



K2pumps.com

UTILITY PUMP

Troubleshooting Guide

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Questions, problems, missing parts?

Call K2 Pumps Customer Service 8 am - 6 pm, Monday - Friday

844.242.2475

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SAFETY INSTRUCTIONS

All electrical work should be performed by a licensed electrician.

WARNING: Risk of electrical shock. Disconnect power before working on pump, motor, pressure switch or wiring.

CAUTION: Motors run hot. Do not touch an operating motor. Before handling the pump, disconnect power and allow the motor to cool down for 20 minutes.

Read and follow all safety instructions on the pump label and in the owner's manual for your pump.

Utility Sink Pump - UTS03301K	
Possible Causes	Corrective Action
Problem 1: Pump does not run when water flows in from the sink	
1. The pump is not plugged in	1. Make sure the plug is connected
2. The circuit breaker has tripped.	2. Reset the circuit breaker by switching the breaker to the "ON" position.
3. The pump impeller is stuck	3. Unplug the pump. To clear the impeller, Refer to "Maintenance" in the owner's manual.
4. The sink stopper is in the drain	4. Remove the stopper
5. Not enough water to activate the pump	5. Keep water running until the pump turns on
6. Diaphragm switch has failed	6. Refer to the owner's manual and verify the installation is correct on the discharge side. Contact customer support for next steps.
Problem 2: Pump runs but does not empty sink	
1. The drain is clogged	1. Clear the drain screen
2. The discharge line is clogged	2. Unplug the pump, open and clear the discharge line
3. The check valve is installed incorrectly	3. Make sure the flow arrow on the check valve points away from the pump.
Problem 3: Pump cycles ON and OFF when there is no water in the sink	
1. The check valve is not installed	1. Unplug the pump. Refer to the "Installation" section of the owner's manual to install the check valve properly
2. The check valve is jammed	2. Unplug the pump. Open the discharge line and clean the check valve.
Problem 4: Pump cycles ON and OFF when the sink is full	
1. The shut-off valve is not installed	1. Unplug the pump. Refer to the "Installation" section of the owner's manual to install the shut-off valve.
2. The shut-off valve is out of adjustment	2. Refer to "Adjusting the Flow" section of the owner's manual to correctly adjust the shut-off valve.

Duo 2-in-1 Utility pump - UTM02501K

Submersible Utility & Non-Submersible Transfer

Possible Causes

Corrective Action

Pump does not start or run

1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. The motor has failed	4. Replace the pump

Submersible Utility

Problem 1: Pump does not pump water

1. The screen is blocked	1. Clean the screen
2. The hose is bent, kinked, or coiled too tightly	2. Straighten the hose
3. There is trapped air inside the pump, a condition called "airlock"	3. Clean the anti-air lock hole and make sure it is not blocked
4. Pump inlet is blocked by debris	4. Open the bottom cover to clean out the debris

Non-Submersible Transfer

Problem 1: Pump does not prime

1. The suction line has air leaks	1. Tighten the hose connection. Replace the hose washer if needed
2. Debris has collected on the strainer	2. Clean debris from the strainer
3. Pump needs to be primed or re-primed	3. Refer to the owner's manual for priming instructions
4. The suction strainer is not attached to the inlet hose when removing surface water	4. Attach the suction strainer to the inlet hose
5. Suction strainer is floating in the water	5. Suction strainer needs to be flat on the bottom surface of whatever you are draining

Problem 2: Flow rate is too low

1. The hose is kinked or coiled tightly	1. Straighten the hose
2. The strainer or hose is blocked	2. Clean the strainer or hose
3. The discharge hose is too long	3. The hose length should be no longer than 25'
4. Wrong Garden hose on outlet/discharge	4. Use standard garden hose, not "expandable" hose

Automatic Submersible Utility Pump - UTA02502K

Possible Causes	Corrective Action
Problem 1: Pump will not start or run	
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. The motor has failed	4. Replace the pump
5. Water Sensor is clogged with debris	5. Unplug the pump. Lay the pump on its side. Flush the Water Sensor housing with fresh water until it is clean.
6. Water depth is under 1-1/4" inches	6. Make sure the pump is level and on a flat surface. Pump will not start until the water reaches 1-1/4" inches depth.
Problem 2: Pump starts and stops too often	
1. Water is flowing back from the hose	1. Make sure the Check Valve/Adapter is installed correctly. Replace check valve if needed.
2. Water Sensor is clogged with debris	2. Unplug the pump. Lay the pump on its side. Flush the Water Sensor housing with fresh water until it is clean.
Problem 3: Pump runs continuously or will not shut off	
1. Water Sensor is clogged with debris	1. Unplug the pump. Lay the pump on its side. Flush the Water Sensor housing with fresh water until it is clean.
2. Pump housing is cracked	2. Inspect housing for cracks. If there are cracks, replace the pump.
Problem 4: Pump operates but delivers little or no water	
1. Impeller is stuck or clogged with debris	1. Unplug the pump and remove Strainer Base. Remove the bottom plate. Clean out debris on and around the impeller. Make sure the impeller rotates freely.
2. Maximum lift exceeds 28' feet	2. Reduce the lift to under 28'
3. The hose is kinked or coiled tightly	3. Straighten the hose. Be sure to use standard garden hose, not "expandable" hose.

Pool Cover Pump - UTA02502APK

Possible Causes	Corrective Action
Problem 1: Pump will not start or run	
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. The motor has failed	4. Replace the pump
5. Water Sensor is clogged with debris	5. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
6. Water depth is under 2 inches	6. Make sure the pump is level and flat on the pool cover. Pump will not start until the water reaches 2 inches depth.
Problem 2: Pump starts and stops too often	
1. Water is flowing back from the hose	1. Make sure the Check Valve/Adapter is installed correctly. Replace check valve if needed.
2. Water Sensor is clogged with debris	2. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
3. Pump is not sitting flat on the pool cover	3. Position the pump level and flat on the pool cover
Problem 3: Pump runs continuously or will not shut off	
1. Water Sensor is clogged with debris	1. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
2. Pump housing is cracked	2. Inspect housing for cracks. If there are cracks, replace the pump.
Problem 4: Pump operates but delivers little or no water	
1. Impeller is stuck or clogged with debris	1. Unplug the pump and remove Strainer Base. Remove the bottom plate. Clean out debris on and around the impeller. Make sure the impeller rotates freely.
2. Maximum lift exceeds 28' feet	2. Reduce the lift to under 28'
3. The hose is kinked or coiled tightly	3. Straighten the hose. Be sure to use standard garden hose, not "expandable" hose.
4. The Strainer Base is clogged with debris	4. Unplug the pump. Remove the Strainer base and flush with clean water until it is clean.

Submersible Utility Pump - UTM01602K

Possible Causes	Corrective Action
Problem 1: Pump does not start or run	
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. Impeller is stuck or clogged with debris	4. Unplug the pump and clean out debris on and around the impeller. Make sure the impeller rotates freely.
5. The motor has failed	5. Replace the pump
Problem 2: Pump does not pump water	
1. The screen is blocked	1. Clean the screen
2. The hose is bent, kinked, or coiled too tightly.	2. Straighten the hose.
3. There is trapped air inside the pump, a condition called "airlock"	3. Clean the anti-air lock hole and make sure it is not blocked.
4. Pump inlet is clogged with debris	4. Refer to the owner's manual for instructions on "Care and Cleaning"

Cast Iron Transfer Pump - UTT05001K

Possible Causes	Corrective Action
Problem 1: Pump does not start or run	
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The power switch on the pump is OFF	3. Turn power switch ON
4. Low line voltage	4. Make sure the pump is plugged into a 115-volt circuit equipped with a GFCI outlet
5. Impeller is stuck or clogged with debris	5. Unplug the pump and clean out debris on and around the impeller. Make sure the impeller rotates freely.
6. The motor has failed	6. Replace the pump
Problem 2: Pump does not prime or retain prime	
1. Air leak in suction line.	1. Repair or replace suction line. Make sure fittings are air-tight and use thread sealant tape if necessary.
2. The fittings are loose	2. Tighten fittings air-tight using thread sealant tape if necessary.
3. The hose is kinked or coiled tightly	3. Straighten the hose
4. Inlet hose end is not submerged	4. Submerge the inlet hose
5. Impeller is stuck or clogged with debris	5. Unplug the pump and clean out debris on and around the impeller. Make sure the impeller rotates freely.
6. Inlet suction lift is too high	6. Lower the pump closer to the water source
7. Inlet is clogged	7. Clean the inlet
8. Worn seal or gasket	8. Inspect seal and gasket, replace if needed
9. Inlet hose is collapsed	9. Replace with reinforced hose
Problem 3: Flow rate is too low	
1. Piping or hose is kinked or damaged	1. Straighten the hose
2. Too much discharge hose friction	2. Shorten and/or increase the diameter of the discharge hose.
Problem 4: Seal Leaks	
1. Work seal or gasket	1. Inspect and replace if needed
2. Pump head is loose on motor	2. Ensure proper assembly and check for obstructions. Tighten bolts.
Problem 5: Pump stops working	
1. Insufficient water source leads to no-load protection	1. Check the water source and restart the pump according to the operation steps in your manual
2. Impeller is stuck or clogged with debris	2. Unplug the pump and clean out debris on and around the impeller. Make sure the impeller rotates freely.

Non-submersible Transfer Pump - UTT01004K

Problem 1: Pump does not start or run

Possible Causes	Corrective Action
1. The circuit breaker has tripped	1. Reset the circuit breaker by switching the breaker to the "ON" position
2. The plug is disconnected	2. Make sure the plug is securely connected
3. The plug is corroded	3. Clean the prongs of the plug
4. The brushes are worn	4. Replace the brushes
5. The motor has failed	5. Replace the pump

Problem 2: Pump does not prime

1. The suction line has air leaks	1. Tighten the hose connection. Replace the hose washer if needed.
2. Debris has collected on the strainer	2. Clean debris from the strainer
3. Pump needs to be primed or re-primed	3. Refer to the owner's manual for priming instructions.
4. The suction strainer is not attached to the inlet hose when removing surface water	4. Attach the suction strainer to the inlet hose.
5. Suction strainer is floating in the water	5. Suction strainer needs to be flat on the bottom surface of whatever you are draining
6. Wrong Garden hose on outlet/discharge	6. Use standard garden hose, not "expandable" hose

Problem 3: Flow rate is too low

1. The hose is kinked or coiled tightly	1. Straighten the hose
2. The strainer or hose is blocked	2. Clean the strainer or hose
3. The discharge hose is too long	3. Shorten the hose to under 50 ft.
4. The impeller is worn out	4. Replace the impeller