

OWNER'S MANUAL

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WELLSPRING  
SUBMERSIBLE PUMPS



PUMP MODEL: \_\_\_\_\_

SERIAL #: \_\_\_\_\_

DATE PURCHASED: \_\_\_\_\_

Fill out the above information and retain for future reference.

For questions regarding installation, operation or maintenance  
call (503) 356-5888





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## Important Safety Instructions

Please read all instructions completely before installing or operating the pump.

Save this manual for future reference regarding installation, operation, maintenance and troubleshooting of this pump.

Please note the safety warning symbols as noted below:

	This warning symbol indicates the potential for personal injury or damage to the pump! Please be cautious!
	This symbol indicates a hazard which if not avoided could result in serious personal injury or death! Please be cautious!

Please carefully read and follow all safety instructions and procedures listed on the pump and in this manual.

 **WARNING**

**Overheat Hazard!**  
Do not run your pump with discharge ports closed or blocked.  
Do not run pump without being fully submerged in water.

 **WARNING**

**Electrical Hazard!**  
Disconnect power supply before entering water or moving pump!  
Risk of shock, burn or death if not handled properly.



 **WARNING**

**Burn Hazard!**  
Operating motor can be hot if overheats. Do not touch metal body if overheats. Allow to cool 30 minutes after shut down before handling. Risk of burn.




## GENERAL WARNINGS



1. Always turn the pump off and disconnect the plug from the receptacle before handling, moving, cleaning, servicing or in any way working on the pump or the associated plumbing.
2. Always turn the pump off and disconnect the plug from the receptacle before touching or putting any part of your body into the water.
3. Do not run the pump dry. Always submerge the pump before turning it on.
4. Do not allow foreign objects to enter the intake.
5. In case of a power outage, turn off the power switch to avoid damage when the power resumes.
6. If excessive vibration occurs, turn the power off immediately.
7. Do not use the power cord to lift or lower the unit.
8. Always keep the power cord plug dry. Do not touch a wet plug.
9. Use a GFCI with all submersible motors.
10. Use this pump only for circulation, transfer or removal of water or wastewater. Do not pump oil, brine, salt water, liquid with high degree of acid or alkaline, organic solvents, or water containing high level of sand or silt. Do not operate in water temperatures outside the range of 32-104° F (0-40° C).

# General

## Before Installation

Open the pump box when received and inspect for evidence of rough handling or damage to the pump and verify the product ordered. If damage is found, notify the freight carrier and contact the vendor purchased from immediately. Shipping damage reported after 5 days may result in no claim recourse. For order discrepancies, contact the vendor purchased from immediately.

Be sure your installation location allows for full submersion in water at all times.

## **Electrical Safety**

1. Inspect the product when unpacking. Check for any damage to pump and power cable during shipment within 5 days of receipt. Shipping damage reported after 5 days may result in no claim recourse.
2. Pumps must be connected to a Ground Fault Circuit Interrupter (GFCI).
3. Use a dedicated electrical circuit of sufficient amperage, minimum of 15A, to handle the motors amp draw.
4. Insure that the electrical supply is 115 VAC (+/- 5%), and that it has a proper 3 prong grounded receptacle.
5. Sharing the outlet or circuit with other equipment may cause overheating and/or fire.
6. Install the unit in accordance with all applicable building codes and safety regulations.
7. Installation should be performed by a qualified technician or electrician.
8. Do not use without proper grounding!! This could cause an electrical shock, personal injury and death.
9. Do not allow the power cord plug or receptacle to get wet.

## **Power Cord**

1. Do not use an extension cord. The power cord should plug directly into a properly sized, properly grounded receptacle.
2. Never submerge the power cord plug in water.
3. Do not tamper with the power cord.
4. Do not use a plug adapter.
5. Make sure the power cord does not become kinked, abraded, cut or damaged.
6. Do not allow the power cord to come in contact with a heated surface.
7. Do not use a power cord that is in anyway damaged. This could cause a shock, fire, or personal injury and death.
8. A drip loop should be created. The "drip loop" is a loop in the cord below the level of the receptacle or plug that prevents water from traveling along the cord and reaching the plug.

# Installation & General Tips

## Installation

1. After thorough inspection, carefully remove the pump from the box.
2. Secure the pump on a solid, flat foundation such as a concrete paver or skimmer where the pump will be fully submerged at all times. See installation tips for beneficial tips.
3. Install a proper outlet adapter for the discharge pipe or hose being used.
4. Connect plumbing to the pump by dry fit testing first to ensure proper fit and proper pipe alignment. **Be sure the fittings fit properly before gluing in place.**
5. Once proper fit and alignment is established, use proper pipe sealant designed for plastic pipe. Support plumbing as needed to prevent strain and damage. Do not over tighten the fittings.
6. Ensure the correct supply voltage is supplied to the pump. The circuit breaker should be 15 - 20 amps.
7. Be sure the power cord, plug and outlet are shielded from water.
8. Be sure the area where the pump will be installed is free of rocks, debris, and sludge.

Note: Install a swing check valve in the discharge line to prevent back flow when the pump is turned off.

## Operation

1. Turn off the power supply or circuit breaker before connecting the power cord plug to the receptacle.
2. Do not start the pump with people standing near the intake or outlet.
3. Do not operate the pump when it is suspended in the air or water.
4. Use the pump only for the circulation, or transfer of water.
5. Do not pump oil, salt water or chemical liquids.
6. Do not allow foreign objects to be sucked into the pump. A filter is recommended for systems with debris concerns.
7. In case of excessive vibration, noise, or unusual odor, turn the unit off and have qualified service personnel troubleshoot the system.

# General System Information

## *Protection System*

The motor has a built in overload protection which stops the pump when overheating occurs. This can be caused by:

- Foreign objects clogging the impeller.
- Fluctuation in supply voltage or change in voltage polarity.
- Open-phase operation or operation under constraint.
- Low water level.

Repeating cycles of stopping and restarting under above conditions will damage the pump. Do not continue operation at low water level or while the inlet is clogged with debris. Such conditions may cause noise, heavy vibration, and malfunctions. Before resuming operation, always determine the cause and find solutions to resolve the problem.

## *Water Level*

1. Never operate the pump with less than 6 inches of water depth above the pump base.
2. For continuous operation, the water level should be at least 14 inches above the pump base. It should completely cover the Stainless Steel housing.

## *Inspection*

1. Regular inspections are recommended for continued efficient functioning of the pump. If any abnormal conditions are noticed, refer to the section on Troubleshooting Guide and take corrective measures immediately. For critical applications, it is recommended that a spare pump be kept ready in case of any serious problems.
2. Always turn off the power and remove the plug from the power outlet before performing any inspection.
3. Check regularly for a drop in the performance and remove any clogged material from the inlet or outlet area.
4. Check and tighten nuts and bolts if required.

## Maintenance

### *Oil Change*

Our lubricant is highly refined mineral oil ISO VG 32.

Lubrication Inspection / Replacement (Mechanical Seal Chamber)

Change the mechanical seal lubricant after 24 months of operation. Use an ISO VG 32 mineral oil.

### *Replacement Procedure*

Tilt the pump so that the oil plug (large hex bolt) faces up. Unscrew oil plug and remove gasket or washer. Tilt the pump and drain the lubricant completely into a container for inspection. Refill mechanical seal chamber with approximately 8 oz. of lubricant. Secure with gasket or washer and oil plug.

- If the original lubricant is milky white or has large amount of water mixed in, the mechanical shaft seal may be faulty due to long term wear or abrasion from harsh minerals in the water. If mechanical seal replacement is necessary, contact PerformancePro Pumps for assistance.
- Old lubricant should be disposed of in accordance with applicable laws by a qualified agent. Contact your local government for location of qualified agents.
- Warranty is void if oil plug is disturbed or oil change is performed during the term of warranty.

### *Pump Storage*

1. When the pump will not be used for an extended period, wash it and dry it and store it indoors.
2. Do not leave the pump outdoors in freezing conditions.
3. If the pump is left in water, but not operating regularly, test run it at least once a week.

### *Disassembly and Reassembly*

Do not attempt to disassemble the pump during the warranty period, as this would void the warranty.

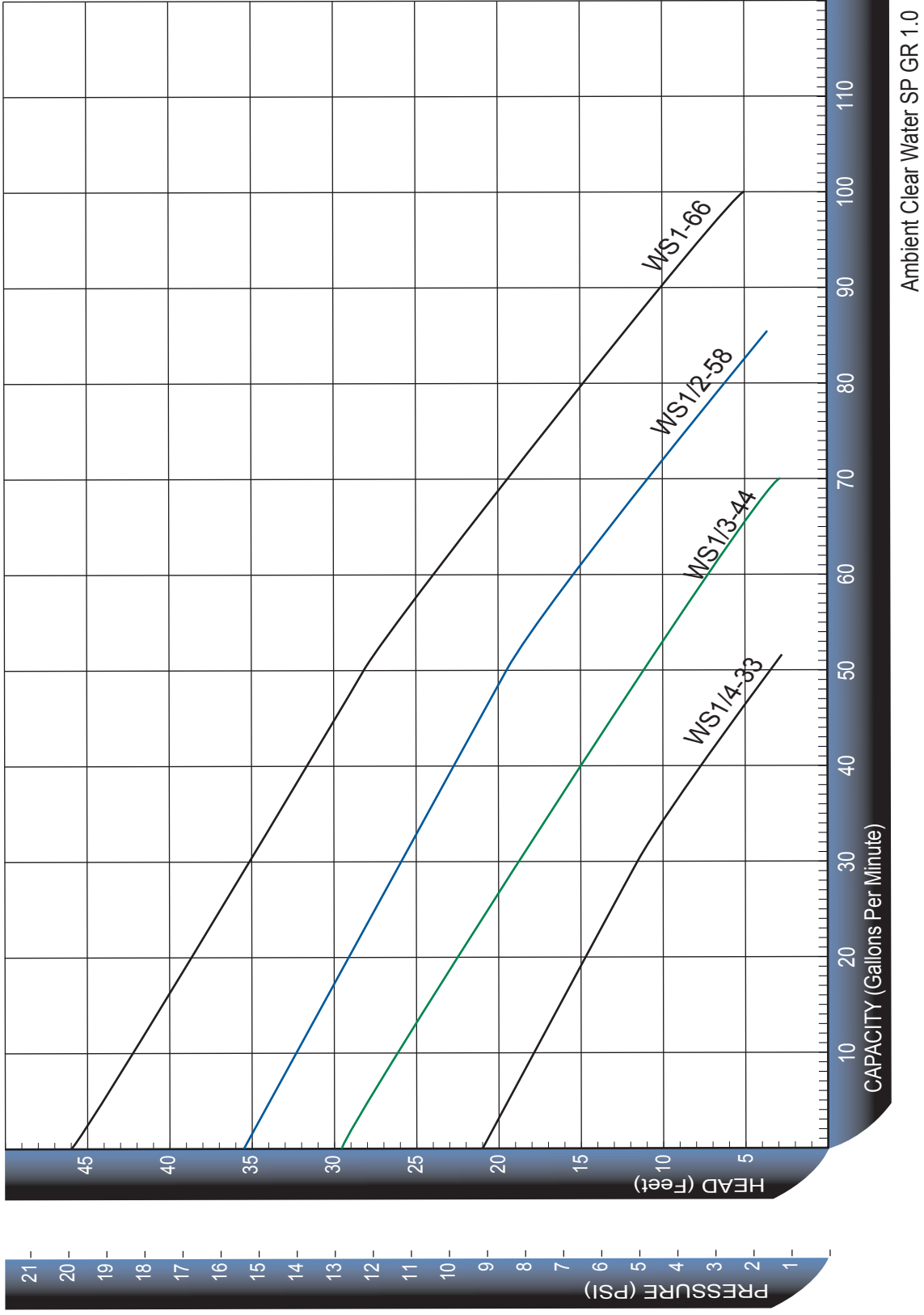
# Troubleshooting

The following troubleshooting tips support the most common issues. For additional assistance, please contact [techhelp@performancepropumps.com](mailto:techhelp@performancepropumps.com) or 503-356-5888.

PROBLEM	KNOWN ISSUE	TRY THIS
Pump does not start	Poor electrical connection	Test incoming power with volt meter for 115v. Try plugging into a separate outlet.
	Poor electrical supply	Consult a qualified electrician.
	GFCI tripped breaker	Check for moisture on plug. Reset GFCI
	Thermal protection circuit trip	Inspect pump for foreign objects, remove if found.
	Motor start capacitor damage	Contact PerformancePro Pumps for service. Consult an electrician to test wiring and surge protection.
Pump stops operating after running awhile	Ran out of water	Increase water level and ensure covered with water allow pump to cool before restarting.
	High water temperature	Lower water temperature between 40°C or 104°F. Circuit protection should reset after motor cools.
	Electric current overload	Check supply wire for proper length and gauge. Test amp draw while pump is running.
	Clogged impeller	Remove debris by running clean water through housing and allow to cool before restarting.
Ground Fault Circuit Interrupter (GFCI) triggers	Faulty GFCI	Replace faulty GFCI or try another GFCI outlet
	Water leaks or electric shorts	Service required. Contact PerformancePro Pumps.
Reduced flow rate or performance	Obstruction at inlet or impeller	Turn off pump and remove obstruction at inlet or impeller.
	Sharply bent or clogged pipe	Check for obstruction in pipe.
		Reduce bends in water hose connected to pump
	Worn impeller	Contact PerformancePro Pumps for parts and instructions.
	Obstacle builds in housing	Remove debris with running water through housing. If necessary, disassemble lower composite body only and remove any fibrous matter that may be around impeller.
	Pump inlet exposed to air	Submerge pump fully in water and keep fully submerged at all times.
Water pipe may be too long	Reduce head loss from pipe line by shortening its length or by increasing its diameter.	
	Check for clogging inside pipe.	

TROUBLESHOOTING

# Performance Data





# Warranty

## ***PerformancePro Pumps Wellspring Series Limited Warranty***

The Wellspring series products are warranted to the Purchaser (defined herein as the original end user) to be free of defects in material and workmanship at the time of purchase. In the event this product malfunctions within two years from the date of purchase the sole obligation of PerformancePro Pumps will be to replace or make this product capable of being operated according to the original product description without charges for labor or parts to the Purchaser, and are subject to the following conditions:

1. The malfunction is proved attributable to a defect in construction or workmanship, including repairs performed under this warranty. Malfunction for any other reason - including but not limited to misuse, abuse, negligence, accident, corrosion or salt build up, incorrect wiring or electrical supply, tampering with parts, or improper installation - will not be remedied under this warranty. Problems or damage from failure to comply with instructions in the owner's manual, improper plumbing and positioning, flooding, incompatibility with fluid chemistry and running unit dry are not covered under this warranty.
2. PerformancePro Pumps must perform all warranty repairs. Purchaser must retain the purchase receipt and present it with this certificate as proof of ownership and entitlement to warranty repairs. The cost of unauthorized repairs will not be reimbursed to Purchaser by PerformancePro Pumps, and are not the responsibility of PerformancePro Pumps. If repairs by Purchaser or a third party damage the product, such damage is not remediable under this warranty.
3. Purchaser shall bear all shipping, packing, and insurance costs and all other costs, excluding labor and parts necessary to effectuate repairs under this warranty. Purchaser will pay for return freight.
4. For applications that involve fluids other than water, the Purchaser shall retain and present to PerformancePro Pumps evidence of purchaser's compatibility tests under actual operating conditions. Any problems caused by a chemical incompatibility of the fluid with the pump materials, are expressly not covered by this warranty.
5. Periodic check-ups and/or maintenance are not covered by this warranty.
6. For all sales in the State of Oregon this is the sole and exclusive manufacturer's warranty. There are no warranties which extend beyond the warranty set forth herein, and in accord with Oregon Revised Statutes ORS 72.3160 any and all implied warranties, including any warranties of merchantability and fitness for particular purpose, are disclaimed and excluded. Some States do not allow disclaimers/ exclusions of, or limitations on how long an implied warranty lasts, so in such States, and except as is otherwise provided by applicable law of said States, no action on a warranty implied at law shall be commenced more than one year following the date of purchase. No action shall be brought for breach of any express warranty subsequent to the expiration of the express written warranty.
7. Incidental and consequential damages (specifically including, but not limited to, damages for loss of profits or damages relating to down time of personnel, equipment, or facilities) caused by malfunction, defect, or otherwise, whether alleged to be the result of breach of any express or implied warranty, or the negligence, willful misconduct or other act of PerformancePro Pumps are not the responsibility of PerformancePro Pumps, and to the extent permitted by law, are hereby excluded, including, but not limited to property damage, and to the extent not prohibited by applicable law, personal injury or death and Purchaser hereby agrees to expressly waive any claim for all such damages. If a final determination is made in a court of competent jurisdiction that any one or more of the damages which are disclaimed, excluded and/or waived under this paragraph are not allowed under public policy or applicable law, then the disclaimer, exclusion and waiver of all of the other damages not prohibited by public policy or applicable law shall continue to apply.
8. This warranty does not apply to any malfunction arising out of any application of this product other than in a use compatible with the manufacturer's product description, unless such application is, upon request, specifically approved in writing by PerformancePro Pumps.
9. The provisions of this warranty are severable and if any provision shall be deemed invalid, the remaining provisions shall remain in full force and effect.
10. This limited warranty extends only to the original Purchaser (end user) and does not extend to transferee or purchaser from the original Purchaser. Any purported assignment without the consent of PerformancePro Pumps shall be null and void.
11. No warranty whatsoever of chemical compatibility or application suitability is given. It is the sole responsibility of the Purchaser to determine if the merchandise purchased is suitable for Purchaser's specific application. PerformancePro Pumps strongly advises that the customer perform any and all tests necessary to determine material compatibility and product suitability for customer's specific conditions and needs.
12. This contract shall be governed by and in accordance with the laws of the State of Oregon. Purchaser agrees that proper jurisdiction and venue for any claim brought hereunder is in Washington County, Oregon.
13. This limited warranty is incorporated by reference into the Terms and Conditions of Sale for the products supplied by PerformancePro Pumps to Purchaser under said contract.

WARRANTY