

Pump Warrantee

Please read in entirety. Print a copy for your records

Russell Watergardens warrantees each Hydro pump it sells for workmanship and performance.

Warrantee is limited to pump replacement.

Warrantee is VOID if electrical cord, plug, grounding pin, auto float switch, or auto float switch cord are cut or altered in any way.

Warrantee is VOID if float switch suffers damage caused by ice. In freezing conditions, keep the pump running continuously or completely remove it from the water and store at room temperature not less than 32° F. Do NOT let the float switch freeze.

Upon receiving your pump, first check to see if any damage to the pump, electrical cord, plug, grounding pin, auto float switch, or auto float switch cord has occurred as a result of shipping. If ANY damage is visible, DO NOT USE OR INSTALL THE PUMP, contact Russell Watergardens immediately for a replacement. If pump is used in a damaged condition the warranty will be VOID.

Pumps must ALWAYS be connected to a GFCI protected circuit in accordance with all local, state, and Federal laws and guidelines.

Russell Watergardens warrantees the pumps it sells for quality workmanship, materials, and performance. Russell Watergardens CAN NOT warrantee a third party that modifies the pump or electrical cords and/or plugs or float switches. Thus, any modifications or alterations of the pump or its electrical cords and float will VOID the warranty provided by Russell Watergardens.

There is NEVER a need to cut or altered the electrical cord on any electrical appliance. No pump will last forever, so cutting the plug off to "hardwire" the pump will not only VOID THE WARRANTY, it makes for much more difficulty in pump replacement.

For control of pump ON/OFF operation, use either a digital or analog timer, or connect to a circuit that has a switch controlling the plug. DO NOT CUT THE CORD AND HARDWIRE A PUMP DIRECTLY TO A CIRCUIT. Plug the pump into a switched circuit.

For POND Installations:

If the electrical outlet isn't close enough to where the pond skimmer is located - simply **move the pond skimmer closer to the electrical outlet. HydroClean™ Pond Skimmers make this very easy.** Or, if moving the pond skimmer closer to the electrical outlet isn't feasible, do not use a submersible pump inside the pond skimmer. Install a **Hydro Centrimax™ centrifugal pump** near the electrical outlet and install plumbing to the skimmer unit. The **Hydro Centrimax™** pump will then "pull" water from the skimmer. There is NEVER a need to cut or alter a pump's electrical cord or plug.

For PONDLESS Installations:

Install basin closer to the electrical outlet. Or install a Hydro Centrimax centrifugal pump near the electrical outlet and connect its inlet plumbing to the Hydro Pump Chamber in the pondless basin. The **Hydro Centrimax™** pump will "pull" water from the pondless basin. There is NEVER a need to cut or alter a pump's electrical cord or plug.

Russell Watergardens warrantees the pumps it sells for quality workmanship, materials, and performance. Russell Watergardens CAN NOT warranty a third party that modifies the pump or electrical cords and/or plugs or float switches.

LIMITED WARRANTY

Russell Watergardens will repair or replace for the original user any portion of a new Hydro pump product which proves defective due to materials or workmanship for the following periods:

**Hydro Dynamax™ and Hydro Centrimax™
24 MONTHS FROM DATE OF PURCHASE.**

**HydroMag™ and HydroFalls™
12 MONTHS FROM DATE OF PURCHASE.**

Contact the nearest Russell Watergardens store or Authorized Dealer for warranty service.

Russell Watergardens shall possess the sole right to determine whether to repair or replace defective equipment, parts or components. **Russell Watergardens may replace defective pump with a refurbished pump.**

THIS WARRANTY DOES NOT COVER DAMAGE DUE TO FREEZING, LIGHTENING OR OTHER CONDITIONS BEYOND THE CONTROL OF RUSSELL WATERGARDENS.

LABOR & COSTS: Russell Watergardens shall in no event be liable for the cost of field labor or other charges incurred by any customer in removing and/or reaffixing any Hydro product, parts or component.

THE WARRANTY WILL NOT APPLY IF:

- (a) Defects or malfunctions resulting from failure to properly install, operate, or maintain the unit in accordance with instructions provided in the Owners Manual and on this web site.
- (b) Failures resulting from abuse, accident, or negligence – including lifting pump by the cord, plug, or float switch.
- (c) The unit is not installed in accordance with applicable local codes, ordinances, and good trade practices.
- (d) If the unit is moved from by its cord or float switch and not the supplied handle.
- (e) If unit is used for purposes other than for what it was designed and manufactured for.
- (f) Float switch, Leaf Basket and/or pump is damaged by ice.**
- (g) Power cord, electrical plug, or float switch are altered in any way.**

WARRANTY EXCLUSIONS: RUSSELL WATERGARDENS SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AFTER THE TERMINATION OF THE WARRANTY PERIOD.

GUARANTEE

The right to claim under guarantee must be proven by the purchaser by presentation of the purchase invoice or receipt.

Note:

1. Should your equipment not function correctly, please first check whether other reasons, e.g. interruption of the power supply, or incorrect plumbing are the cause.
2. Please note that it is imperative that the following documents and details are produced together with your faulty equipment:
 - (a) Purchase receipt
 - (b) Designation of the apparatus/ type/ model number
 - (c) Description of the noted defect (an accurate description of the defect makes a rapid repair easier for us)

In the case of a claim for guarantee or defects, please contact the place of purchase.

INSTALLATION:

The pump power cord should be connected to a separately fused, GFCI protected, grounded line with a minimum capacity of 15 amps.

Never touch the pump when it is connected to electrical power.

1. Before installing or servicing the pump, be certain pump power source is disconnected.
2. Installation and electrical plug box must adhere to state and local codes and must be completed before connecting pump.

Check appropriate community agencies, or contact local electrical professionals.

3. Call an electrician when in doubt. Pump should be connected to a separate 15 amp circuit breaker with a GFCI. Note that, plugging into existing outlets may cause low voltage at motor, causing blown fuses, tripping of motor overload, or burned out motor.
4. A permanent ground connection from pump to the grounding bar at the service panel is mandatory; Hydro pumps come with a grounding conductor and a grounding-type attachment plug.

Do not connect pump to a power supply until permanently grounded and GFCI protected. For maximum safety, only connect pump to a circuit equipped with a GFCI fault interrupter.

5. Voltage of power supply must match the voltage of the pump.
6. Before installing pump, clear pond skimmer, and/or pump chamber of debris or sediment.

Warning: Pond skimmer, pump chamber, or sump basin must be vented in accordance with local plumbing codes. Hydro pumps are not designed for and CANNOT be installed in locations classified as hazardous. Hydro pumps ARE NOT RATED FOR SWIMMING POOL USE – disconnect pump from power source prior to entering the water.

7. The following may cause severe damage to pump and will **VOID WARRANTY**:



WARNING

- (a) **Cutting and/or altering power cord, plug, or float switch in any way. Warranty is immediately void if plug is removed, cord is cut, spliced, or altered in any way. DO NOT CUT OR ALTER CORD, PLUG, OR FLOAT SWITCH.**
- (b) **Picking up pump or handling pump by the cord or float switch and not the handle. Cords pulled out of, or loosened from the pump constitute “abuse” and voids the warranty.**
- (c) **Allowing pump, Leaf Basket, and/or float to freeze. Damage to pump, Leaf Basket, and/or float from ice voids the warranty.**
- (d) Using an extension cord.
- (e) Cutting off the ground pin or using an adapter fitting.
- (f) Working on pump or switch while plugged in.
- (g) Removing motor housing, unscrewing impeller, or otherwise removing impeller seal
- (h) Pumping chemicals or corrosive liquids.
- (i) Pumping gasoline or other flammable liquids.

ELECTRICAL WIRE CONNECTION:



WARNING The plug and connections should be protected from water – use suitable plug boxes and covers rated for “wet locations”. Before using the pump, always inspect it visually (especially power cable and plug).

Do not use the pump if it is damaged.

If the pump is damaged, have it inspected by Russell Watergardens’ service department only.

Make sure that electric connections are protected from inundation. Protect the plug and the power cable from heat, oil or sharp edges.

TROUBLESHOOTING CHECKLIST (CAUTION: SHUT OFF POWER TO PUMP)

PROBLEMS	POSSIBLE CAUSES
Pump does not run and hums	<ul style="list-style-type: none"> • Line circuit breaker is off, tripped, or loose. • Water level in sump has not reached turn-on level as indicated in installation drawing. • Pump cord is not making contact in receptacle. • Float is stuck. It should operate freely in basin.
Pump runs but does not deliver water.	<ul style="list-style-type: none"> • Check valve is installed backwards. Arrow on valve should point in direction of flow. • Discharge shut-off valve (if used) may be closed. • Impeller or volute openings are fully or partially clogged. Remove pump and clean. • Pump is air-locked. Start and stop several times by plugging and unplugging cord. Check for clogged vent hole in pump case. • Inlet holes in pump base are clogged. Remove pump and clean the openings. • Vertical pumping distance is too high. Reduce distance or change the discharge fittings of the pump.
Pump pumps water but does not stop	<ul style="list-style-type: none"> • Float is stuck in up position. Be sure float operates freely in basin. • Defective float switch.
Pump runs but delivers only a small amount of water.	<ul style="list-style-type: none"> • Pump is air-locked. Start and stop several times by plugging and unplugging cord. Check for clogged vent hole in pump case. • Vertical pumping distance is too high. Reduce distance or change the discharge fitting of the pump. • Inlet holes in pump base are clogged. Remove pump and clean the strainer and openings. • Impeller or volute openings are fully or partially clogged. Remove pump and clean. • Pump impeller is partially clogged causing motor to run slow and overload. Remove pump and clean.
Fuse blows or circuit breaker trips when pump starts.	<ul style="list-style-type: none"> • Pump impeller is partially clogged causing motor to run slow and overload. Remove pump and clean. • Motor stator may be defective. • Fuse size or circuit breaker may be too small. (Must be minimum 15 amps). • Impeller or volute opening are fully or partially clogged. Remove pump and clean
Motor runs for a short time, then stops.	<ul style="list-style-type: none"> • Inlet holes in pump base are clogged. Remove pump and clean the openings. • Pump impeller is partially clogged causing motor to run slow and overload. Remove pump and clean. • Motor stator may be defective. • Impeller or volute openings are fully or partially clogged. Remove pump and clean also clean the strainer if you had installed.