



FAQs

Sump Pumps – General Items

GENERAL

I have a pedestal sump pump in my sump pit, can I replace it with a submersible sump pump?

Yes. You have to make sure your basin diameter is large enough for a submersible sump pump. Our vertical switch pumps will work in basins 10" in diameter or larger. Our tethered switch pumps will work in basins 14" in diameter or larger.

Do I need to install a check valve with my sump pump?

Yes, all sump pumps require a check valve to prevent discharged water from flowing back into the sump basin when the pump turns off.

Can I change the float switch on my sump pump?

Yes, please call us at (844) 242-2475 and we can walk you through the replacement process.

PIGGYBACK SWITCH SUMP PUMP

Why do I have two plug-ins on this pump?

Both the pump and the float switch have a 115V male plug. If the pump power cord is plugged directly into the outlet, it will run non-stop. Plug the pump power cord into the female side of the float switch, and then plug the float switch into a 115V outlet. The pump will not run until there is enough water in the sump basin to make the float rise to a level that will turn the pump on.

Why isn't my pump turning on?

Unplug the pump power cord from the switch and plug directly into the wall. If the pump then works, there is an issue with the float switch and it will need to be replaced. If the pump does not turn on while plugged directly into the wall, then the pump needs to be replaced.

How can I tell if my piggyback float/tether is bad?

Unplug the pump power cord from the switch and plug directly into the wall. If the pump then works, there is an issue with the float switch.

BATTERY POWERED BACKUP

Which type of battery should I purchase?

We recommend a maintenance-free, marine-rated 12V acid-free battery.

WATER POWERED SUMP PUMP

Where can I get a new control valve for the pump?

Please call us at (844) 242-2475 and we will assist you.





**TETHERED SWITCH SUMP PUMP
with
PIGGYBACK STYLE SWITCH**



WATER POWERED SUMP PUMP



BACKUP SUMP PUMP SYSTEM

