



ProSeries 2200/2400 Troubleshooting Guide



Potential Cause	Battery Fluid Low	Solutions
The battery fluid is low.....	Add distilled water to each cell of the battery	
The fluid sensor is installed improperly.....	The fluid sensor should be inserted into the second cell from the positive battery terminal	
Not using a ProSeries battery.....	This feature cannot be used. Attach the fluid sensor to the positive battery terminal	

Potential Cause	Battery Problem	Solutions
Terminals are corroded.....	Clean terminals and cables	
Cables are loose.....	Tighten wing nuts	
Battery is discharged below 25%.....	Replace battery if power is out. There is only 1 hour of continuous pumping power left. Battery will recharge when power is restored	
Battery is old or damaged.....	Replace battery	

Potential Cause	Power Failure	Solutions
Power outage.....	None. The backup pump will run off of the battery. Press and hold the reset button to silence the alarm for 24 hours.	
An outlet, fuse, or circuit breaker has failed.....	Try another outlet, replace the fuse, or reset the circuit breaker	
The power cord is unplugged from the wall.....	Make sure the power cord is plugged in securely	
The control unit is receiving less than 110 volts from the outlet.....	None, if the utility company has instigated brown outs. Otherwise, reduce the number of other appliances on the circuit	

Potential Cause	Pump Failure	Solutions
Backup pump is unplugged.....	Make sure the pump is securely plugged into the back of the control unit	
Backup pump is clogged.....	Remove strainer from pump and clean out any debris	
Backup pump is broken.....	Replace the pump	
DC Fuse has blown	Replace with the same amperage fuse	

Potential Cause	Pump Was Activated	Solutions
The main AC pump failed because of a power outage.....	None. The backup pump was activated and doing it's job	
The floatswitch on the main AC pump is stuck or defective.	Free the floatswitch on the main pump or replace it	
The main AC pump is broken.....	Replace the main AC pump	
The main AC pump could not keep up with the inflow of water.....	None. The backup pump was activated and doing it's job. If this is a recurring problem, install a higher capacity main pump	
The check valve is stuck or installed improperly and the water cannot pass through.....	Replace the check valve or correct the installation	
The discharge pipe is clogged or frozen and the water cannot pass through.....	Thaw, cleanout the blockage, or replace the discharge pipe	
There is a small chance of false activation if the floatswitch cord is wrapped around the AC power cord	Move the floatswitch cord to the other side of the discharge pipe away from the AC power cord	

Potential Cause	DC Fuse Has Blown	Solutions
Pump is clogged.....	Remove strainer from pump. Cleanout any debris. Replace the 20-amp DC fuse	
Pump wires are exposed.....	Replace the pump	
Pump is broken.....	Replace the pump	

Potential Cause	AC Fuse Has Blown	Solutions
The control box received a power spike.....	Plug the control box into a surge protector. Replace the 5A, 250V, slow-blow, glass barrel fuse	

Potential Cause	If Water Will Not Leave The Pit	Solutions
No check valve.....	If using 1 discharge, make sure there is a check valve on both the main and backup below the tie-in point.	
Check valve is broken or installed improperly.....	Make sure check valve is functioning and installed properly	
Discharge pipe is clogged or frozen.....	Clear the discharge pipe	
The 1/8" weep hole is clogged, too low, or not drilled.....	Make sure the 1/8" weep hole is drilled in the discharge pipe below the check valve, but out of the water line.	

Potential Cause	Upon Install Unit Appears Dead	Solutions
The battery is connected to the control unit backwards.....	Reverse the battery connections	