe should be rigid and all connections tight.

2. Total suction lift or flow is beyond the pump capability and the pump is starved for water.

Pump will not stay primed (suction lift).

1. Check foot valve. Make sure it is clean and sufficiently submerged but is not in sand or mud.
2. Be sure pump is sufficiently primed.
3. Check for possible leaks in suction piping.
4. Total suction lift may be beyond the pump capability of 10 feet.