

# PUMP TROUBLESHOOTING GUIDE



**Please try the following steps prior to shipping your pump back for warranty credit.**

Around 70% of the pumps we receive back defective are actually not defective and had another issue on-site or with the installation. Using the following steps to troubleshoot your pump will help to determine whether the pump is actually defective and prevent unnecessary costs shipping the pump back, lost time, and customer dissatisfaction.

## TROUBLESHOOTING STEPS

- 1.** If the pump is not working at all try plugging the pump into a receptacle not on the same breaker. Use an extension cord if necessary to reach another outlet. This is especially important to try when using a GFI outlet. Often times the GFI has gone bad and needs to be replaced. By trying the pump in another outlet you'll be able to determine if it is the GFI or the pump causing the issue.
- 2.** Check to ensure that the pump intake is not clogged with rocks, frogs, snails, mulch, etc. The collection of debris around the intake will cause the pump to not operate correctly.
- 3.** If you are using a low water shut off in conjunction with the pump try unplugging the pump from the low water shut off and plug the pump directly into the outlet. If the pump operates correctly then the low water shut off is the issue.
- 4.** Check the breaker box to make sure that the breaker operating the pump hasn't been tripped. Many times the draw of the pump and other electrical items placed on the same breaker circuit will cause the breaker to become overloaded. Again, by plugging the pump into an outlet not on the same circuit will help determine this.

### **If the pump still doesn't operate correctly**

then we can safely say that something internal has gone wrong with the pump and it will need to be sent back for warranty replacement.

### **Please contact us toll-free at 888-619-3474 for a Return Goods Receipt**

(RGR#) number and we'll get a replacement out to you immediately. The RGR# will ensure that you receive credit for the defective pump once we receive it back.

### **We test 100% of the pumps returned**

so that we can understand why they became defective. We use this information to help make better pumps and reduce the number of pumps that go defective. Thank you for your help with troubleshooting your pump. We apologize for the inconvenience but please know we only do this to better serve you in the future!

### **Please ship defective pumps back to:**

Blue Thumb Returns  
2650 Schust Rd.  
Saginaw, MI 48603

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[bluethumbponds.com](http://bluethumbponds.com) • 989-921-3474