



AC PUMPS TROUBLESHOOTING GUIDE

Vertical Switch—VS

The pump won't turn on:

Improper installation:

- Make sure the pump is properly plugged in (see instructions).

No power or poor power:

- Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button.

Possible defective pump:

- Find the pump cord that is piggy-backed (plugged into the back of the first cord) into the VS. Plug it directly into the wall, which bypasses the switch.
 - If the pump starts up, the switch is the problem.
 - If the pump does not turn on, replace the pump.

Possible defective switch:

- Make sure the pump is properly plugged in (see instructions).
- The float is obstructed:
 - Find the float switch in the pit. Make sure that it is not blocked with debris or buildup. It needs to be freely moving up and down the float rod. Reach down and lift up the float up as far as it will go.
 - If the pump does not turn on, replace the float switch.

The pump won't turn off:

High volume of water coming into the pit:

- If a heavy volume of water is pouring into the pit and the pump is running nonstop just to keep up, upgrade to a higher capacity pump (½ HP and 1 HP are available).

Float is obstructed:

- Find the float switch in the pit. Make sure that it is not blocked with debris or buildup. The float switch must move freely up and down the float rod.

Clogged or frozen discharge:

- Clear the clog or thaw the pipe.

Check valve issue:

- Make sure the check valve is not stuck or installed upside down.

No weep hole is installed with the check valve:

- If a check valve is installed, a weep or bleed hole must be made in the pipe or pump to prevent air lock. When the pump is running, make sure water is spraying out of the weep hole.
- If no water is spraying from a weep hole, drill one.
 - See manual for weep hole placement.

Blocked intake strainer:

- Clear debris from the intake strainer.

Possible defective switch:

- Find the float switch in the pit. Reach down and push the float down as far as it will go. If the pump does not turn off, replace the float switch.

Dual Float Switch—DFC1 & DFC1.5

The pump won't turn on:

Improper installation:

- Make sure the pump is plugged in properly (see instructions).

Make sure the caged dual float (DFC1.5) is plugged into the control box

- No power or poor power:

Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button.

Possible defective pump:

- Find the pump cord that is piggy-backed (plugged into the front of the control box) into the DFC1/DFC1.5. Plug it directly into the wall, bypassing the switch.
 - If the pump starts up, the switch is the problem.
 - If the pump does not turn on, replace the pump.

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that it is not blocked with debris or buildup. Both floats must move freely up and down the center post. Reach down and lift the float (inside the cage).
- If the pump does not turn on, replace the DFC1 or the caged dual float on the DFC1.5.

The pump won't turn off:

High volume of water coming into the pit:

- If a heavy volume of water is pouring into the pit and the pump is running nonstop just to keep up, upgrade to a higher capacity pump (½ HP and 1 HP are available).

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that both floats are not blocked with debris or buildup. Both floats must move freely up and down the center post.

Clogged or frozen discharge:

- Clear the clog or thaw the pipe

Check valve issue:

- Make sure the check valve is not stuck or installed upside down.

No weep hole is installed with the check valve:

- If a check valve is installed, a weep or bleed hole must be made in the pipe or pump to prevent air lock. When the pump is running, make sure water is spraying out of the weep hole.
- If there is no water spraying from a weep hole, drill one.
 - See manual for placement.

Blocked intake strainer:

- Clear debris from the intake strainer.

Possible defective switch:

- For a DFC1.5: Unplug the float from the controller. If the pump shuts off (5–45 seconds later based on the timer), replace the caged dual float.
- For a DFC1: Replace the DFC1.



AC PUMP TROUBLESHOOTING GUIDE

Dual Float Switch—DFC2

The alarm is going off:

Which alarm? There are 4 alarms

AC power is out:

- Make sure the DFC2 is properly plugged into the AC outlet.
- Make sure the outlet has power. Check the circuit breaker or fuse and GFI reset button.

9-volt battery is low or slide switch is OFF:

- Make sure the “power failure” alarm switch is in the ON position.
- Change the 9V battery in the top compartment of the DFC2

Pump or float problem:

- An alarm will sound and a warning light will come on if the float does not drop after 10 minutes. When a heavy volume of water is pouring into the pit and the pump is running nonstop just to keep up, upgrade to a higher capacity pump.
- If a high volume of water is not coming into the pit, see below (pump won't turn off)

High Water Alarm (optional feature):

- Water has reached the High Water Sensor

The pump won't turn off:

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that both floats are not blocked with debris or buildup. Both floats must move freely up and down the center post.

Clogged or frozen discharge:

- Clear the clog or thaw the pipe.

Check valve issue:

- Make sure the check valve is not stuck or installed upside down.

No weep hole installed with the check valve:

- If a check valve is installed, a weep or bleed hole must be drilled into the pipe or pump to prevent air lock. When the pump is running, make sure water is spraying out of the weep hole.
- If there is no water spraying from a weep hole, drill one.
 - See manual for placement

Blocked intake strainer:

- Clear debris from the intake strainer.

Possible defective switch:

- Unplug the caged dual float from the bottom of the controller (if a new model). If it is hardwired (an older model), cut the float wire 6" from the control box. If the pump shuts off (5–45 seconds later based on the timer), replace the caged dual float.

NOTE: The float switch connector now has a safety locking pin. This pin will prevent the float switch from accidentally being disconnected. In order to remove the pin, push the pointed end of the pin into the float connector and pull it out from the other end. The float can now be disconnected. Make sure to reinstall the pin after the float is reconnected.

WARNING: Before performing any maintenance or repair, always read and follow the safety warnings and instructions within the manual. Failure to read and follow these warnings and instructions could result in property damage, serious injury, or death.

The pump won't turn on:

Improper installation:

- Make sure the pump is properly plugged in (see instructions).
 - Make sure the caged dual float is plugged into the control box

Possible defective pump:

- Find the pump cord that is piggy-backed (plugged into the front of the control box) into the DFC2. Plug it directly into the wall, bypassing the switch.
 - If the pump starts running, it is fine and another switch issue is the problem.
 - If the pump does not turn on, replace the pump.

The float is obstructed:

- Find the caged dual float switch in the pit. Make sure that it is not blocked with debris or buildup. Both floats need to move freely up and down the center post.

Possible defective switch:

- Reach down and lift the float (inside the cage).
- If the pump does not turn on, replace the caged dual float and/or the C2 controller

All switch models

Pump won't move water:

Clogged or frozen discharge:

- Clear the clog or thaw the pipe

Check valve issue:

- Make sure the check valve is not stuck or installed upside down.
- In a two-pump setup, make sure the opposite check valve is functioning or the water will circulate.
- Make sure weep hole is drilled and clear (not clogged).

Blocked or damaged impeller:

- Unplug the pump before inspecting.
- Make sure the impeller is not blocked or damaged.

The piping is greater than the pump's maximum head will allow:

- Check the pump's max head rating.
- Calculate the head pressure in your discharge setup.
 - If the head pressure number of your discharge is greater than the pump's max head rating, install a larger pump.

For additional assistance, call:

(800) 991-0466, Option 7

Or go to our website:

www.StopFlooding.com



UPDATED 04/06/2022