

# Troubleshooting Tips for PROCON Pumps

**WARNING**

Before you try to work on the pump or the system, turn the motor off and disconnect the power to the motor.

<b>Problem</b>	<b>Possible cause</b>	<b>Possible solution</b>
Pump is working below its capacity	inlet is clogged or restricted internal strainer is clogged or restricted	Clean out the inlet line. If you have an inlet filter or internal strainer, clean it (replace it if more than 20% clogged). Do not allow debris to fall into pump from filter.
	pump is rotating in the wrong direction	Change motor rotation by properly rewiring it.
	low motor rpm	Check your motor to make sure it is working properly and that it is wired for the voltage and frequency (50 or 60 HZ) that you are using. (See motor specification plate.)
	inside of the pump is wearing out, caused by foreign or abrasive materials getting into the pump	Have the pump rebuilt by PROCON. To prevent future failures, make sure you have an adequate filter on the inlet line.
	relief valve setting is incorrect	Contact your PROCON representative about having the relief valve reset.
Pump is leaking	mechanical shaft seal or rubber O-ring is failing	Have the pump rebuilt by PROCON.
	relief valve cap or strainer cap is loose	Tighten the cap on the relief valve or strainer.
	relief valve cap or strainer cap o-ring or gasket are damaged	Replace the damaged o-ring or gasket. Contact PROCON for these parts.
	inlet or outlet port fittings are loose or sealant failed	Apply joint compound or tape and reinstall the fittings. Do not allow sealant to fall into pump.

<b>Problem</b>	<b>Possible cause</b>	<b>Possible solution</b>
Pump is noisy	inlet is clogged or restricted internal strainer is clogged or restricted	Clean out the inlet line. If you have an inlet filter or internal strainer, clean it (replace it if more than 20% clogged). Do not allow debris to fall into pump from filter.
	acorn nut on the relief valve or strainer cap is loose	Tighten the acorn nut on the relief valve or the strainer cap.
	gasket or O-ring on the acorn nut or strainer cap is defective	Replace the gasket or the O-ring on the acorn nut or the strainer cap. Do not tamper with the relief valve setting. Contact PROCON for parts.
	coupling, mounting bolt, or V-band clamp is loose	Turn off the motor and disconnect the power to the motor. Then, properly align and tighten the loose component.
	the pump and the motor are misaligned	Turn off the motor and disconnect the power to the motor. Remove the pump from the motor. Then remount the pump onto the motor, making sure you align it properly.
Motor is stalling or overloads are tripping out	the pump and the motor are misaligned	Turn off the motor and disconnect the power to the motor. Remove the pump from the motor. Then remount the pump onto the motor, making sure you align it properly.
	lime and mineral deposits in the pump are causing internal binding	Have the pump rebuilt by PROCON.
	motor may be defective	Contact your motor supplier.
	motor may be wired for wrong voltage	Check wiring against wiring diagram supplied with the motor.