

HMS FAULT FINDING ON SITE

THE ISSUE EXPERIENCED ON THE SITE	STEPS TO FIND THE CAUSE OF THE ISSUE, OR TO SOLVE THE ISSUE
1 When all fixtures are shut off, the pump does not turn off.	<ul style="list-style-type: none">• Retest after closing the valve that is directly attached to the pump's outlet side.• Check for leaks in the plumbing between the pump and the fixtures.• Check the pressure in the pressure vessel after releasing all the pressure from the pump and pipeline. The pressure should be between 1.5bar and 2bar• Check that the non-return valve on the pump is free of debris and that it is sealing properly.
2 The pump indicates "waterless" and does not turn on when a fixture is opened.	<ul style="list-style-type: none">• Examine the water supply tank to see if it is or was empty. Fill the tank and press the "hand start" button to turn the pump on.• Check that the pressure does not drop below the value of B03 for longer than 3 minutes during normal water usage. Otherwise, adjust B03 slightly lower.
3 The pump continuously cycles on and off, with a delay of a few seconds or minutes in between each cycle.	<ul style="list-style-type: none">• Check for leaks in the plumbing between the pump and the fixtures.• Check that the non-return valve on the pump is free of debris and that it is sealing properly.
4 When the pump starts or runs, the circuit breaker trips.	<ul style="list-style-type: none">• Confirm that the circuit breaker rating is correct according to the pump size.• Look for any traces of water that could cause a short circuit in the controller/VSD or motor.• Check all electrical connections for short circuits and exposed wires.
5 No lights are illuminated on the controller/VSD and the pump doesn't turn on.	<ul style="list-style-type: none">• Examine the electrical cable, electrical connections and protection equipment between the power supply and controller/VSD.• Ensure that other electrical equipment turns on when plugged into the same outlet as the pump.
6 The controller/VSD displays E01	<ul style="list-style-type: none">• Check the power supply to the controller/VSD for low voltage conditions.• Test the voltage between the neutral and earth terminals. This voltage should be less than 23V
7 The controller/VSD displays E03	<ul style="list-style-type: none">• Examine the pressure transducer and the electrical cable between the pressure transducer and the controller/VSD for any damage.
8 The controller/VSD displays E04	<ul style="list-style-type: none">• Check to see if the motor or aluminium backside of the controller/VSD is hot.• Ensure that the motor and controller/VSD has adequate ventilation.
9 When the pump should start, the controller/VSD displays E08 and the motor doesn't turn.	<ul style="list-style-type: none">• Ensure that the motor turns freely by hand after the power has been switched off.

