

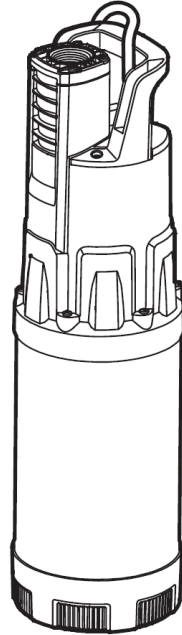


PUMPS AUSTRALIA BETTER · FASTER · EASIER

INSTRUCTION MANUAL & WARRANTY – REEFE RSMP SERIES

Submersible Multistage Pump

**** Please leave this guide in a safe place for the owner ****



PERFORMANCE DATA

CODE	MODEL	POWER			RATED		MAXIMUM		WATER OUTLET NO. TAPS	CABLE LENGTH	OUTLET (mm)	SIZE L x W x H (mm)
		AMPS	P1 (W)	P2 (W)	FLOW (L/min)	HEAD (m)	FLOW (L/min)	HEAD (m)				
19771	RSMP35	3.7	870	600	40	25	105	35	4 - 6	10m	25FBSP	150 x 150 x 510

NOTE: Performance data quoted is generally from test data and does not take into account factors in the installation such as loss of pressure and flow due to pipework & pipe-fittings & valves.

INSTALLATION GUIDELINES

Please read and follow the instructions. Warranty is voided if the instructions are not followed. Use for CLEAN FRESH WATER only.

1. IMPORTANT NOTICE FOR INSTALLER

You MUST use 25mm or larger pipe connected to the discharge of the pump

DO NOT CONNECT 13/18/20mm COPPER PIPE or 13/18/20mm POLY PIPE DIRECTLY TO THIS PUMP it is recommended to use 25mm Poly or PVC pipework. Try to minimise the amount of bends in the delivery pipe. Pipes of insufficient diameter connected to the pump will severely restrict the performance of the pump, use more electricity, and may cause the pump to cycle on/off frequently, this is not covered by warranty as it is caused by the installer. The recommendation is for delivery pipe to be 25mm ID for the majority of the pipeline.

VERY IMPORTANT: Ensure that the connection to the outlet of the pump is robust and sealed **VERY well.** Use at least 12 layers of thread-seal tape on the male thread. DO NOT USE glue unless you are CERTAIN that you will not drip glue inside the pump. Glue inside the pump will lead to improper function which will not be covered by warranty. Also do NOT fit threaded fitting to the pump then glue pipe to that fitting as glue will drip inside the pump. Glue the fitting and allow it to dry BEFORE attaching the threaded fitting. If the fitting leaks, it will cause cycling of the pump, which is not covered by warranty – this is the installer’s responsibility. Also ensure that the pump will not knock against the side of the tank during start-up, or operation or stopping.

VERY IMPORTANT: A “First Flush Diverter” or similar, AND a filtering screen, MUST be installed to prevent debris particles entering the rainwater tank, all warranty is void if this is not included in the original installation.

IRRIGATION USE - MANDATORY REQUIREMENTS FOR ALL INSTALLATIONS: For any installation of these pumps that is supplying irrigation, you must fit an 18L or larger pressure tank. Air pressure must be set at 70% of maximum pump pressure (RSMP35 = 245kPa). Tank is simply fitted to the discharge pipework with a “tee”, anywhere between the pump and the first point of discharge.

IMPORTANT NOTICE RE SHORT PIPEWORK CONNECTION: If these pumps are fitted to short lengths of pipework (for example Pump > Garden Tap and nothing else) they will cycle a few times after each use. *THIS IS NOT A WARRANTY FAULT*, it is a normal function of the internal pump controller releasing excess pressure when there is a short discharge pipe.

Barrel-Unions must be fitted on all connections around the pump and valves, to facilitate easy removal for servicing or repair. No warranty applies if this is not followed.

IMPORTANT NOTICE RE INSTALLATION UNDER EAVES OR DESKS ETC. If the rainwater tank is installed under the eaves, or under a deck or any other structure, ENSURE THE PUMP CAN BE EASILY REMOVED FOR SERVICING OR REPAIRS.

2. During installing or servicing disconnect the pump from the power supply. All pumps must be installed using barrel-union connections to facilitate easy servicing or replacement. Also ball-valves or gate-valves must be fitted on the discharge, and the Town-water backup supply where fitted. An additional Check-valve must be fitted outside of the tank (not on the pump) where it is used with a Town-water backup system, but only if the Town-Water backup system does not have a built-in check-valve on the Rainwater connection. This instruction is a condition of warranty; all warranty is void if this instruction is not followed. The pump must be installed to comply with applicable Plumbing Regulations.

3. Do not remove the base off the pump as this will then cause it to take in solids or sludge which will lead to reduced performance and ultimately, failure, which is not covered by the warranty. This pump is not to be used as your sole water supply. For critical applications where loss of water supply could cause serious consequences, use a DUAL PUMP System so you have a back up water supply or use a TOWN-WATER BACK-UP SYSTEM. This pump is not designed for Fire Fighting purposes.

4. IMPORTANT RE INSTALLATION: This pump MUST NOT be installed in any manner that if it were to fail that it would cause damage or loss to property or persons. It MUST be installed in a well-ventilated and drained area. DO NOT lower or lift the pump using the power cable – use nylon rope to lower or lift the pump in and out of the tank. All warranty is void if these instructions are not heeded and no liability can be accepted in the case of damage or loss caused by failing to comply with all the instructions.

IF THE PUMP HAS A FLOAT SWITCH: ensure it can move freely and wont get stuck against the side of the rainwater tank, or baffles inside the tank.

5. IMPORTANT RE INSTALLATION: Install the pump UPRIGHT in the tank to facilitate easy removal, by the owner, for repairs or servicing. DO NOT install it in such a manner that it would require a person to get inside the tank to remove/repair it. The pump must be installed vertical – the length of the pump is to be vertical – it must not be installed horizontal or on any angle. No warranty applies if this is not followed.

6. VERY IMPORTANT: Ensure that the connection to the outlet of the pump is very robust and sealed well. If it is not, the outlet connection may leak, causing cycling of the pump, which is not covered by warranty – this is the installers responsibility. Also ensure that the pump will not knock against the side of the tank during startup, or operation or stopping.

7.PUMP BLEEDS OUT OF THE TOP After startup, the pump may bleed water out of the top of the pump – this is NOT a fault, it is the normal operation of the pump. The pump will operate fully automatically, it will start on demand when pressure drops below approximately 200kPa, and will stop when demand ceases, after pumping for some minutes to regain full pressure.

8.CHECK CONNECTIONS: Ensure all fittings and joints are watertight and airtight. Leaks will cause problems, see point 10.

9. ELECTRICAL SUPPLY: All electrical wiring must adhere to state and local codes and must be completed before starting the pump. These pumps come with an earthed power plug and all electrical installations must be earthed. Any Electrical work must be performed by a licenced Electrician.

(a) The Pump must be connected to a power circuit with an integral RCD (safety switch) in the circuit breaker. All warranty is void if this instruction is not followed. A separate circuit and RCD for the pump is recommended. Note: Plugging into existing outlets that have other appliances connected may cause low voltage supply to the motor, causing the circuit-breaker to trip, tripping of motor overload, or burnt out motor, which will not be covered by the Warranty. (b) Surge Protection - We recommend that a surge protector is used to protect the electronics of this pump, as damage due to power surges is not covered by the Warranty. (c) ***The Power Outlet must be in easy reach for the owner to access, and must be in a sheltered area to prevent the plug and power outlet getting wet from rain or snow or garden irrigation or the roof gutters overflowing, etc.***

10. IMPORTANT LEAK PROTECTION FUNCTION; If the pump starts and stops more than 7 times in 2 minutes, it will stop operation automatically. Frequent starting and stopping usually indicates something is leaking. Investigate the cause and rectify the leak. Toilet Cisterns are often the problem. After the cause is fixed, turn the power off to the pump, and then back on again, to reset the automatic controls. If the cause cannot be ascertained, fit a Pressure Tank somewhere between the pump and the first point of discharge – suggested pressure setting for the tank is 150kPa.

11. NO WATER FUNCTION: The pump will stop automatically if the tank is empty/nearly empty.

VERSION WITHOUT FLOAT SWITCH: It will then restart to check for water after some minutes, then off for 1 hour and restart again, then off for 5 hours then restart again, if there is no water it then is off for 24 hours, and will restart automatically every 24hours, indefinitely. If there is no rain expected for some days, turn the power off at the power outlet to save power.

VERSION WITH FLOAT SWITCH: when the water level drops below about half of the height of the pump it will turn off the power to the pump, the pump will not restart until the tank fills up again.

12. VOLTAGE of power supply must match the voltage of the pump, 230-240Volt from MAINS supply only. Do not use with generator power. If you only have generator power, you will need to have the pump removed and replaced with a different type with a Pressure Tank and Switch, at additional cost. The Pressure Controller will be damaged by the voltage fluctuations caused by generators.

13. WARNING: these pumps are not designed for and must not be installed in locations classified as hazardous.

14. THE FOLLOWING MAY CAUSE SEVERE DAMAGE TO THE PUMP AND WILL VOID WARRANTY;

(a) Using an extension cord to power the pump.

(b) Cutting the earth pin off the plug or using an adapter fitting or double adapter.

(c) Working on the pump while connected to the power supply.

(d) Removing motor housing, or disassembling the pump housing, except by a qualified technician

(e) Pumping chemicals or corrosive liquids or flammable liquids.

- (g) Pumping hot liquids (Exceeding 35°C)
- (h) Using a generator for power supply - see 12

15. OVERLOAD PROTECTION

This pump has a built in thermal protection switch. The pump stops if a high-temperature condition occurs. The motor restarts automatically after it has cooled down when the built in thermal protector resets itself. Or you may need to turn the power off and on again to reset it. If this problem reoccurs - check for possible causes – refer to trouble-shooting.

16. IMPORTANT NOTES

(a) Do not switch the pump on and off frequently, as this will cause damage to the electronics and void warranty. (b) If there is insufficient water, the motor will stop. See 11. (c) If the pump is idle for a long period of time or in very low temperature, the water should be drained to avoid damage to the pump and/or stagnation of water.

DANGER!!!

Keep the pump equipment protected from interference by children, infirm persons, incompetent persons, pets and wildlife.

WARNING!!!

This pump is designed for clean fresh water only, in non-hazardous locations.

It must NOT be used as a continuous duty fountain pump, or to pump dirty water, or to pump liquids other than clean water.

It must not be used in bodies of water used for swimming or bathing or in animal drinking containers.

17. PUMP CONTROLLER FUNCTION AND OPERATION:

The pump controller inside this pump is designed to be almost completely automatic, and will restart itself if the pump runs out of water; you should not normally need to do anything. Instructions and basic function;

- a) Use for CLEAN rainwater only
- b) Do not operate on domestic generator power supply as this may damage the electronics
- c) Points d) to h) do not apply to pumps WITH FLOAT SWITCH – the float turns the power OFF to the pump when water level is low, it will not turn back ON until the tank fills up again.
- d) The pump controller will stop the pump if there is no water in it
- e) It then rechecks for water several times – it makes the pump start each time, to try and “re-prime” itself (fill it back up with water) It might “crackle & gurgle” due to air in it, as it tries to restart, this will do no harm to the pump. Air and water mix may come through the pipes when this happens, this is not a warranty fault.
- f) It will check for water after some minutes, then off for 1 hour and restart again, then off for 5 hours then restart again, if there is no water it then is off for 24 hours, and will restart automatically every 24hours, indefinitely.
- g) If it happens to do this in the middle of the night it can be annoying! In the early morning, turn it off & on again after 1 minute and it will reset itself so it does the checking in daylight hours.
- h) You can reset the function back to the beginning anytime by turning the power off, and on again after 1 minute.
- i) If it is some days before it is expected to rain, turn off the power to the pump, at the power outlet, to save power.
- j) Occasionally when the pump re-starts after a run-dry event, some air might come through the pipes, this should do no harm, and is not a warranty fault.

TROUBLESHOOTING CHECKLIST (CAUTION: SHUT OFF POWER TO PUMP)

Check the following before requesting service or repair.

A call out fee may apply to field services and labour cost may also be applicable.

PROBLEMS & POSSIBLE CAUSES & POSSIBLE FIX

18. Pump does not run

- * Circuit breaker or Safety Switch is off or fuse has blown.
- * Water level in tank is too low - Top up or use alternative supply
- * Pump plug is not connected properly, or has been flooded or wet - Isolate power at main switch, remove plug & allow to dry. If the problem continues, contact a licenced electrician to check what is the cause.
- * If all of the above are OK, the pump might have overheated and triggered the thermal overload switch. Turn it off and wait 30 minutes for it to cool down, and also check the water level, is tank very low? If OK, turn it on again. If the overload switch activates again, investigate why this has occurred before turning it back on.

19. Pump runs but does not deliver water.

- * Check valve is installed backwards. Arrow on valve should point in direction of flow – have the installer rectify this.
- * Discharge shut-off valve (Ball-Valve or Gate-Valve) may be closed – open and then turn the pump on again.
- * Impeller or volute openings are fully or partially clogged. Disconnect from the power supply, and if you are competent to do so, disassemble pump and clean. If not, have a pump technician do it for you.
- * Pump is air-locked. Start and stop several times by turning the power off, wait 30 seconds, and turn on again, repeat if necessary.
- * Vertical pumping distance (lift or head) is too high. Reduce the distance or upgrade to a larger pump.

20. Pump runs and does not stop or runs when no taps in use

- * Leak in pipework or leaking toilet cisterns or underground pipe leak (wet soil, muddy area, grass growing well!) Check toilet cisterns by closing the stop-cock under the cistern, to isolate which cistern is the problem. Some cisterns will leak imperceptibly, but

it is enough to make the pump start when not expected to start. (The water may not trickle into the pan, the only certain way to check for toilet cistern leaks is to TURN THE INLET VALVE/STOP-COCK OFF).

* Pressure controller Fault - turn the power off and on again.

* Leaking pipe-fitting INSIDE the tank – reduce the water level in the tank until you can see the top of the pump, open a tap to a slow dribble so the pump starts, then remove the leaf-trap off the tank and use a bright torch to inspect the pipework inside the tank to see if it is leaking – even a slight leak will cause the pump to cycle on/off/on/off.

* If this fails to rectify the problem, call your dealer for service, or call us. But be certain that it is not anything leaking, first.

Note that a call out fee and labour costs apply, if it is not found to be warranty.

21. Pump not pumping properly

* Too high head or pump under specified - Check specifications.

* Too low water level - Check the water level in the tank.

* Loss of prime – turn pump off at power and restart after 30 seconds.

22. Pump runs but delivers only a small amount of water.

* Pump is air-locked - Start and stop several times by turning the power off, wait 30 seconds, and turn on again, repeat if necessary.

* Vertical pumping distance is too high - Reduce distance or upgrade to a larger pump.

* Too low water level - Check the water level.

* Serious damage to the impeller - Disconnect from the power supply, and if you are competent to do so, disassemble pump and repair with new parts. If not, have a pump technician do it for you

* Impeller or volute openings are fully or partially clogged - Disconnect from the power supply, and if you are competent to do so, disassemble pump and clean. If not, have a pump technician do it for you

23. Fuse blows or Circuit Breaker or Safety Switch trips when the pump starts.

* Fuse size or circuit breaker may be too small. (Must be a suitable power circuit refer to point 9 of the installation instructions)

* Impeller or volute opening are fully or partially clogged. Disconnect from the power supply, and if you are competent to do so, disassemble pump and clean. If not, have a pump technician do it for you.

* If none of the above, the Motor may be defective, have it checked by a qualified technician.

24. Motor runs for a short time, then stops.

* Impeller or volute opening are fully or partially clogged - Disconnect from the power supply, and if you are competent to do so, disassemble pump and clean. If not, have a pump technician do it for you.

* Motor may be overheating due to clogging - refer to point above.

* Something is leaking, causing the pump to shut down, refer to point 20.

(WARNING) ELECTRICAL PRECAUTIONS

Before servicing a pump, always shut off the power supply and then make sure you are not standing in water and that there is no risk of electrical shock.

If the pump is direct-wired to the electrical circuit, contact a qualified licensed electrician to disconnect it before attempting any repairs or servicing.

DO NOT ATTEMPT ELECTRICAL REPAIRS OF ANY SORT UNLESS YOU ARE A LICENSED ELECTRICIAN

INSTALLATION CHECKLIST: MUST BE FILLED IN FOR WARRANTY TO APPLY

Installer Name: Phone Number:

Qualification: (write Owner if applicable)

If installed by a Plumber or Electrician – Licence No:

Installation Address:

Tick the boxes as the item is completed/correct, put n/a if not applicable;

[] The Pump is being used for an appropriate purpose for which it is intended, according to the instructions

[] The Power Circuit the Pump is connected to is RCD (Safety Switch) Protected

[] All swarf has been removed from the tank after cutting openings etc.

[] Barrel Unions are fitted on the pipe connections for easy removal & replacement

[] Pipe is sized appropriately for the application (diameter and length)

[] The installation is constructed so the pump can be easily removed or replaced.

[] If applicable: The pump is installed in accordance with National & Local Plumbing Regulations

[] The Electrical Supply cable of the pump is plugged into a Power Outlet that is in accordance with the current standard of Electrical Safety Regulations AS/NZS 3000 – or the pump has been wired directly to the power circuit by a Licenced Electrician, with a suitable isolation switch in an easily accessible area.

[] The Pump has been started, tested, and operates correctly.

[] The pipes and connections and the barrel-union on the pump, and toilet cisterns (if connected) have been checked for leaks.

WARRANTY RECORD - FILL IN AND RETAIN THIS WITH YOUR ORIGINAL PURCHASE RECEIPT

PURCHASER NAME..... PHONE NO.....

DATE OF PURCHASE/...../..... DEALER/STORE NAME.....

DEALER SUBURB/TOWN..... PHONE NO.....

BRAND & MODEL NUMBER OF PUMP..... SERIAL/BATCH NUMBER.....

Do NOT send this form to us, retain it for your record.

2 YEAR WARRANTY CONDITIONS

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer as defined by the Australian Consumer Law, you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The following conditions form part of the instructions and do not over-ride your statutory rights.
2. This WARRANTY AGAINST DEFECTS covers failure due to manufacturing defects within the period as stated in the table below from the date of original purchase, for SUBMERSIBLE CONSTANT PRESSURE PUMPS supplied by ASCENTO GROUP AUSTRALIA that are purchased and used in mainland Australia. In the case of a failure caused by a defect in the product, within the specified period from the date of original purchase, you can return it to the place of purchase for a refund or you can request for us to arrange for the pump to be repaired.
3. Faults or losses or failure caused due to but not restricted to any of the following: improper use, improper installation, foreign objects inside the pump or pump controller, normal wear and tear, accidents, misuse, lack of maintenance, not following these instructions, damage caused by lightning strike, or power surges, or power brownouts, or operating the pump on power other than correct mains power, or operating the pump on power supplied by a domestic generator, power supply of voltage less than 230V, power supply of voltage above 240V - are not covered by warranty.
4. The complete Impeller set (including shaft), Seals and O-rings are all wearing items and therefore are not covered for "normal wear and tear". They are covered by this warranty if they fail due to a manufacturing defect.
5. Warranty will be void if any tampering or removal of identification labels or electrical cables has occurred, or any non-genuine parts have been fitted, or repairs have been carried out by unqualified persons. No warranty applies for goods sold or used for HIRE or RENT or LEASE.
7. This product is guaranteed as fit for the purpose of pumping CLEAN FRESH WATER and for NO OTHER USE. Performance data quoted is approximate and is generally derived from test data and does not take into account factors in the installation such as loss of pressure and flow due to pipework & pipe-fittings & valves.
8. IMPORTANT: No electrical appliances last forever. Therefore ALL installations of PUMPS must be constructed to allow the owner to easily remove the pump for servicing, and to easily remove the pump for replacement, warranty replacement or upgrading. The installation must NOT be constructed in such a manner that specialized tools, or paid tradespersons, or external paid contractors, are required to be engaged in order to remove and/or replace and/or refit the pump. If the rainwater tank is installed under eaves or other structure such as a deck, ensure that the pump can be easily removed for servicing or repairs. Warranty replacement does not normally include costs of removal and re-installation as we have no control over the method of installation, if it cannot be easily removed it is the installers responsibility to remove the pump for servicing or repairs.
9. Before installing or servicing disconnect from the power supply. All pumps must be installed using barrel-union connections to facilitate easy servicing or replacement. A ball-valve or gate-valve must be fitted on the Town-water backup supply where fitted. A "First-flush-diverter" or similar device, and a Strainer or Pre-filter must be installed on the tank inlet to prevent debris and particles entering the rainwater tank. This instruction is a condition of warranty; all warranty is void if this instruction is not followed.
10. This pump is not to be used as your sole water supply. For critical applications where loss of water supply could cause serious consequences, use a DUAL PUMP System so you have a backup water supply or use a TOWN-WATER BACK-UP System.
11. This pump MUST NOT be installed in any manner that if it were to leak that it would cause damage or loss to property or persons. It MUST be installed in a well-ventilated and drained area. All warranty is void if this condition is not heeded and no liability can be accepted in the case of damage or loss caused by failing to comply with this condition.
12. The Pump must be connected to a suitable circuit with an integral RCD (safety switch) in the circuit breaker. All warranty is void if this instruction is not followed.
13. In the case of a fault, refer to the Trouble Shooting Guide first. If these steps do not rectify the problem, and the fault is due to a manufacturing defect or product failure not caused by improper installation, improper use or lack of maintenance, return the faulty appliance to the original place of purchase with proof of purchase for replacement or refund. Alternatively you can mail us at PO BOX 650 MORNINGSIDE QLD 4170 or send an email to csv@ascento.com.au with copy of your purchase receipt, a description of the problem, and your name and address and phone number - we will review your request and send you a replacement directly if we accept your warranty claim. Or call us on 1800807604 with the above information; however we will always require a copy of your purchase receipt. If an exact replacement is not available, the closest equivalent product will be supplied at our discretion. Do not send the product to us unless we ask you to do so.
14. This warranty does not exclude any non-excludable rights according to Australian Law. However any condition that is made void by Australian Law does not void the remaining conditions, which shall stand unaltered.

WARRANTY PERIODS

REEFE SUBMERSIBLE CONSTANT PRESSURE PUMPS:	2 Years
Rain&Town SUBMERSIBLE CONSTANT PRESSURE PUMPS:	2 Years
WaterPro SUBMERSIBLE CONSTANT PRESSURE PUMPS:	2 Years

PRIVACY STATEMENT

We will not use your name, address or phone or fax number, or email address for marketing without your express permission. We will not sell or provide it to any other third party for the purpose of marketing.

Thank you for purchasing our product. We trust it gives you years of trouble-free pumping!

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