

The Basement Watchdog SI-33V/SI-50V AC Sump and Effluent Pumps



DANGER

Read safety warnings & instructions before attempting any repairs or maintenance.

Potential Cause	PUMP WILL NOT START OR RUN	Solutions
Pump is not plugged in	Plug pump in properly (see instructions)	
Water is not high enough to activate the pump	Make sure float switch is positioned properly	
Open circuit	Check circuit breaker or fuse	
Poor power source	Check circuit line wires and cable*	
Low voltage	Check line wires and source voltage*	
Bad power cable	Replace with new cable*	
Locked impeller	Remove strainer and clear obstruction	
Defective float switch	Replace float switch with new float switch	
Defective pump	Replace pump with new pump	
Potential Cause	THERMAL PROTECTOR TRIPPING OR NOT FUNCTIONING	Solutions
Locked Impeller	Remove strainer and clear obstruction	
Incorrect power supply	Check power supply source and voltage	
Overburdened due to heavy sand content in the water	Use water filter or replace with a higher wattage pump	
Pump running continuously with no water present	Check float switch	
Potential Cause	PUMP STARTS AND STOPS TOO FREQUENTLY	Solutions
Float stops are positioned too close together	Adjust the stopper on the lift rod	
Water flowing back from pipe	Install or replace check valve	
Potential Cause	PUMP WILL NOT SHUT OFF	Solutions
Clogged or frozen discharge	Clear blockage or thaw frozen line	
Blocked intake strainer	Clear debris from intake strainer	
Float switch is obstructed and can not drop down	Clear debris from the float and lift rod	
Controller is not connected properly	Make sure primary pump is securely plugged into BWC1 controller	
Check valve installed with no air bleed hole in pipe or pump	Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump	
Check valve is stuck or installed upside down	Reverse or replace check valve. Make sure the check valve is installed with the flow arrow pointing up and out of the pit.	
Potential Cause	INSUFFICIENT OR NO WATER VOLUME	Solutions
Check valve on secondary pump will not close and water re-circulates within the system	Replace the check valve on the secondary pump	
Partially blocked impeller	Clear obstruction	
Clogged or frozen discharge	Clear blockage or thaw frozen line	
Broken or leaking pipe	Repair piping	
Low power voltage	Check power voltage, wires and cable condition	
Check valve installed with no air bleed hole in pipe or pump	Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump	
Check valve is stuck or installed upside down	Reverse or replace the check valve. Be sure check valve is installed with flow arrow pointing up and out of the pit	
Pump is air locked	Remove debris from the air bleed hole	
Potential Cause	ABNORMAL SOUND OR VIBRATION	Solutions
Check valve on secondary pump will not close and water re-circulates within the system	Replace the check valve on the secondary pump	
Blocked intake screen	Clear debris from intake screen	
Broken impeller	Replace impeller with new one	

*Consult a licensed electrician.

If the above solutions do not solve the problem, contact Glentronics customer service 800-991-0466, option 3.