



TROUBLESHOOTING GUIDE

UTILITY PUMP

Model#	LTS250A	SBA025HPACK	UTA02510	PSUT03308AP	SSB300
SKU#(US)	1002303674	/	1002921354	/	1000026647
SKU#(CA)	1000427445	1000143218	1001102847	1001600783	/

Utility Sink Pump - LTS250A, SBA025HPACK	Page 2
2-in-1 Utility pump - UTA02501	Page 3
Pool Cover Pump - PSUT03308AP	Page 4
Waterfall Utility Pump - SSB300.....	Page 5

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

1-844-241-5521

WWW.HOMEDEPOT.COM

WWW.HOMEDEPOT.CA

Rev. 07/21/21

THANK YOU

*We appreciate the trust and confidence you have placed in Everbilt Utility Pump. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs
Thank you for choosing Everbilt!*

Safety Warnings

All electrical work should be performed by a licensed electrician.

WARNING: Risk of electrical shock. Disconnect power to the pump before servicing. Do not handle the pump with wet hands or when standing on a wet or damp surface.

WARNING: Risk of fire or explosion. Pump water only with this pump. Do not use this pump in the presence of flammable or explosive vapors.

CAUTION: Motors run hot. Do not touch the motor housing during operation.

Utility Sink Pump - LTS250A, SBA025HPACK

Problem 1: Pump does not run when water flows in from the sink.

Possible Causes	Corrective Action
1. The pump is not plugged in.	1. Make sure the plug is connected.
2. The circuit breaker has tripped.	2. Reset the circuit breaker by switching the breaker to the "ON" position.
3. The pump impeller is stuck.	3. Unplug the pump. To clear the impeller, Refer to "Maintenance" in the owner's manual.
4. The sink stopper is in the drain.	4. Remove the stopper.
5. Not enough water to activate the pump.	5. Keep water running until the pump turns on.
6. Diaphragm switch has failed.	6. Refer to the owner's manual and verify the installation is correct on the discharge side. Contact customer support for next steps.

Problem 2: Pump runs but does not empty sink.

Possible Causes	Corrective Action
1. The drain is clogged.	1. Clear the drain screen.
2. The discharge line is clogged.	2. Unplug the pump, open and clear the discharge line.
3. The check valve is installed incorrectly.	3. Make sure the flow arrow on the check valve points away from the pump.

Problem 3: Pump cycles ON and OFF when there is no water in the sink.

Possible Causes	Corrective Action
1. The check valve is not installed.	1. Unplug the pump. Refer to the "Installation" section of the owner's manual to install the check valve properly.
2. The check valve is jammed.	2. Unplug the pump. Open the discharge line and clean the check valve.

Problem 4: Pump cycles ON and OFF when the sink is full.

Possible Causes	Corrective Action
1. The shut-off valve is not installed.	1. Unplug the pump. Refer to the "Installation" section of the owner's manual to install the shut-off valve.
2. The shut-off valve is out of adjustment.	2. Refer to "Adjusting the Flow" section of the owner's manual to correctly adjust the shut-off valve.

2-in-1 Utility pump - UTA02510

Submersible Utility & Non-submersible Transfer.

Pump does not start or run.

Possible Causes	Corrective Action
1. The circuit breaker has tripped.	1. Reset the circuit breaker by switching the breaker to the "ON" position.
2. The plug is disconnected.	2. Make sure the plug is securely connected.
3. The plug is corroded.	3. Clean the prongs of the plug.
4. The motor has failed.	4. Replace the pump.

Submersible Utility

Problem 1: Pump does not pump water.

Possible Causes	Corrective Action
1. The screen is blocked.	1. Clean the screen.
2. The hose is bent, kinked or coiled too tightly.	2. Straighten the hose.
3. There is trapped air inside the pump, a condition called "airlock".	3. Clean the anti-air lock hole and make sure it is not blocked.
4. Pump inlet is blocked by debris.	4. Open the bottom cover to clean out the debris.

Non-Submersible Transfer

Problem 1: Pump does not prime.

Possible Causes	Corrective Action
1. The suction line has air leaks.	1. Tighten the hose connection. Replace the hose washer if needed.
2. Debris has collected on the strainer.	2. Clean debris from the strainer.
3. Pump needs to be primed or re-primed.	3. Refer to the owner's manual for priming instructions.
4. The suction strainer is not attached to the inlet hose when removing surface water.	4. Attach the suction strainer to the inlet hose.
5. Suction strainer is floating in the water.	5. Suction strainer needs to be flat on the bottom surface of whatever you are draining.

Problem 2: Flow rate is too low.

Possible Causes	Corrective Action
1. The hose is kinked or coiled tightly.	1. Straighten the hose.
2. The strainer or hose is blocked.	2. Clean the strainer or hose.
3. The discharge hose is too long.	3. The hose length should be no longer than 25'
4. Incorrect Garden hose on outlet/discharge.	4. Use standard garden hose, not "expandable" hose.

Pool Cover Pump - PSUT03308AP

Problem 1: Pump will not start or run.

Possible Causes	Corrective Action
1. The circuit breaker has tripped.	1. Reset the circuit breaker by switching the breaker to the "ON" position.
2. The plug is disconnected.	2. Make sure the plug is securely connected.
3. The plug is corroded.	3. Clean the prongs of the plug.
4. The motor has failed.	4. Replace the pump.
5. Water Sensor is clogged with debris.	5. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
6. Water depth is under 2 inches.	6. Make sure the pump is level and flat on the pool cover. Pump will not start until the water reaches 2 inches depth.

Problem 2: Pump starts and stops too often.

Possible Causes	Corrective Action
1. Water is flowing back from the hose.	1. Make sure the Check Valve/Adapter is installed correctly. Replace check valve if needed.
2. Water Sensor is clogged with debris.	2. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
3. Pump is not sitting flat on the pool cover.	3. Position the pump level and flat on the pool cover.

Problem 3: Pump runs continuously or will not shut off.

Possible Causes	Corrective Action
1. Water Sensor is clogged with debris.	1. Unplug the pump and remove Strainer Base. Lay the pump on its side. Open the bottom cover of the sensor. Flush the water sensor housing with fresh water until the probes are clean.
2. Pump housing is cracked.	2. Inspect housing for cracks. If there are cracks, replace the pump.

Problem 4: Pump operates but delivers little or no water.

Possible Causes	Corrective Action
1. Impeller is stuck or clogged with debris.	1. Unplug the pump and remove Strainer Base. Remove the bottom plate. Clean out debris on and around the impeller. Make sure the impeller rotates freely.
2. Maximum lift exceeds 28' feet.	2. Reduce the lift to under 28'.
3. The hose is kinked or coiled tightly.	3. Straighten the hose. Be sure to use standard garden hose, not "expandable" hose.
4. The Strainer Base is clogged with debris.	4. Unplug the pump. Remove the Strainer base and flush with clean water until it is clean.

Waterfall Utility Pump - SSB300

Problem 1: Pump will not start or run.

Possible Causes	Corrective Action
1. The circuit breaker has tripped.	1. Reset the circuit breaker by switching the breaker to the "ON" position.
2. The plug is disconnected.	2. Make sure the plug is securely connected.
3. The plug is corroded.	3. Clean the prongs of the plug.
4. Thermal overload protector tripped.	4. Unplug the pump for 30 minutes. Make sure the impeller is not stuck or clogged. Only pump cold water with this pump.
5. The motor has failed.	5. Replace the pump.

Problem 2: Pump operates but delivers little or no water.

Possible Causes	Corrective Action
1. Impeller is stuck or clogged with debris.	1. Unplug the pump. Refer to the owner's manual for cleaning instructions.
2. The impeller is worn out or broken.	2. Replace the impeller.
3. The inlet screen is blocked.	3. Clean the screen. Refer to the owner's manual for cleaning instructions.
4. There is trapped air inside the pump, a condition called "airlock".	4. If a check valve is installed, drill a 1/8" hole between the pump discharge and check valve.
5. The hose is loose.	5. Secure the hose.

