



SPBHP24 SPBH48 SOLAR SUBMERSIBLE PUMPS



Problem:

My pump has stopped pumping. I can hear the motor running, but performance is reduced or there's no flow at all.

Solution:

Running these pumps **dry or out of the water** can cause issues. The screw rubber can get hot and eventually detach from its fixing. Also, the pump motor or controller can be damaged from lack of cooling water. Please check the following.

1. The **screw outer rubber sleeve** may have torn from its fixing and is rotating with the inner screw shaft. If this happens there is no differential flow path to discharge the water.

You can look for this by removing the outlet pipe from the pump and allowing it to start up out of the water for a short period. See if the rubber sleeve which surrounds the screw is rotating with the screw.

The outer sleeve should be secured, but can tear where it fixes to the top outlet:

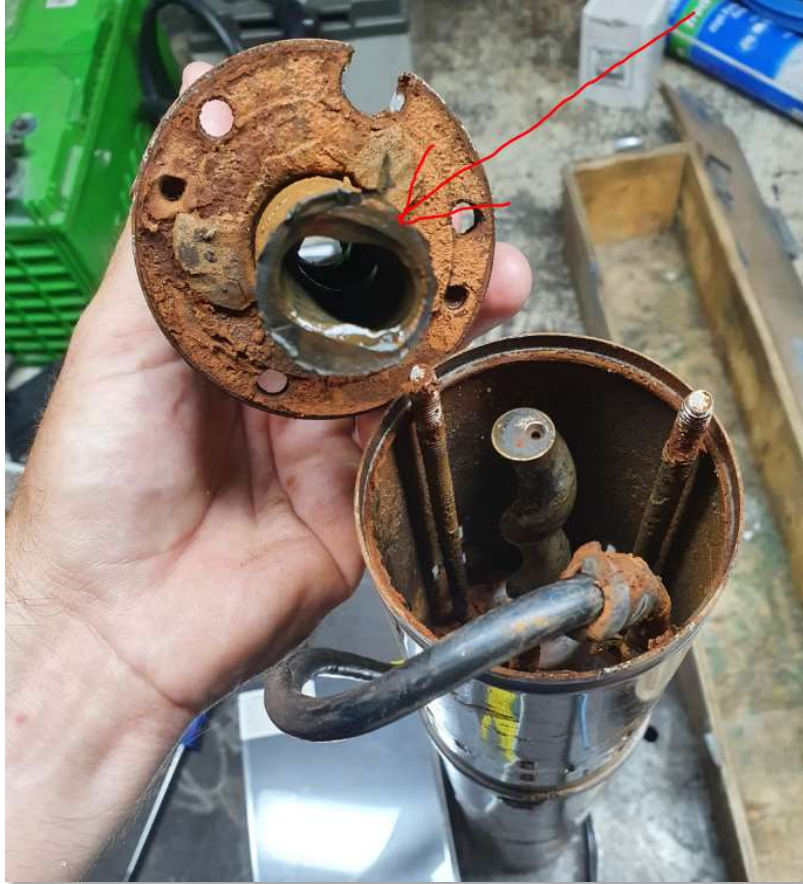


Figure 1

A torn connection can look like this:



Figure 2

To replace this screw sleeve, the top outlet of the pump should be removed by undoing the 3 nuts and retracting it from the screw and top of pump.



Figure 3

Next the 2 screws holding the cable stays should be removed.



Figure 4

A new screw sleeve can be ordered from Scintex (Part # SPBHPSS)



Figure 5

2. If you find the pump motor is working and the screw rubber is not torn or rotating, it's likely the issue is **inadequate power supply** to your pump. Testing voltage from your solar panel is not a true test of available power. It is best to test the pump by applying power directly from a battery to rule out possible power supply issues.

For the SPBHP24 model, use 2 x 12V car batteries wired in series to power the pump with 24v. The pump will make a audible beep before ramping up in speed.

For the SPBHP48 model, use 3 or ideally 4 x 12V car batteries wired in series to power the pump with 36v or 48v. Again, the pump should quickly ramp in speed indicating it's working.

If after completing the above tests you still feel the issue isn't resolved, contact your place of purchase to arrange a return and technicians' inspection of the pump.