

Pump Maintenance and Troubleshooting Guide:

Cleaning the pump:

Remove the front filter cage, sponge and the impellor. Use a smash brush and/or stream of water to clean the outside, inside and all components of the pump. Soap can be used for a deeper clean.

Clean debris out of the filter sponge with water and soap.

Monthly cleaning will ensure optimal performance of your pump.

Regularly cleaning plant matter and debris from your pond and maintaining clean pond water is also essential for optimal pump performance.

Help - my pump isn't working! Troubleshooting steps:

In a lot of cases, a pump may stop working because of an airlock. Turn off the pump, lift, and tilt for 20 seconds to release any air bubbles then place back in base.

Check that the impeller isn't jammed or broken (we can supply impellers at a cost*)

Clean the pump and sponge filter completely and test to see if cleaning has improved the functioning of the pump. Also check and any hoses or pipes for blockages.

If your pump came with a transformer, check that this is properly connected. If you also purchased a light with a transformer, check that you haven't accidentally connected your pump to the light transformer (they are not interchangeable).

If all else fails pump (and transformer) can be brought back into office for testing.

