



ITEM # 1001 092 264, 1001 092 258,
1001 092 273, 1011 701 388

MODEL# HDSUB7-103, HDSUB10-103,
HDSUB10-203, HDSUB15-103

TROUBLESHOOTING GUIDE

4 IN. SUBMERSIBLE PUMP THREE WIRE, 3/4 - 1 - 1-1/2 HP, 60 HZ

Problem	Possible Cause	Solution
The motor will not start but fuses do not blow.	There is no voltage at the fuse box.	<input type="checkbox"/> Replace blown fuses.
	There is no voltage at the pressure switch	<input type="checkbox"/> Replace the faulty pressure switch.
	There is no voltage at the control box	<input type="checkbox"/> Rewire the supply to the control box.
	Cable or splices are bad.	<input type="checkbox"/> Consult a licensed electrician or serviceman.
	The control box is incorrectly wired.	<input type="checkbox"/> Reconnect the control box correctly (see wiring diagrams).
The fuses blow or overload protector trips when the motor starts.	The fuse or time delay fuse size is wrong.	<input type="checkbox"/> Check the fuse size against the Recommended Fusing Data tables in the Wiring section of this manual. Install the correct fuse or time delay fuse.
	The wire size is too small.	<input type="checkbox"/> Check the wire size against the tables in the Wiring section of this manual. Install the correct size wire.
	The starting capacitor is defective or blown.	<input type="checkbox"/> Check the control box to see if starting capacitor has blown out. Replace the starting capacitor.
	The voltage is either too low or high.	<input type="checkbox"/> Check that line voltage is within ±10% of the nameplate rated voltage while the motor is running. If voltage variation is greater than ±10%, call the power company to adjust the voltage.
	The cable leads are not correctly connected to the control box.	<input type="checkbox"/> Check the control box wiring diagram against the incoming power hookup. Check drop cable color coding. Reconnect the drop cable so the cable color code matches the motor lead color code.
	There is a broken wire in the control box.	<input type="checkbox"/> Examine all connections and wiring in the control box. Disconnect the power and repair or replace the faulty wire.
	The pump or motor is stuck or binding.	<input type="checkbox"/> Check for a locked rotor in the pump. If necessary, pull the pump (make all possible above ground checks first). If the pump is locked, replace it. Clean the well of all sand or lime before reinstalling pump.

Questions, problems, missing parts?
Before returning to the store, call Everbilt Customer Service
8 a.m. - 6 p.m., EST, Monday - Friday
1-844-883-1872
HOMEDEPOT.COM

TROUBLESHOOTING GUIDE

4 IN. SUBMERSIBLE PUMP

THREE WIRE, 3/4 - 1 - 1-1/2 HP, 60 HZ

Problem	Possible Cause	Solution
Fuses blow or overload protector trips when the motor is running.	The voltage is either too low or too high.	<input type="checkbox"/> Check that line voltage is within $\pm 10\%$ of the nameplate rated voltage while the motor is running. If voltage variation is greater than $\pm 10\%$, call the power company to adjust the voltage.
	The ambient (atmospheric) temperature is high.	<input type="checkbox"/> Check the temperature of the control box. Do not mount the control box in direct sunlight.
	Control box with wrong voltage or horsepower rating.	<input type="checkbox"/> Compare voltage and horsepower on the motor nameplate with those given on the control box nameplate or on the circuit diagram inside the control box cover. Replace the control box if the numbers do not match.
	The wire size is too small.	<input type="checkbox"/> Check the wire size against the table in the Wiring section of this manual. Install the correct size wire.
	Cable splices or motor leads grounded, shorted, or open.	<input type="checkbox"/> Consult a licensed electrician or qualified serviceman. Do not attempt to disassemble the pump or motor.
The pump starts too frequently.	There are leaks in the system.	<input type="checkbox"/> Check all tank connections with soapsuds for air leaks. Check plumbing for leaks. The system must be air and water tight.
	The pressure switch is defective.	<input type="checkbox"/> Check for a defective switch or switch out of adjustment. Readjust or replace the pressure switch.
	The tank is waterlogged.	<input type="checkbox"/> Pre-charged tanks; check tank pre-charge air pressure and check for leak in the bladder. adjust air pressure to 2 Psi (13.8 kPa) less than the pump cut-in pressure (when there is no water pressure on system). Replace the bladder if necessary. <input type="checkbox"/> Air over water tanks: check for air leaks. Check Air Volume Control (AVC). Check snifter valve operation. Repair or replace tanks; replace snifter valves if necessary.
	There is a leak in the drop pipe.	<input type="checkbox"/> Raise the drop pipe one length at a time until water stands in the pipe. Replace the pipe above that point.
	The pressure switch is too far from the tank.	<input type="checkbox"/> Measure the distance from the pressure switch to the tank. Move the switch to within 1 ft. of the tank.



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THREE WIRE, 3/4 - 1 - 1-1/2 HP, 60 HZ

Problem	Possible Cause	Solution
Little or no water is being delivered.	The bleeder orifice check valve is stuck or installed backwards (standard tank only).	<input type="checkbox"/> Examine the valve. If stuck, free the valve; if installed backwards, reverse it.
	The water level is low.	<input type="checkbox"/> Determine the lowest water level in the well while the pump is running and compare to the pump depth setting. Lower the pump further into the well (but at least 5 ft. (1.6M) above the bottom of the well). Throttle the pump discharge until the discharge equals the recovery rate of the well. <div> NOTE: Running the pump while airlocked can cause loss of prime and seriously damage the pump.</div>
	The voltage is low.	<input type="checkbox"/> Check the voltage at the control box with the pump running. Check incoming wire size and power supply wire size against the tables in the Wiring section of this manual. Install a larger wire from the meter to the control box. Install a larger wire from the control box to the pump. <input type="checkbox"/> If necessary, have the power company raise the supply voltage.
	The intake screen is plugged.	<input type="checkbox"/> Pull the pump and check the condition of the screen. Clean or replace as necessary.
	Check to see if the valve at the pump discharge is stuck.	<input type="checkbox"/> Pull the pump and examine the check valve. Free the check valve.
	Impellers and diffusers are worn.	<input type="checkbox"/> Make sure the system is clear of obstructions and the pump is in solid water and operating normally. Replace the pump.
The is air or a milky water discharge coming from the faucet.	There is gas in the well water.	<input type="checkbox"/> Check for the presence of gas in the well water. Remove bleeder orifices; plug tees. Be sure plugged tees do not leak. If necessary, separate gas from air before it enters the pressure tank.
	The air volume control is not working (standard tanks only).	<input type="checkbox"/> Make sure ports and ball check valves are clear. Replace the control if necessary.

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