

# WellSpring Owners Manual

High Quality, Stainless Steel Submersible Pumps



## Important Safety Instructions

Please read all instructions completely before you install or operate your new pump.  
Save this manual for future reference.

Serial #: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

Fill in the above information and keep for your records.

## 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. Unplug the pump before touching or entering the water.
9. Always keep the power cord plug dry. Do not touch a wet plug.
10. Use a GFCI with all submersible motors.
11. 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 Specifications

Automatic overload and thermal protection with self reset.

Stainless Steel Motor Housing for 1/4 to 1HP units.

Wear resistant Nylon impellers.

High precision mechanical shaft seals.



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# Instructions

## Electrical Safety

1. Inspect the product when unpacking. Check for any damage to pump and power cable during shipment.
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 over heating and 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

1. Do not paint the casing, as motor overheating may occur.
2. Lift only by the handle, not by the power cord.
3. Do not hang the pump in mid-water, make sure it sits on a stable flat base in an upright position.
4. Install a proper outlet adapter for the discharge pipe or hose.
5. The discharge end of the pipe or hose must be above the water level.
6. Make sure that the power cord plug and power outlet are shielded from the water and the pumps discharge so they do not get wet.
7. Remove any sludge, loose pebbles or solid debris from the area where the pump is to be installed.
8. 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.
7. In case of excessive vibration, noise, or unusual odor, turn the unit off and have qualified service personnel trouble-shoot the system.

## Protection System

The motor has a built in overload protection which stops the pump when over heating 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 S.S. 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.

## 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. Re-fill 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 Guide

Pump does not start.

- Poor electrical connection → Check, with a meter, to insure you have a proper 115 VAC at the outlet. Plug the power plug firmly into AC outlet.
- Poor electrical supply → Consult a qualified electrician as needed.
- Power cord damaged → Contact PerformancePro Pumps for repair service.
- GFCI tripped → Check for moisture on plug. Reset GFCI or try another GFCI protected AC outlet. Replace any faulty GFCI.
- Thermal protection circuit activated → Inspect pump and remove any foreign objects and make sure you have the proper water level.
- Motor start capacitor damage → Contact PerformancePro Pumps for repair service. Consult qualified electrician for proper in wall wiring and surge protection.

Pump stops operating after running awhile.

- Motor section expose to air for extended period → Increase water level and maintain Minimum Water Level described in this manual. Allow thermal protection circuit to reset after motor is cooled.
- High liquid temperature → Try to lower the temperature of fluid below 40°C or 104°F. Allow protection circuit to reset after motor is cooled.
- Current overload → Check cable connection and in wall wiring for proper length and cable size. Consult qualified electrician for assistance and have them check amp draw of pump while it is running.
- Obstacle builds in the housing → Remove debris by running clean water through the housing. Allow protection circuit to reset after motor cooling.

Ground Fault Circuit Interrupter (GFCI) triggers.

- Faulty GFCI → Replace faulty GFCI and/or try another GFCI outlet.
- Water leak into motor, electrical shorts, motor damage → Repair required. Contact PerformancePro Pumps for assistance.

Reduced flow rate or performance.

- Obstacle blocks inlet or strainer → Turn off the pump and remove any obstacles blocking or stuck in the inlet or strainer (if added).
- Sharply bent or clogged hose → Check for clog inside hose or pipe. Reduce the bends and folds of the water hose connected to the pump.
- Worn impeller → Contact PerformancePro Pumps for parts and replacement instructions.
- Obstacle builds in the housing → Remove debris by running clean water through the housing. If necessary, disassemble low composite pump body only and disassemble impeller from motor shaft to remove any fibrous matters that are wrapped around the impeller.
- Pump inlet expose to air → Submerge the pump or increase water level. Do not operate the pump below the Minimum Water Level.
- Water hose or pipe is too long → Reduce head loss from pipe line by shortening its length or by increasing its diameter. Check for clogging inside hose or pipe.

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### Limited Warranty

PerformancePro Pumps warrants its WellSpring series of submersible pumps to be free of defects in material and/or 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 repair or replace the product.

THIS LIMITED WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS AND EXCLUSIONS:

1. The two year warranty period begins when the unit first ships from PerformancePro Pumps. The warranty is not transferable. If a pump is repaired or replaced under warranty, the warranty period from the original unit still applies and is not extended.
2. PerformancePro Pumps or a contractor who installs or a retail dealer of WellSpring Pumps must perform a visual inspection of any pump returned by their customer for warranty replacement. Upon determining that the condition of the returned pump is not in violation of the conditions of this limited warranty, the unit will be repaired or a replacement pump shall be provided. The purchaser must retain the purchase receipt and present it with this certificate as proof of ownership and entitlement to warranty replacement. Any attempt by the owner to perform a repair shall void the warranty.
3. It is the responsibility of the contractor or retailer to contact PerformancePro Pumps, provide necessary assessment information and receive a Return Merchandise Authorization number and instructions before a replacement pump shall be authorized.
4. No freight or shipping charges are covered by this warranty.
5. Problems or damage resulting from failure to comply with instructions in the owner's manual, improper plumbing or electrical supply, running the pump dry or below minimum water level requirements, improper positioning, corrosion or salt build up, and incompatibility with fluid chemistry are not covered under this warranty. Malfunction caused by misuse, negligence, accident, acts of God, tampering with parts, or improper installation will not be remedied under this warranty.
6. Periodic check-ups are not covered by this warranty.
7. This is the sole and exclusive manufacturer's warranty. Any and all implied warranties, including any warranties of merchantability and fitness for particular purpose, shall have no greater duration than the duration period of the express written warranty applicable to this product, and shall terminate automatically upon the expiration of such duration period.  
Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. No action shall be brought for breach of any express warranty subsequent to the expiration of this express written warranty except, as is otherwise provided by applicable law, no action on a warranty implied at law shall be commenced more than one year following the date of purchase.
8. Incidental and consequential damages (specifically including but not limited to damages for loss of profits or damages relating to down time of people or equipment) caused by malfunction, defect, or otherwise, and with respect to breach of any express or implied warranty are not the responsibility of PerformancePro Pumps and to the extent permitted by law are hereby excluded both for property damage and to the extent not prohibited by applicable law for personal injury damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
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. Rights under this warranty are not assignable without the express prior consent in writing by PerformancePro Pumps. Regardless of the terms of any consent in writing, the assignees shall have no greater rights than his assignor had against PerformancePro Pumps. Any purported assignment without the consent of PerformancePro Pumps shall be null and void.
11. This contract shall be governed by and in accordance with the laws of the state of Oregon.
12. This limited warranty is incorporated by reference into the contract of purchase for the products supplied by PerformancePro Pumps to purchaser under said contract.