



Pond Pump Troubleshooting Guide

Pumps can stop working for a variety of reasons and general maintenance and care should be taken with the pump to prevent problems occurring.

Regular cleaning and care of the pump should be undertaken as failure to do so can invalidate your warranty

Pump has stopped working – check the power supply to the pump, replace fuses as necessary. Check to see if the motor is still running – can you hear it humming or feel a vibration, if so, disconnect power supply and follow checks below.

Pump keeps tripping the fuse out – check for fault to the wiring and then general pump check as below. Test the pump in a bucket of water, pumps can earth electrical leakage from other products in your pond.

Pump seems to have lost power – check for blockages which will slow the pump or cause it to stop completely. Will the impeller turn freely by hand, if not you will need to remove the impeller and clean thoroughly as detailed below.

General checks and maintenance:

Remove outer casing of the pump housing and make sure this is clean and free from debris blocking the water ingress

Look at the impellor and see if this turns freely by hand – remove the casing over the impellor housing and remove the impellor. Most pumps have a removable impeller if you cannot access the impeller please contact us for advice on how to do so for your model.

Check the impellor and its housing for any signs of damage or imperfection and any dirt or lime scale build up.

Pay particular attention to the impeller shaft, this will vary between models. It is normally made of a white ceramic rod. On fountain pumps this tends to be separate from the impeller itself and must be removed to check it has not snapped. On larger

filter pumps it is integral to the impeller but needs to be checked for and chips or fractures.

The impeller barrel and its housing should be completely smooth, any dirt or scale will affect the performance of the pump.

Limescale can be removed from the impeller and its housing using domestic descaler and should be kept clean and scale free to enable the impeller to turn unimpeded and the pump to function correctly.

This should be regular maintenance and should be carried out at least twice a year (some pond conditions and hard water areas may require more regular maintenance).

If the impeller and housing are clean and the pump will still not move water check that the impeller head has not detached from the barrel. To check for this, hold the impeller barrel between your finger and thumb, with the other hand try to turn the impeller fins, you should NOT get a full 360 deg turn. If you do get a full turn then the impeller is damaged and will need replacing. (Replacement impellers are not normally covered under the guarantee).

If you are in any doubt or having trouble carrying out these checks, or they do not resolve your issue please contact our customer care team for further advice. Please ensure you have your order details and product details to hand.