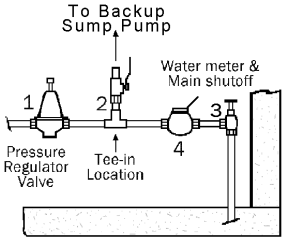
Installation Instructions for Basepump Models: RB750, HB1000, CB1500

Important: Read all instructions before installation. See last page for warranty and return information.
**** Hang instructions near unit for future reference. ****

Water Supply Checklist



Pre-Installation 4 Point Checklist

BEFORE installing, **use this checklist** to verify each item below. Record each item in the space provided. Improper installation will result in reduced pumping capacity or pump **may not operate** at all. Each pump model has slightly different requirements so take note of your model number and the information associated with it. This will save you a lot of time during installation and if a problem arises, this will help pinpoint the source.

1. Household Water Pressure:
Minimum Pressure: 40 lbs. PSI Maximum Pressure: 90 lbs. PSI
Compensate for normal pressure loss from test point to pump Location. Avoid excessive piping from "tee-in" location, whenever possible. Tee in before PRV when possible unless incoming municipal **water pressure exceeds 90 lbs. PSI**, then it is necessary to "tee-in" **AFTER** the Pressure Regulator Valve (PRV) to protect the pump valve from damage.

1
Minimum Pressure 40 lbs PSI Actual: ___PSI

2. Household Water Flow:
You must be able to fill a five gallon bucket with water from a standard hose spigot at the following rates (For Frost-Free spigot, fill the bucket; then reduce your actual time by 30%):
RB750: 40 seconds or less (7 GPM)
HB1000: 30 seconds or less (10 GPM)
CB1500: 20 seconds or less (15 GPM)
If it takes longer, you may have a restriction that must be bypassed or removed to maximize pumping capacity.

2
Minimum Water Flow 7-15 GPM 5 Gal in ___Sec.

3. Type of Piping:
Install using Copper, PEX, or CPVC pipe in the minimum sizes indicated below. Do not connect to or install using galvanized iron pipe because of the smaller inside diameter and potential for rust and deterioration to flake off.
Pump Model: RB750: ½" – ¾" Pipe HB1000: ¾" Pipe CB1500: ¾" -1" Pipe

3
Pipe Size Min: 1/2" 3/4" 1" Actual: _____

4. Pipeline Restrictions:

- For best performance, pump ***should*** be teed-in before these devices that restrict water flow: stop & waste valves, globe-type valves, Pressure Regulator Valves (PRV).
- Pump ***must*** be teed-in before water softeners, conditioners, and filters.
- Water meter must be minimum 5/8" or 3/4" standard for all models.
- Reduced Pressure Zone (RPZ) back-flow prevention devices may reduce pumping rates.

4
No Piping Restrictions. Any? Y N

Model No. _____ **Serial No:** _____ **Installation Date:** _____

Average Pumping Rates:
RB750 pumps 750 GPH or approximately 1/3 the capacity of an electric sump pump at 2,000 GPH.
HB1000 pumps 1,000 GPH or approximately 1/2 the capacity of an electric sump pump at 2,000 GPH.
CB1500 pumps 1500 GPH or approximately 2/3 the capacity of an electric sump pump at 2,000 GPH.

General Specifications for All Models

*****Check all parts before installation. See page 2 for list and diagram.*****

READ all instructions **BEFORE** installing this pump. The average pumping capacity of this pump may vary depending on your municipal water supply, pressure, piping, head pressure, and any restrictions that may exist in your piping. DO NOT connect this pump BEFORE the Water Meter. DO NOT OVER TIGHTEN FITTINGS WHEN CONNECTING TO THIS PUMP, but tighten sufficiently to prevent leaks!! DO NOT APPLY HEAT DIRECTLY TO THIS PUMP!! MAKE COPPER CONNECTIONS SEPARATELY AND THEN THREAD THEM TO the pump after they cool! Damage to the pump unit can occur if this is ignored and will void the warranty!!

These instructions are for installations in a broad range of applications. You may have a unique situation that requires greater expertise than we are able to give you here, or you may require the services of a licensed professional plumber. You should check local building and plumbing codes before installing any such device. **Refer to sketches throughout these instructions before and during installation. Use thread sealing paste and/or tape on ALL THREADED FITTINGS and PVC cleaner and cement on ALL PVC FITTINGS.**

Additional parts or supplies needed

Water Supply Pipe Sizes: RB750: ½" or ¾" HB1000: ¾" CB1500: ¾" or 1"

- Water supply pipe and fittings, (Copper, PEX, or CPVC) typically a "T", a couple 90º elbows, and enough pipe to connect your existing water supply to the inlet fitting of the pump.
- Full Flow "Ball" or "Gate" Valve; Union fitting; Female adapter to connect to threaded male fitting on pump.
- Clear PVC primer/cleaner and cement (small cans) and pipe thread sealant or tape.
- 10 Foot Length PVC pipe: (more, if needed to fit your application; see pages 4-6).
  Suction pipe size needed: RB750: 1" HB1000: 1-1/4" CB1500: 1-1/2"

Tools Needed

- Electric or cordless drill with screwdriver bits and hole saw attachment for drilling through house wall:
  RB750: 1½" HB1000: 1¾" CB1500 2".
- Phillips and Slotted Screwdrivers; Utility Knife; Tape Measure; Short Level.
- Plumbing tools for water supply pipe as needed: torch, tubing cutter, solder, flux, pipe cleaning cloth, etc.

Product Specifications

- Materials: Heavy-duty Schedule 80 Polypropylene, Stainless steel hardware, PVC Schedule 40 fittings
- Dimensions:
  RB750: Length: 14½" Width: 4" Height: 10" Weight: 1.5 lb.
  HB1000: Length: 15½" Width: 4" Height: 10" Weight: 2 lb.
  CB1500: Length: 15½" Width: 6" Height: 10" Weight: 3 lb.
- Water inlet fitting:
  RB750: ½" or ¾" Male threaded Suction and Discharge Opening: 1" socket
  HB1000: ¾" Male threaded Suction and Discharge Opening: 1-1/4" socket
  CB1500: 1" or ¾" Male threaded Suction and Discharge Opening: 1-1/2" socket
- Water service requirements: Minimum pressure: 40 lb. PSI Maximum pressure: 90 lb. PSI
- Minimum City Water Flow Rate: RB750: 7 GPM HB1000: 10 GPM CB1500: 15 GPM

Back-flow Prevention

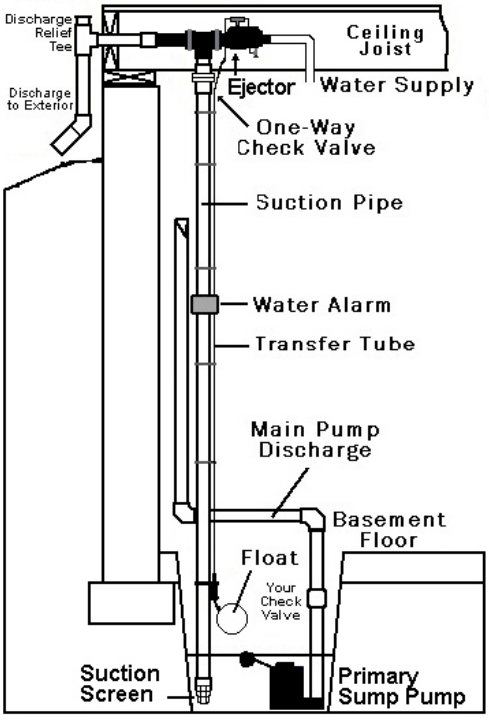
Check with your local plumbing or water department for their requirements regarding back-flow prevention if you have any questions. Installation of an approved back-flow prevention device will cause little or no problem for this pump, but a reduction of pumping capacity may occur (usually less than 10%). However, some of these devices, such as RPZ backflow devices, are more restrictive than others, may affect published pumping rates at a greater rate, and also require annual inspections.

Parts List for All Models

1. Ejector with clamps
2. Float with mounting bracket
3. Discharge relief tee with plug
4. (2) PVC 45° Elbows
5. (1) Smaller clip-on hanger
6. Suction screen with adapter
7. (6 feet) Flexible discharge hose
8. (12 feet) Transfer tube
9. (3) Wood screws
10. (2) Hose clamps
11. (5) Cable ties
12. (1) Clear tube (See Step #5)
13. 2 (RB) or 1(HB) Adapter(s)

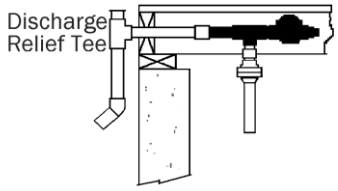
Alarm Kit:
1. Alarm and battery
2. Bracket and screw
3. Cable tie and mounting pad
4. Velcro® mounting pad

Typical Outdoor Discharge



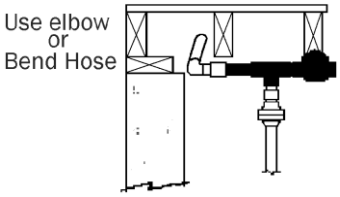
Suction/Discharge Options

Standard Discharge



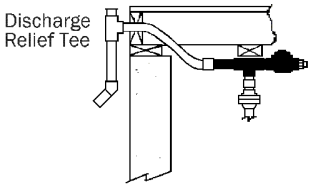
Ejector mounted on side of ceiling joist; Discharge straight to exterior.

Perpendicular Discharge



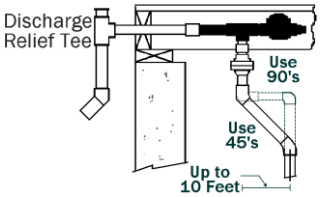
Ejector perpendicular to joist with discharge hose at right angle through hole in joist.

Under Joist Discharge

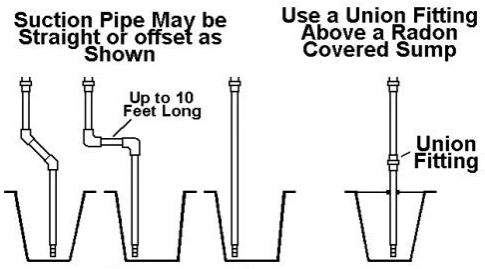


Ejector mounted under ceiling joist with Discharge hose sloping upward and out.

Offset Suction Pipe

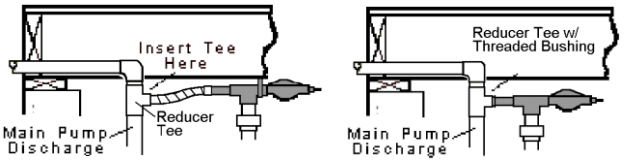


Suction pipe offset with 45 or 90 degree elbows to clear obstacles or ease installation



The pump does not need to be directly above sump in case of an obstacle like a duct, window, or stairway

Indoor Discharge

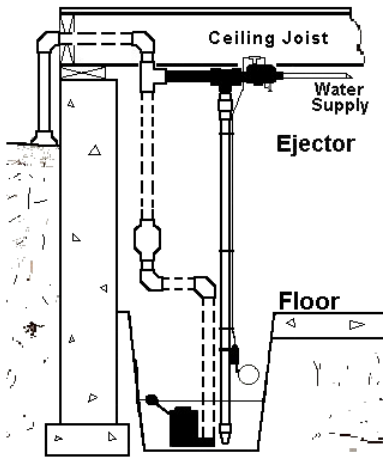


Insert 1½" Reducer Tee with proper size branch opening into vertical or horizontal section of main pump discharge. Glue in the discharge hose (left) or screw the pump directly into a threaded adapter (right).

Indoor Discharge

It is BEST if the pump is discharged to the exterior separate from the main pump, ***but*** it may be necessary in some cases, to connect into the main sump pump discharge or storm drain inside the home. If connected in this manner and your primary pump fails because the discharge pipe is clogged, both pumps will fail. The following conditions are very important. Do Not Ignore:

- The Discharge Relief Tee is not used in this configuration, as it is replaced by a Tee or Wye fitting along with an adapter or reducer bushing as necessary to connect the pump, as shown.
- You must have a functioning check valve at all times between the primary sump pump and the backup pump tee-in point. If missing or broken, the backup pump will send water down the shared discharge pipe and flood your basement. If check valve is old or worn, change it.
- Horizontal discharge pipe runs of more than 6 feet on the main discharge pipe should be flat or slope away from pump toward the outside.
- Any drain pipe that receives the discharge water must be in good working order, with no breaks, leaks, or obstructions. A broken or leaky underground drain pipe could recycle discharge water back into the sump.
- You will need to provide the extra parts needed to connect indoors to your main sump pump discharge pipe using one of the methods shown here.
- The size of the PVC discharge pipe for each model: **RB750: 1", HB1000: 1¼", CB1500: 1½".**

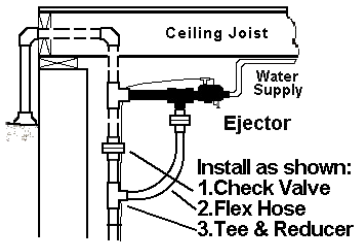


Radon Cover Installation: Two Methods

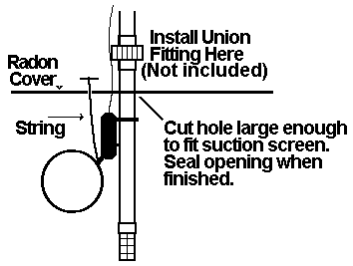
The transfer tube is thin; you can drill a 5/16" hole in the cover for it and sealed it in afterward (don't pinch it). You may also drill a small **1/8" hole** in the cover above the float and feed a **string to the float** for testing the pump in the future.
In the drawing on the **left**, below: We supply: flex hose #2. You supply two 1-1/2" x Female Pipe Thread Reducing Tees #3 and 1-1/2" check valve #1. We have those available for purchase separately or you may obtain them locally.
In drawing on the **right**: You supply the union fitting and the string.

Shared Suction Pipe

Use included flex hose as shown.

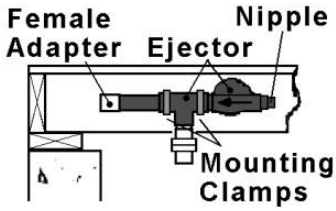


Separate Suction Pipes



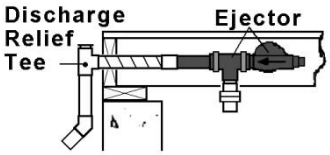
Step by Step Instructions

Step 1. Mount Ejector on Joist

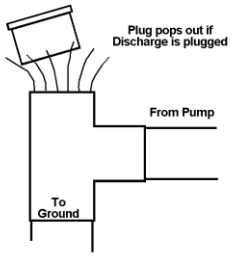


- Apply Teflon Tape to each end of the black polypropylene male **nipple** provided for connecting your water supply piping to the pump ejector valve.
- Screw the nipple into the threaded opening of the ejector valve. The rubber washer inside this opening seals the nipple as you tighten it (Don't over-tighten).
- Use the two mounting brackets and 1" screws from bag to attach the ejector above (or nearly above) the sump against the side or bottom of the ceiling joist **(See Page 3)**. Check the building exterior to make sure the discharge will clear any obstacles when using the Outdoor Discharge Method. When discharge is more than 6 feet long, pumping will be reduced somewhat.
- **Note:** If your discharge goes through the basement wall at a lower level than the celling, the pump may be mounted at that lower level on an improvised bracket or directly onto an adjacent wall.

Step 2. Install Discharge

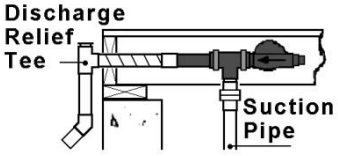


- Drill a hole (Size: RB750: 1½" HB1000: 1¾" CB1500 2") through the exterior wall for the discharge, typically, but not necessarily, in line with the Ejector unit. The discharge hose is flexible for ease of installation. Rigid PVC may also be used **(See Page 3)**. If necessary, PVC 90º or 45º elbows may be used. Vertical rises of more than 2 feet on the discharge line may affect pumping rates.
- Push one end of the discharge hose through hole to the exterior.
- Clean the inside end and cement it into the female adapter on the discharge.
- Cut off the excess hose outside**.**



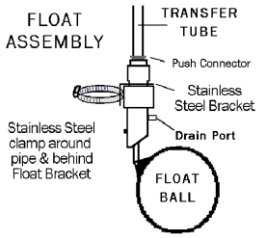
- Cement the Discharge Relief Tee on the discharge hose outside the building, as shown. If the discharge becomes clogged or frozen, the Relief Plug is designed to pop out and allow pump to continue operating. This depends on the water pressure, temperature, and how far the plug is inserted; all of which may have conditions that can prevent this from happening.
- Cement a short length of PVC pipe into the bottom of the Relief Tee to direct the water down. Use a 90º or 45º elbow to divert the flow away from the foundation, onto the ground, a splash block, or into a larger drain pipe.
- Remember, this is a BACKUP SUMP PUMP that will only run in an emergency! In cases requiring longer horizontal discharge piping, mount the pump high and run the discharge pipe slightly downhill from the pump to the exterior.
- **See above for Indoor Discharge and Radon Cover Installations.**

Step 3. Install Suction Pipe



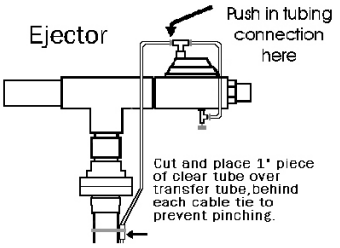
- Locate the suction pipe in the sump to clear the primary pump and all obstructions. Take into account any turns and fittings you need **(See Page 3)**.
- Cement the pipe into the PVC female fitting on the Suction Screen.
- Cut and fit pipe to the proper length, including any offsets (See Page 3).
- Cement the upper end into the Ejector check valve and make sure that the Suction Screen is approx. 2 - 4 inches above the bottom of the sump. You may secure the suction pipe to the side of the sump using the included gray clamp or by another method, as it can move and cause the float to bump into something that would prevent its normal operation. You may use two 45º or 90º elbows to shift the pipe over if the pump is not mounted directly above the sump. **(See Page 3: Offset Suction Pipe)**

Step 4. Install the Float



- Open the stainless steel pipe clamp and wrap it around suction pipe near the top of the sump. Tighten screw until the clamp is nearly closed around pipe.
- Slip the stainless steel bracket on the float assembly down behind the clamp, as shown, and slide it into final position on the pipe so the ball hangs just above the highest normal water level in the sump just as the primary sump pump turns on.
- Tighten clamp against the pipe so the float is secure. Make sure the float assembly clears your sump cover, or you may need to cut the cover to fit around it. If anything interferes with the movement of the float ball, reposition it to clear.

Step 5. Connect Transfer Tube



- Push one end of the thin transfer tubing firmly into the push connector of the small "Tee" on top of the Pump Ejector.
- Hang the tubing down along the suction pipe to the float. Make sure the tube ends are fully open and are cut clean and square.
- Cut the 6" long clear tube from the kit into 5 pieces and slide them onto the transfer tube.
- Push the lower end into the connector at the top of the float assembly. Fittings are self-sealing when fully inserted.
- **Note:** To remove the tubing from a fitting, **PUSH** in the retainer ring while you **PULL** out the tubing. Reinsert by pushing it in firmly till it hits bottom.
- Use cable ties to strap the transfer tube along the suction pipe; slide one piece of the clear tube up behind each cable tie to **prevent pinching of transfer tube** (see sketch to the right). You may leave the excess tubing coiled at the top by the pump or at the bottom by the float, or you may cut it off. Leave at least a foot extra in case of later adjustments.

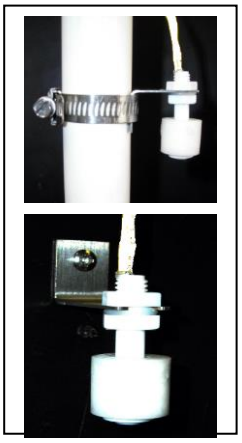
Step 6. Connect Water Supply

- Shut off main water supply and drain the pipes.
- Insert a Tee fitting into a main cold water pipe and run your new water pipe to the pump.
- Install a full-port ball or gate valve within 5 feet of the pump for easy access.
- Connect your water pipe to the threaded male nipple you inserted in Step 1 by using a female adapter, a union fitting, or a back-flow prevention device, such as a dual check valve.
- If soldering, cool pipe before connecting to the pump. It is highly recommended to install a union fitting somewhere between the shutoff valve and the pump for future service to the unit.

TIP: Flush the water line before making your final connection to the pump by turning it on into a bucket. This can help remove any loose solder, glue, or debris that may be inside the pipe before it can clog or damage the ejector.

Alarm Features:	**Alarm Specifications:**
1) Sounds a loud alarm signal exceeding 85 dB at 10 feet at alarm mode.	Dimensions: 4.0" L x 2.4" W. × 1.4" Deep
2) Advanced electronic design accurately detects water.	Weight: 4.0 oz. (113g) without battery
3) Alarm signal is able to last for up to 18 hours.	Battery Type: 9 Volt alkaline
	Battery Life: Up to 18 hours of continuous alarming Up to 2 years on Standby
4) Easy installation and maintenance.	Sound Intensity: 85dB @ 10 feet
5) Fully automatic operation.	Operating Temperature: 32°F to 120°F (0°C to 49°C)
6) 9V DC Battery (included)	Storage Temperature: -20°F to 150°F (-29°C to 66°C)
7) Relay output (1A/24VDC & 0.5A/125VAC) For security system or remote alarming.	Humidity: 80%RH (non-condensing)
	Water Resistance: Splash and water resistant, only.

Step 7. Install Water Alarm



- **Install battery:** Remove cover for the battery compartment on the back of the alarm. Extend the wires and battery connector from inside. Untie and unwrap the sensor float and wire stored inside. Snap a 9-volt battery onto the connector, place the battery inside compartment, line up wire into slot, and replace cover.
- **Activate Float:** Remove "speed clip" from end of float rod; pull float off rod. Reverse float direction so that the dark ring inside the float is closer to the end of the rod and slide it back onto the rod. Replace "speed clip."
- **Mount Alarm** to a pipe using releasable cable tie with mount, or to a wall using screws or Velcro® Tab.
- **Position sensor float:** Clamp to the pipe (Top Photo) **OR** Screw to wall of sump (Bottom Photo). It is usually placed at a point near the large float so you know there is high water and the backup pump is operating.
- **Replace battery** if the alarm has operated for an extended period of time. Alarm will "chirp" when the battery needs to be replaced. A new battery should last a year on standby.
- **Relay Outputs:** These are no volt, *Normally Open*, "dry" type contacts that close when the alarm sounds and open when it stops. These are used to connect to your security system or auto-dialer unit.
- **Operation:** When the float is up the alarm sounds and the relays close. When float drops, the alarm will silence and the relays will open.

Start Up Procedure

1. Carefully open the water shut-off valve to the pump and check for leaks. **Note: Pump may turn on at this time.** If there are no leaks, open valve all the way including the main house valve.
2. Lift the float ball for 15 seconds to release air trapped in the Ejector and transfer tube. Air and water will release from the drain port on the float unit just above the float ball. When running the water for the first time, pump may take longer than normal to shut off. Factory setting is approximately 30 seconds after the float ball drops. If it continues running too long or shuts off too soon, refer to **Troubleshooting** section for more details.
3. **Note:** This pump does not run silently; it is very powerful and some noises will occur during operation, and while turning on or off. Some noises may occur just from the vibration and movement of the pump. Secure all piping and, if needed, place insulating material between the pump, pipe, and joist to deaden any particularly noisy areas.
4. If **water hammer** is experienced, you may install a **water hammer arrester** in the water supply pipe near the pump. In some cases, the check valve on the base of the Ejector may thump or flutter as the valve shuts off and air exits the system. This is normal and should be no more than an annoyance.

Operating Instructions

Pump operates automatically. To operate manually, lift the float ball in the sump to its upper position for a few seconds till the water starts running and then lower it slowly, allowing pump to operate through a full cycle. This flushes the water lines and confirms that the pump is functioning properly. See periodic test procedures below.

Troubleshooting

Pump does not run or does not pump:

- Confirm that float moves freely without obstruction in the sump.
- Make sure water supply valves to the pump and to the whole house are open completely.
- Timing Knob may be open too far, keeping the valve closed. See “Adjusting the Timing Knob”.
- Discharge Relief Tee must be installed as shown on Pages. 2 and 3 on all outdoor discharge installations.

Pump does not pump adequately:

- **Low water pressure:** municipal water pressure must be 40 lb. PSI minimum at pump location.
- **Wrong inlet piping:** minimum water supply piping must be: RB750: ½” HB1000: ¾” CB1500: ¾”
- **Piping restrictions:** (Check for any undersized globe valves, kinks, etc.) These will reduce pumping capacity.
- **Water Softeners** and filters will prevent pumping. These MUST be bypassed.
- **Wrong suction or discharge piping** (use only the materials and layouts indicated in the instructions).
- **Suction screen must be clear** of debris or obstruction and suction pipe free of any leaks (air or water).

Discharge piping to the outdoors should be no more than 6 feet long and Discharge Relief Tee is installed and directed down and away from the foundation of the building or into a drain. Longer discharge piping may be used, but then the discharge piping should run flat or downhill from the pump to the exterior. Pushing water uphill against gravity reduces pumping rates.

Pump does not shut off:

- **Confirm that the float moves freely up and down in sump** and your sump cover, primary pump float, etc. are clear of the pump float. After the float has returned to its lowest position, pump should continue to run for approximately 30 seconds before shutting off. This is so it can empty the sump and avoid short, frequent cycles.
- **Float Sticks.** Check for debris, scale, or other foreign objects. Remove anything found and confirm free movement of the float. Test the pump and float operation by lifting the float and then lowering it slowly. Call phone number above if problem persists.

(See Page 7) Adjusting the Timing Knob for most issues in this next section:

- **Timing Knob may be closed.**
- **Timing knob may be clogged.** To check it: turn off water to the pump. Remove the short piece of tubing from side outlet of timing knob (with one hand **PUSH** in retainer ring that holds the tubing in place and with the other hand **PULL** out tubing). Turn on water to the pump. If water comes out of the opening, it is clear. If not, loosen the locking ring and open the timing knob to the left till it does. If it stops turning (don’t force it) and no water has come out, it is likely plugged. It can be removed from the ejector using a small wrench counterclockwise on the base nut. Turn off the water, remove it, check it for debris, solder, etc. Verify that turning the knob moves the inner parts up and down freely. Turn on the water to the pump briefly; it should pour out of the opening where you removed the timing knob and flush out any debris. If none of this helps, leave the unit off and call the factory for a replacement fitting.

Pump Leaks:

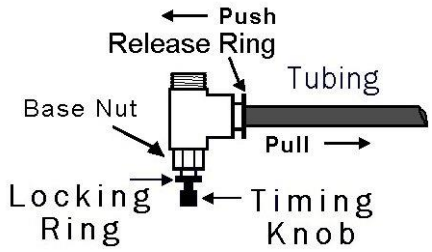
- **Valve Cover leaks or "spits" water:** Securely and evenly tighten the 6 screws on top that hold the cover down. If this does not solve the problem, excessive water pressure may be the cause. Check the pressure at the pump unit to confirm and refer back to Page 1. If Ejector valve seems to "spit" or leak at the moment of shut-off, it may be that the incoming water pressure is too high. If this occurs, you will need to move your tee-in point downstream of the Pressure Regulator Valve.
- **Ejector Tee leaks:** Ignore this unless it's more than just a few drops of water. This is rare and causes little, if any trouble. If this drips, it will only happen when the pump is running. However, if it is cracked or broken, please contact the factory.
- **Transfer tubing leaks at a fitting:** Turn off water supply valve. Lift float ball to relieve pressure. With one hand **PUSH** in the release ring on the fitting and with the other hand **PULL** out tubing. Using scissors or sharp utility knife, snip off 1/2" of tubing to create a fresh, clean, square-cut end. Push newly cut end back into fitting until you feel it bottom out and turn the water supply valve back on. If it still leaks, call the factory for a replacement part.

Relief Tee Plug keeps popping out:

- **Make sure discharge** and/or underground conduit are not clogged or frozen.
- **Plug may be inserted too loosely**. Push it in more firmly.
- **Exterior section of discharge pipe holds water and won't drain or may freeze:**
  This is rare, but the solution can be to drill a 1/16" hole into the top of the discharge relief plug. This will leak a little when the pump runs, but it will help the vertical pipe drain by introducing air from the top. Do this only outdoors because it will leak.

Adjusting the Timing Knob:

(Factory set to run for approximately 30 seconds after float ball drops):



- **Use sketch to guide you** and the marking on the end of the knob as a guide. Control is located on bottom of Ejector and has the small tubing coming out of it connecting to the small "Tee" on the top of the Ejector.
- **To Adjust:** Loosen the locking ring by turning it to the left (counter-clockwise), all the way out without turning the timing knob itself.
- **Pump stops too soon:** ¼ Turn Timing Knob right (clockwise) to produce a 15 Second Longer Run Time. If you close it completely, pump will not shut off at all.
- **Pump runs too long:** ¼ Turn Timing Knob left (counter-clockwise) produces a 15 Second Shorter Run Time. If you open it too far, pump may run for too short a time to be effective.
- When finished, tighten locking ring finger-tight by turning it all the way to the right, (clockwise) to retain the setting.
- **If you lose your place and must start over:** Turn the Timing Knob all the way in to the right (clockwise) and then back to the left (counter-clockwise) 1 ¼ Turn. This is the factory setting.
- 30 - 45 seconds run time after the float drops is a good average "rule-of-thumb". Running it dry will not harm it, but it does use water unnecessarily when this happens.

Periodic Testing Procedures

This backup sump pump is to be tested 3-4 times per year to ensure proper operation and to protect your warranty. Lift the float by hand and confirm pumping, runtime, and automatic shut-off. Record the date after each test. Follow the procedures noted here and keep it with these instructions in a convenient location near the pump.

Confirm that:

1) Float moves freely up and down in sump.
2) The pump runs and pumps water approximately 30-40 seconds AFTER the float ball drops to its lowest position.
3) Pump then turns itself off. This is the factory setting, but it may have been re-adjusted to run longer or shorter depending on sump water conditions and inflow rates. If adjustments are needed, see "Adjusting the Timing Knob" above.
4) Call the factory toll free number at the top of the page for help, if needed.

Place these instructions back into the plastic bag they came in and use the enclosed beaded tie wrap to hang the bag on or near The Pump for future reference!

30 Day Customer Satisfaction Guarantee

Within 30 days of purchase, if you are not completely satisfied with your new Water Powered Backup Sump Pump, The Company will refund your money, in full, excluding shipping charges. Pump must be returned in its original packaging, unused, and in re-salable condition. Please contact the dealer where you purchased your pump to obtain refund. If purchased directly from The Company, you must call our Customer Satisfaction Department at 800 554 1426 to process return or to receive Technical Assistance. Please give your name, address, phone number, date of purchase, and model number.

Five Year Limited Warranty

Basepump Corporation (the "Company") warrants the Basepump (the "Product") against defects in material and workmanship for a period of Five Years from the date of the shipment. In the event of any defect within the warranty period, the Company will, at its option, replace or recondition the Product without charge providing the Product is returned, prepaid to our offices in Buffalo, New York. The replacement or reconditioning of the Product shall constitute the exclusive remedy for any alleged defect.

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN. CLAIMS BASED ON IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR, OR THE SHORTEST PERIOD ALLOWED BY LAW, BUT NOT LESS THAN ONE YEAR. THE LIABILITY OF THE COMPANY SHALL NOT IN ANY CASE EXCEED THE COST OF REPLACEMENT OF THE PRODUCT, AND IN NO CASE, SHALL THE COMPANY OR ANY OF ITS DISTRIBUTORS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, CONTINGENT OR CONSEQUENTIAL LOSS OR DAMAGES SUCH AS PROPERTY DAMAGE OR EXPENSES RESULTING FROM THE FAILURE OF THE PRODUCT, DELAYS, LOSS OF USE, NEGLIGENCE, DAMAGE FROM PECULIAR WATER CONDITIONS, CHEMICALS OR FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE COMPANY'S NEGLIGENCE OR FAULT. THE COMPANY MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY. THIS WARRANTY BECOMES VOID BY ANY MISAPPLICATION, MISUSE, ABUSE, OR IMPROPER INSTALLATION OF THE PRODUCT. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. WARRANTY IS APPLICABLE IN THE USA AND CANADA, ONLY.

This warranty does not cover defects in the Product resulting from: (a) abuse or mishandling of the Product; (b) modification, alteration, repair or service of the Product by anyone other than Basepump Corporation; (c) improper or neglect in maintenance. This warranty does not cover any water damages caused by defects in the Product as such defect should have been identified during periodical testing. The owner's use of these Products confirms the understanding that these Products **do not constitute an insurance policy** and they are only loss mitigation products used to reduce the risk of water damage, however not eliminating such risk.

The above warranty may not be altered except in writing signed by both parties hereto.

Return Policy

After reading these instructions, if you determine that this product is not suitable for your application, please call The Company or your dealer for return information. If the pump is installed and you choose to return it, call The Company for return approval. The Company is not responsible for any cost incurred with removal or pump repairs. Proper packaging of the returned product is the customer's responsibility and goods damaged by customer, installer, or while in transit as a result of improper packaging will not be considered for credit.

