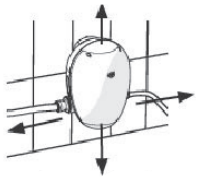
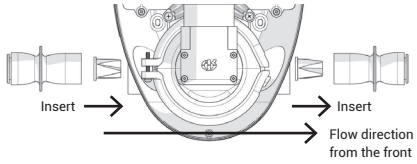
Reported Fault	Possible causes	Checks and Work to be undertaken
Water is left in the tray when shower is turned off	Delay, run on and calibration not set up to suit installation	Settings should be changed from factory setting which are: Delay: 5 seconds Run on: 20 seconds Calibration: 50 seconds
	Shower volume too great for the size of the pump	Check shower flow volumes at different settings
	Debris or blockage in the waste or pipework	Attach temporary pipework to the inlet side of the pump and get it to discharge water from a bucket when shower turned on and sprayed into the bucket
	Ingress of air in the pipe work	Attach temporary pipework to the inlet and outlet sides of the pump and get it to discharge water from one bucket to another bucket when shower turned on and sprayed into the bucket
Water in tray after while	Possible shower leak	Check shower for leaks
	Pump not set up correctly	Set run on to a longer time
	Water not gone through pump due to short run on, has gone back to its lowest level via gravity	Set run on to a longer time

Fixing pump to surface



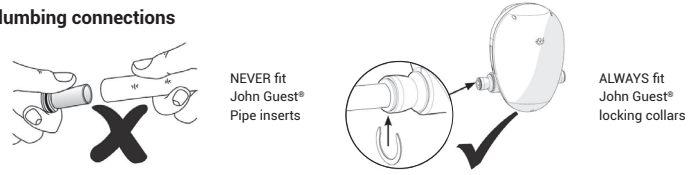
Fit the pump connectors to the pump



Do not overtighten inlet and outlet connectors.

These should be hand-tight only.

Plumbing connections



If you have any further product or technical questions:

Please contact, **AKW Technical Helpline** on **01905 560219**
(Monday to Friday 8am to 5pm)

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Fault finder

Digital Waste Pump

Make sure of the following:

+ Make sure there is 230V supplied to pump
+ The isolation switch is not turned off
+ The pump has its own individual 5 amp fuse on the Fuse Board and it is turned on
+ The flow of the shower is not greater than the capacity of the pump (M11 = 11 litres, M17 = 17 litres, M20 = 20 litres)
+ The direction of the flow of water through the pump to the soil pipe is correct
+ Pump securely fitted to the wall
+ Combined head and lift from the waste to the pump does not exceed 1.5m
+ Minimal number of bends in the installation – maximum 4 in total
+ If operated by a flow sensor: Y filter fitted in correct position and flow direction
+ If fitted to a mixer shower: has 2 flow sensors, one on hot supply, one on cold supply

Reported Fault	Possible causes	Checks and Work to be undertaken
No lights on the pump display	Fuse/fuse board turned off	Check power supply to the unit
	Isolation switch is turned off	Check the wiring to the pump
	Break in the supply cable to the pump	Check the cable to the pump
	Not wired in correctly	
Pump does not activate when shower is turned on	Flow sensor or sensors if a mixer shower not connected properly	Check water pressure to the shower is sufficient to activate the flow sensor, check the flow sensor is fitted in the correct orientation
	Flow sensor incorrectly wired up	Check flow sensors wired correctly
	Flow sensor faulty	Re-pair the pump and the shower if a wireless connection
	Pump is not paired correctly if no flow sensor if has a wireless connection	Check calibration settings – should be over 50
	Pump is calibrated too low to activate from the water pressure	Test flow sensor under running tap while connected to the pump to see if activates it
	Insufficient water pressure to activate the flow sensor	Check flow rate to flow sensor is a minimum of 2 litres a minute
	Flow sensor is blocked	Check the filter is fitted before the flow sensor in the supply pipe and that the flow sensor is clear
Pump comes on but does not draw water	Possible ingress of air in the pipework to the pump	Attach temporary pipework to the inlet side of the pump and get it to discharge water from a bucket when shower turned on and sprayed into the bucket
	Possible blockage in the pipework to the pump	Attach temporary pipework to the inlet and outlet sides of the pump and get it to discharge water from one bucket to another bucket when shower turned on and sprayed into the bucket
	Pump not calibrated correctly to draw water away sufficiently	Check the calibration of the pump
	Possible blockage in the non return valves	Remove the pump head and check for blockages to pump head and non-return valves
	Possible blockage in the pump head	Remove the pump head and check for blockages to pump head and non-return valves
	Non-return valves are damaged	Check for damage to the non-return valves

(Cont.)

Reported Fault	Possible causes	Checks and Work to be undertaken
Pump comes on but does not draw water (Cont.)	Split diaphragm	Check diaphragm for damage
	C' clips not installed so causing air ingress	Check 'C' clips are installed to the inlet and outlet pipework
	Pump heads direction of flow incorrect	Check the direction of flow of the pump head
	Non-return valves are not fitted or incorrectly fitted	Check the non-return valves are correctly fitted
Pum does not remove enough water	Pump not calibrated correctly to suit the installation	Adjust the calibration and settings
	Ingress of air in the pipe work	Attach temporary pipework to the inlet side of the pump and get it to discharge water from a bucket when shower turned on and sprayed into the bucket
	Blockage or debris in pipework	Attach temporary pipework to the inlet and outlet sides of the pump and get it to discharge water from one bucket to another bucket when shower turned on and sprayed into the bucket
	Damage to non-return valves	Remove pump head to check for damage or debris
	Debris in pump head	Remove pump head to check for damage or debris
	Split diaphragm	Check diaphragm for damage
	C' clips not installed so causing air ingress	Check 'C' clips are installed to the inlet and outlet pipework
Pump is noisy	Pump not set up and calibrated correctly	Adjust the settings and calibration on the pump
	Ingress of air in the pipe work	Check 'C' clips are installed to the inlet and outlet pipework
	Pump not fixed correctly	Make sure is firmly fixed to a wall and ideally a solid wall
	Pump fixed on a stud wall	Make sure is firmly fixed to a wall and ideally a solid wall

Control Button Description

Top Button = RUN (Sets shower stop run-on time)

Centre Button = TEST (Calibration)

Bottom Button = DELAY (Sets shower start delay to run)