



ITEM # 1011 677 533, 1011 677 534,
1011 677 535, 1011 677 537
MODEL# HDSWJ5, HDSWJ7
HDSWJ5P, HDSWJ7P

TROUBLESHOOTING GUIDE

SHALLOW WELL JET PUMP CAST IRON OR THERMOPLASTIC CONSTRUCTION

Problem	Possible Cause	Solution
Pump humming.	<ul style="list-style-type: none"><input type="checkbox"/> The motor shaft is stuck.<input type="checkbox"/> Selected wrong voltage.	<ul style="list-style-type: none"><input type="checkbox"/> Please use a flat head screw driver to turn the motor shaft through the center hole on the motor cap. Then restart the pump. Clean impeller and diffuser.<input type="checkbox"/> Pump was pre-set at 230V. Refer to manual for set voltage to 115V.
Does not pump water or low flow.	<ul style="list-style-type: none"><input type="checkbox"/> Air in piping or did not prime.<input type="checkbox"/> The water level in the well is below the foot valve.<input type="checkbox"/> The foot valve is plugged or leaks.<input type="checkbox"/> Impeller nozzle blocked by foreign material.	<ul style="list-style-type: none"><input type="checkbox"/> Stop the motor. Remove the pressure gauges or prime plug. Fill the housing pipes with water.<input type="checkbox"/> Lower the suction pipe. If water level is more than 25 ft. you need a deep well pump.<input type="checkbox"/> Replace the foot valve or dig the well deeper.<input type="checkbox"/> Clean impeller and nozzle.
Pump does not stop or pressure does not build up	<ul style="list-style-type: none"><input type="checkbox"/> Impeller or nozzle blocked by foreign material.<input type="checkbox"/> There is a leak in the housing piping.	<ul style="list-style-type: none"><input type="checkbox"/> Clean impeller and nozzle.<input type="checkbox"/> Locate and repair the leak or reconnect.
The pump starts and stops too often.	<ul style="list-style-type: none"><input type="checkbox"/> Pressure in pre-charged tank is not correct.<input type="checkbox"/> The pressure switch malfunctioning.<input type="checkbox"/> There is a ruptured diaphragm/bladder (pre-charged tank).	<ul style="list-style-type: none"><input type="checkbox"/> Ensure the pressure in the pre-charged tank is set to 2 Psi less than the cut-in pressure.<input type="checkbox"/> Replace the pressure switch.<input type="checkbox"/> Replace the tank.

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
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