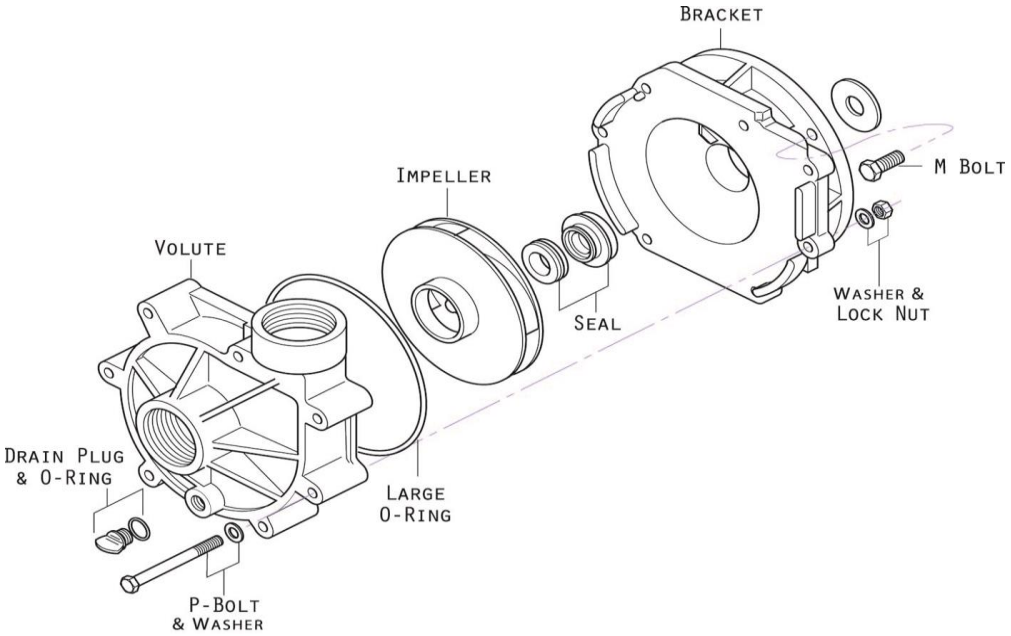
FAQ-REEFLO PUMPS

It is helpful to see an exploded view of the pump to identify problems:



LEAKS

NOISY PUMP/MICROBUBBLES

SEAL INSTALL INSTRUCTIONS

DOES NOT START/DIMINISHED FLOW

NO FLOW

PUMP INFORMATION

SETUP AND INSTALLATION

IMPELLER REMOVAL

FIXING OLDER PUMPS

MAINTENANCE

PUMP SIZING

CONTACT REEFLO

Send an email to sales@reeflopumps.com and include

- the model name
- serial # from the top of the pump cover-NOT THE MOTOR
- Your shipping address

PROBLEM WITH PUMP

Can't be solved with Troubleshooting

Send an email to chris@reeflopumps.com

PUMP INFORMATION

Finding Serial #

The serial # is located on the pump cover (next to the discharge)-***not*** on the motor label

WHICH IMPELLER IS ON HYBRID

Generally the larger impeller comes installed on the Hybrid pump, with the smaller impeller in the box. Each impeller should have the first letter of the model name written on it. (example S=Snapper)

SETUP AND INSTALLATION

ATTACHING PIPING

- Avoid Teflon tape on the threads-the threads are tight, the pump is not high pressure-Use liquid sealant around the top threads
- Avoid overtightening-Not a high pressure pump-***Hand*** tighten until snug and STOP!

CAN I VALVE BACK THE OUTPUT TO REDUCE FLOW?

There is no problem closing down the discharge-it actually makes the motors run slightly more efficiently and cuts a few watts off-however if you cut it back by more than 1/3 you should consider a smaller impeller (just like downshifting gears) to save significant wattage.

CAN I USE REDUCED PIPE ON THE INTAKE?

The rule is: the intake piping diameter must be equal to or greater than the discharge piping.

You can feed our pumps with narrower pipe but the discharge pipe must be no greater-and that includes tees within three feet of the discharge. So you can use 1.5" pipe to feed a Dart/Snapper, but widen the intake line as soon as possible.

LEAKY SHAFT SEAL

Most leaks come from small openings in the seal that wraps around the shaft as it enters the pump head

Leaks along the shaft between the pump and the motor are the most common type of leaks. Sometimes during rough shipping the seals get thrown out of balance. This leads to immediate drip leaks or premature wear. The best and quickest solution is for us to send you a new seal kit and for you to install it. After your install, the seal will be in squarely and should last for years. The install a ratchet set and little sealant and will take about 30 minutes.

To get a seal either go onto our website http://www.reeflopumps.com/part.html and order or

Send an email to sales@reeflopumps.com and include

- the model name
- serial # from the top of the pump cover
- Your shipping address

SEAL INSTALL INSTRUCTIONS

FOR PICTURE STEP-BY-STEP INSTRUCTIONS-GO TO THE FOLLOWING LINK:

http://www.reeflopumps.com/sealinstallothertips.html

NOISY PUMP

SCREECHING OR SQUEALING

There is a rubber washer (slinger) located on the shaft between the motor and the pump head. Its job is to prevent drips/salt creep from traveling along the shaft to the motor. Salt creep can cause the slinger to move away from the middle and rub against the motor causing a squealing sound. Use a flashlight to locate the slinger and use a flat head screwdriver to work it back to the middle of the shaft.

CLICKING OR GRINDING

These noises can be caused by one of four things:

1. Something has gotten into the pump head...we have found shells, sponges, etc-remove pump cover to check.. debris can result in diminished flow and out of balance spin resulting in a whirring sound.
2. The seal parts have worn and are sticky and noisy-run the pump for about 5 seconds with the cover off to see if the noise is from the shaft seal or the motor-may need a new shaft seal.
3. The rear fan cover is making contact with the spinning fan-either pry fan cover away (it is very bendable), or remove it (couple of screws) and try running.
4. If the noise is coming from the motor, then probably the bearings are starting to go..usually this is accompanied by loud metallic noises.

   If it is #4, then CONTACT REEFLO

Bubbles/Cavitation/Humming

Common causes

- an imbalance of the CAPACITY between input and discharge-the diameter of the intake line must be greater than or equal to the discharge line (including any tees within say 3-4 feet)-a quick check for this is to partially close down the discharge side and see if the bubbles subside
- an elbow right at the input that creates turbulence-please locate elbows as far away from intake as possible
- Elbow or screen on the intake in the sump-please remove in-sump elbows or screens
- Tiny pinhole openings anywhere on the intake line-to be sure apply sealant to the outside of all joints on the intake line-this especially true where any flex joins with rigid pipe
- Resonating pipes-long horizontal ins and outs can vibrate if unsupported and act like a pipe organ-grab both in and out and hold tight to see if this is the cause

NO RESTART / DIMINISHED FLOW

Quick check-locate rear shaft screw (should be exposed) and apply a flat-head screwdriver and attempt to turn the shaft clockwise-if it turns freely then plug pump in and give it a clockwise twist to jump start-if it is sticky then see CAUSES

CAUSES

- Debris inside pump head: we have found shells, sponges, etc-remove pump cover to check..this can result in diminished flow or no restart
- Clogged impeller veins: Apply a wire brush or pipe cleaner to the impeller veins to router out debris and buildup
- Worn motor bearings: If the impeller and shaft area are free of debris then the pump needs new motor bearings. If this is the case then please CONTACT REEFLO

NO FLOW

If the pump is spinning then it is working. If there is little or no flow then it is probably not primed.

Pumps do not suck water (unless it's a self priming pump)..pumps throw water that is fed to them. Either water must flow to the pump by gravity OR you can trap water in the intake line and start the pump. To do this see attached diagram on page two of our product manual-use a check valve (backflow preventer) in the water source and backfill the system until the air is forced out and the pump is "drowned". To see priming methods go to: http://reeflopumps.com/images/priming_pics.pdf

IMPELLER REMOVAL

1. locate the rear shaft screw in the middle of the rear fan..hold with screwdriver....unscrew the impeller counterclockwise(by hand or best with strap wrench)...tap around edges to loosen..IF no go then….
2. Heat the shaft where it goes into the impeller with a small torch and it may loosen the impeller
3. insert narrow screwdriver into veins and CAREFULLY torque, if no go then
4. Crack impeller with tool until all that remains is the threaded metal insert…spray with wd-40 or liquid wrench, hold shaft with vice grips and unscrew the insert from the shaft TAKING CARE NOT TO BEND SHAFT-we can provide new impeller for $30.50-shipped

FIXING OLDER PUMPS

Unless there has been water damage ***most old pumps can be brought back to life***.

There are two major wear parts; the shaft seal and the motor bearings. We can replace both and get it working as long as the electrical components are not damaged.

To read about our rejuvenation program go to: http://www.reeflopumps.com/pump-repair.html

MAINTENANCE

- once every 2-3 months check the shaft seal for any signs of leaks-shine flashlight between the pump head and the motor and examine the shaft area for any signs of salt creep or leakage
- once per year-remove pump cover (or remove pump from cover , if hard plumbed) and clean out impeller area **and especially the impeller veins** with wire brush and vinegar

PUMP SIZING

Reeflo is very happy to help you size up your pump needs. Please send an email to sales@reeflopumps.com with the following info listed:

- vertical lift from pump up to tank
- length of return pipe
- Diameter of return pipe-if not sure, can you use 1.5”?
- desired flow rate

Many people believe that the pipe diameter must match the openings. ***That is not so.*** Think of the openings as an onramp and your return pipe as the highway. You can have a one lane onramp (1” or ¾”) and then run a four lane highway (1.5” or 2”).

This will allow the use of smaller pump with less watt draw!