

## **Basepump Troubleshooting**

Find your issue below and follow the corresponding instructions.

Basepump is designed to run for approximately 30 seconds after the float drops. If Basepump won't turn on or won't turn off, runs too long after the float drops, or doesn't run long enough after the float drops:

First confirm that there are no leaks at all in the system. That includes all the tubing, the fittings, the float, and the valve on the pump. If that is all set and the pump still acts incorrectly:

### **Pump won't turn on:**

1. Lift float and confirm that water comes out of the short tube that points out over the ball float. If no water comes out, the float may be clogged. If clogged, continue to step 2. If it comes out, skip to step 4.
2. Turn off the water and remove the tubing from the float. (Push in the plastic ring and hold while you pull out the tubing.)
3. While pointing the tubing down into the sump, turn the water back on. If water comes out of the tubing and the pump turns on, the float is the problem. Call for replacement or a repair kit.
4. If water came out, the float is not the problem. Continue to step 5.
5. Turn the water back off and remove the tubing from the timing control on the underside of the pump.
6. Have a small bucket ready and turn the water on, expecting water to come out of the timing control where you removed the tubing. Turn the timing knob to the left, as if unscrewing a screw, and water should increase as it comes out. Turning it to the right should decrease the flow.
7. If no water comes out or it doesn't increase/decrease as you turn the knob, skip to the section "Timing control is plugged" below.

### **Pump won't shut off:**

1. Turn on the water to the Basepump if it is not on already.
2. Lift the float to start it, even if it is already running when you turned the water on, in order to purge the system.
3. Let the float down and the pump should continue to run for about 30 seconds, give or take 10 seconds.
4. If it is not off by the time it reaches 40 seconds, start turning the timing control to the left, as though you were unscrewing a screw, until the pump shuts off or you reach the limit, whichever comes first.
5. If you reach the limit before it turns off, then there has to be something plugged in there. Skip #6 and go on to the next section. If it did turn off, continue to #6.
6. It did turn off before you reached the limit, so lift the float to turn the pump back on and let it down as before. Time the run using a watch or other method, and if needed, turn left to run shorter or right to run longer. This may take a few runs to zero in on approximately 30 seconds or so. It does NOT have to be exact.

### **Timing control is plugged:**

1. Shut off the water, lift the float to relieve residual pressure, and remove the tubing from the fitting by pushing and holding in the plastic ring the tubing runs through while pulling out the tubing.
2. Remove the timing control from the main black valve using a proper size wrench on the hex portion of the fitting.
3. Clean out any foreign debris or crust that may have formed in or on the back of the fitting. A toothpick or open paper clip may be used to clean out the holes.

4. You may want to flush it under a faucet and/or blow through it to make sure it runs clear.
5. Reinsert the fitting and the tubing, and turn the control knob all the way to the right and then back it out 1-1/4 turn. This is the factory setting.
6. Turn on the water and start the process over again.

The instructions for adjusting the timing control are in the back of your installation instructions. If you do not have those instructions, you may download a copy here.

[https://basepump.com/wp-content/uploads/2020/01/Installation\\_Basepump\\_09-2019.pdf](https://basepump.com/wp-content/uploads/2020/01/Installation_Basepump_09-2019.pdf)

### Pump runs but does not remove sufficient water from the sump:

This is typically a symptom of low water flow to the pump. Re-do your 5 gallon test at the outside hose spigot. Confirm according to your specific model.

If this is the problem, there is not much that can be done to correct it. If this test shows adequate flow, its best to start at the simplest solutions first. Remove the suction pipe and test for suction at the pump itself. The check valve at the top of the suction pipe is screwed into the black pump tee unit. On some older models this check valve is at the bottom of the suction pipe. To do this:

1. Shut off the water to the pump and lift the float to relieve pressure in the system.
2. Remove the long section of the thin black transfer tubing that connects the small tee on top of the control valve to the float. To remove it, push in the plastic ring and hold in while you pull out the tubing.
3. Unscrew the entire suction pipe, check valve, float ball, and all. If your suction pipe is offset, you may have to cut the pipe and repair it afterwards. You may also have to remove the float from the pipe to make it easier to do this. Loosen the clamp from around the pipe and lift off the float. Re-tighten the clamp so you don't lose your place.
4. Re-connect the tubing from the float to the pump and turn the water back on. The pump may turn on at this point so be aware of it.
5. Lift the float if necessary to operate the pump.
6. Place the palm of your hand over the opening where the check valve was and close off any air gaps with your palm.

If its working properly, there will be a very strong suction on your palm and in only a few seconds, you will want to pull your hand off. When you do, there will be a nice, bright red circle on your palm. If not, then there is a suction issue related to the afore-mentioned items. If there is strong suction, the problem is below. Make sure the check valve flapper inside freely opens and closes, the screen is clear of debris, and there are no air leaks in any of the connections.

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