



Before sending the controller in for service, call the Customer Support Team at 800-991-0466, option 3. One of our Support Specialists will troubleshoot the problem and give you a case number that you can send along with the controller to identify the unit as yours.

Disconnecting the Unit for Repair & Return

1. To disconnect the system, first unplug the control unit's power cord.
2. Then disconnect the negative and positive terminals from the battery and remove the fluid sensor if your system has one.
3. Unplug the pump wire from the back of the control unit (white connector).
4. The last thing to do is disconnect the float switch. You have three options here:
 - a. If the float switch is hardwired, cut the wire that goes into the back of the control unit about 6 to 9 inches from the back (you'll have to splice it together again after you get it back). If your system is a newer one, the float switch can be unplugged and will not need to be cut.
 - b. You can remove the float switch from the discharge pipe in the pit by simply cutting the plastic zip tie(s) and send it along with the control unit.
 - c. You can remove the float switch from the "L" bracket. Unscrew the nut on top of the "L" bracket and slip the float switch down. Leave the bracket attached to the discharge pipe. The preferred method is disconnecting the float and sending it in with the system.

Preparing and shipping your control unit:

1. Place your control unit box and any other accessories that need repair in a shipping box (if your system has an AC adapter, it is recommended to include it). Be sure to use additional packing materials such as newspaper, loose-fill peanuts or air-filled cushioning to prevent movement of contents.
2. Include a brief description of the problem you're having along with your name, address, phone number and case number so we can contact you if necessary.
3. Have it shipped to: Glentronics, Attention Repairs, 645 Heathrow Dr, Lincolnshire, IL 60069. Use a shipping method that gives you a tracking number in case the package is lost during shipment.
4. If your system is under warranty, we will repair it and send it back without contacting you. If it is not under warranty, after the system is repaired a technician will contact you to collect payment for the repairs. Repair costs vary based on which system you have. If you would like an estimate, please mention that in the letter you send in with the system.
5. Glentronics normally will be able to repair your system within 1-2 business days after receiving it.

Thank you for your patience. We appreciate your business!

If you have questions, call us at 800-991-0466, Option 3, or email us at service@glentronics.com

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basementwatchdog.com

Watching Out for You!