



# PHCC Pro Series Sump Pumps Instruction Manual & Safety Warnings



The  
Dual Float



Deluxe  
Dual Float  
Controller



**S3 Series**  
Dewatering Sump Pumps  
4 Year when purchased and  
installed by a contractor,  
otherwise 3 year



**S5 Series**  
Dewatering Sump Pumps  
5 Year Warranty

## Specifications

Model No.	HP	Volts	Discharge Diameter	Amps @ 10'	Max Solid Handling	Max Head	GPM / GPH @ 10'
S3033	1/3	115	1 1/2"	4.0	7/8"	30'	50 3000
S3050	1/2	115	2"	4.3	7/8"	33'	65 3900
S3100	1	115	2"	11.5	1 3/4"	52'	92 5520
S5033	1/3	115	1 1/2"	4.0	1 1/2"	26'	59 3540
S5050	1/2	115	2"	6.8	1 3/4"	36'	83 4980

## Important Safety Instructions and Warnings

**SAVE THESE INSTRUCTIONS.** This manual contains important SAFETY WARNINGS and OPERATING INSTRUCTIONS for the PHCC Pro Series pumps. You will need to refer to it before attempting any installation or maintenance.

**ALWAYS** keep these instructions with the unit so that they will be easily accessible. Failure to read and follow these warnings and instructions could result in property damage, serious injury, or death.

**WARNING** Risk of electric shock. To reduce this risk, observe the following precautions.

- ALWAYS** disconnect the pump from the power source before servicing or making adjustments.
- NEVER** handle the pump or motor with wet hands or when standing on a wet or damp surface while the pump is plugged into the power source.
- MAKE SURE THERE IS A PROPERLY GROUNDED RECEPTACLE AVAILABLE.** This pump is wired with a 3-prong grounded plug. To reduce the risk of electric shock, be certain that it is only connected to a properly grounded, 3-prong receptacle. If you have a 2-prong receptacle, have a licensed electrician replace it with a 3-prong receptacle according to local codes and ordinances.
- NEVER** bypass grounding wires or remove the ground prong from the plug.
- DO NOT** use an extension cord. The electrical outlet should be within the length of the pump's power cord, and at least 4 feet above the floor level to minimize potential hazards from flood conditions.
- DO** protect the electrical cord from sharp objects, hot surfaces, oil, and chemicals. Avoid kinking the cord.
- MAKE SURE** the supply circuit has a fuse or circuit breaker rated to handle the power requirements noted on the nameplate of the pump.
- DO NOT** remove the power supply cord and strain relief or connect the pump directly to the conduit.
- NEVER** install the pump in locations classified as hazardous in accordance with the National Electrical Code, ANSI/NFPA 70.
- ALWAYS** install the pump in accordance with the National Electric Code and all applicable local codes and ordinances. All wiring should be performed by a licensed electrician.

**CAUTION** To reduce the risk of hazards that can cause injury or property damage, observe the following precautions.

- DO NOT** use the power cord or strain relief to carry the pump. Use the pump handle.
- DO NOT** expose the control unit to any type of moisture, water, rain or snow.
- DO NOT** operate the pump or control unit if it has been damaged in any way.
- DO** drill an air bleed hole in the discharge pipe when a check valve is used. Drill the hole angled toward the bottom of the sump to avoid splashing water outside the sump pit. If a hole is not drilled above the pump, an air lock may prevent the pump from operating. The hole must be drilled above the water line but below the check valve. The optimum size of the hole is different for different pumps. Drill a 1/8" (3.2mm) hole in the discharge pipe for the S3 Series and S5 Series pumps.
- DO NOT** use sump pumps in pits handling raw sewage, salt water, or hazardous liquids. S3 & S5 Series pumps are not designed for this purpose. The S3 and S5 Series sump pumps are designed for ground water use only.
- DO NOT** disassemble the pump or control unit. When service is required, contact Glentronics technical support at 800-991-0466, option 3. Return the product to the manufacturer for any repairs at the following address:

Glentronics, Inc.  
645 Heathrow Drive, Lincolnshire, IL 60069

## NOTICES

- The control unit must receive 115V AC +/- 5% and 60 Hz from the AC outlet. Lower voltage may cause the power failure alarm to activate.
- These primary pumps will not provide protection during a power outage. With the risk of property damage from high water levels, the addition of a PHCC Pro Series battery back-up sump pump system is highly recommended.
- After the initial installation, be sure to check the operation by filling the sump with water and observing the pump operation through one full cycle.
- For continuous duty operation, the pump must be submerged at least 3/4 of the depth of the pump at all times.
- In instances where the discharge line is exposed to freezing temperatures, the pipe must be sloped downward so any remaining water will drain out. Failure to do so will prevent water from exiting the sump and damage the pump if the line freezes.

## Installation Instructions

### Prior to Installation

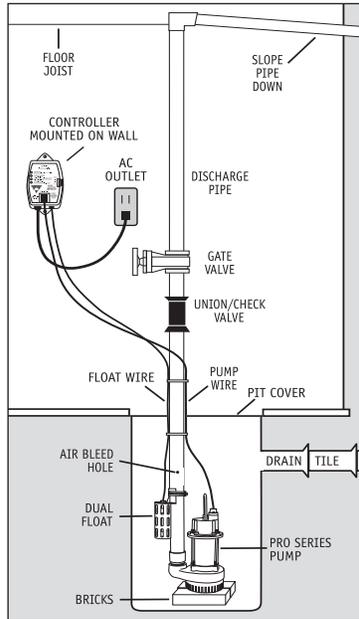
- Visually inspect your pump. Products may be damaged during shipping. If the product has been damaged, contact your place of purchase or Glentronics, Inc. before installation.
- Thoroughly read the instructions provided to learn specific details regarding installation and use. This manual should be retained for future reference.

## Installing the Pump

### ⚠ WARNING

This installation must be in accordance with the National Electric Code and all applicable local codes and ordinances.

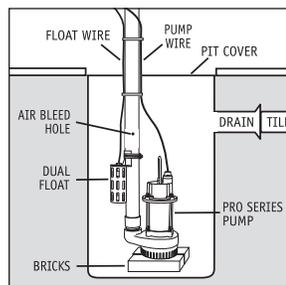
- Use a pit that conforms to all local codes and is large enough to accommodate the pump and float switch. The minimum requirements for pumps with the double float assembly are 10" in diameter and 14" deep. However, larger sump pits are preferred, since they will extend the discharge cycle and reduce the number of times the pump turns on.
- Clean the pit of all debris. The pump's intake screen must be kept clear.
- The pump should not be set directly onto a clay, earthen, or sand base. You may install bricks or blocks under the pump to provide a solid base.
- The pump should be level.
- Install discharge plumbing according to local, regional and state codes. Rigid PVC pipe is recommended.
- The sizes of the discharge outlets on the pumps vary from 1½" to 2". Try to match the size of the discharge pipe to the size of the outlet on the pump to maintain the optimum pumping capacity. If you are using a PHCC Pro Series pump with a 2" discharge outlet to replace a pump in a system that has been plumbed with 1½" pipe, you may use the adapter included with the system to reduce the size of the discharge outlet to 1½". However, this will reduce the capacity of the pump.
- An in-line check valve is recommended to prevent back-flow. This check valve is mandatory when sharing a discharge line with another pump (i.e. a back-up pump or a second primary pump). *Note: When using a check valve, an air bleed hole of 1/8" (3.2mm) needs to be drilled in the discharge pipe. The hole must be drilled above the water line but below the check valve. A small stream of water will escape through this air bleed hole when the pump is running, so the hole should be drilled on an angle toward the bottom of the sump pit.*
- Install a gate valve or ball valve as required by any codes.
- Secure the power cord to the discharge pipe with wire ties or clamps to prevent interference with the float assembly.
- A pit cover is recommended for all installations as a safety measure, and to prevent debris from falling into the pit.
- A cover is required in all sewage pump installations with gas-tight seals to contain gases and odors. A vent pipe should be added in any sewage installation.
- In instances where the discharge line is exposed to freezing temperatures, the pipe must be positioned in a downward slope so any remaining water will drain away. Failure to do this will prevent water from exiting the pit and damage the pump if the line freezes.



## Installing the Double Float

The PHCC Pro Series double float switch is easy to install by using the enclosed metal hose clamp.

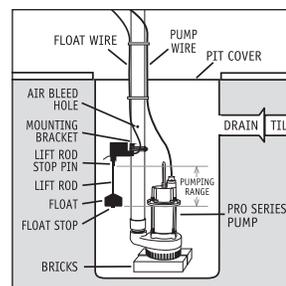
- Hold the float switch to the discharge pipe so the cage is below the bracket.
- Secure the float to the pipe with the enclosed hose clamp, but do not completely tighten the clamp at this time.
- Position the float switch to a level where the bottom of the float cage is no lower than 3" above the bottom of the pump and no higher than 1" below the top of the pit. To avoid debris pouring into the float, it should be positioned on the side of the discharge pipe opposite the drain tile. *Note: It is important to mount the float below the drain tile that empties into the pit. Mounting it above the drain tile would allow water to fill the drain tile before the pump is activated to pump out the water.*
- Once the float switch is in the desired position, tighten the clamp.



## Installing the Vertical Float

The vertical float switch contains a single large float. Water will lift the float to the top of the lift rod which will raise the lift rod and activate the pump. As the pump evacuates the water from the pit the float will drop, lowering the lift rod and turning off the pump.

- Fully open the metal hose clamp and insert it through the slots in the mounting bracket of the float switch.
- Place the hose clamp over the discharge pipe so that the gripping tabs are against the pipe and select the desired activation level of the pump.



- The pumping range can be adjusted by moving the float stop up or down the lift rod.
- To avoid debris from pouring onto the float, it should be positioned on the side of the discharge pipe opposite the drain tile.
- Once the float switch is in the desired position, securely tighten the hose clamp. Note: The cable from the switch must remain outside the hose clamp.

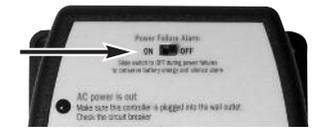
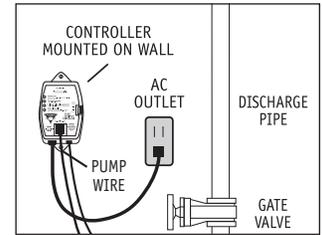
## Connecting the Pump and Controller

### ⚠ WARNING

Make sure the outlet is single phase, 115V and 60HZ for all the pump installations.

### Deluxe Dual Float Controller Model # DFC2

- Mount the controller to the foundation, drywall or a stud through the 2 holes on the cabinet using the proper mounting hardware for the application. The controller should be mounted at least 4' from the floor and within 4' of the outlet.
- Open the plastic door on the top of the unit and using a small flat head screwdriver adjust the dial to select the number of seconds that the pump will run after the bottom float drops. The timer can be adjusted from 5-45 seconds. The manufacturer default is about 10 seconds. Install a 9V battery and replace the door.
- Plug the control box into a properly grounded, 3-prong receptacle. Then, plug the pump into the receptacle on the control box. Do not use an extension cord.
- Make sure the Power Failure Alarm slide switch is in the ON position.



### Vertical Float Switch Model # 1020012

- Plug the vertical float switch cord into a properly grounded 3-prong receptacle. Then, plug the pump into the receptacle on the float switch cord. Do not use an extension cord.

### Connecting to a Security System

The Deluxe Controller (Model DFC2) includes a terminal on the right side of the control box to connect to a security system or other alarm devices. There are (3) three positions for wire connections on this terminal: N.O. – normally open, N.C. – normally closed, and Common.

- Check your security system to determine whether an open (no contact) or closed (making contact) connection is needed to activate the alarm.
- The security system will provide (2) two connection terminals to extend wires to the control terminal. Strip two wires 1/4" each. Connect either wire to the common terminal. To secure the wire into the terminal, insert the exposed wire into the hole on the side of the terminal next to the screw marked common. Turn the screw a few turns to lock-in the wire.
- If the security system requires a closing of a contact to activate the alarm, secure the other wire into the terminal hole labeled N.O. (normally open). If the security system requires an opening of a contact, secure the wire into the terminal hole labeled N.C. (normally closed). *Note: Only the "AC power out" and "Float raised for 10 minutes" alarms will activate the remote terminal signal.*



### Completing the Installation (all models)

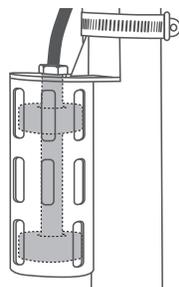
- After the initial installation, be sure to check the pump operation by filling the sump with water and observing the pump through one full cycle. When using the dual float the pump should run for 10 seconds after the lower float drops. When using the tethered float the pump should shut off when the float is tilted down. *Note: When the pump activates, it should have a "normal pumping" sound. Any abnormal sound, vibration, or lack of output is the signal of a problem. Stop the pump and refer to the troubleshooting guide.*
- Replace the pit cover making sure not to pinch or crimp the pump wire with the cover. The pit cover either has a 'hole punch' that will allow the cord to be passed through or one can be drilled.

## Product Operation

### Dual Float Switch

(included with controller models DFC1, DFC1.5 and DFC2)

The dual float switch contains two large floating rings enclosed within a protective cage. Water will lift the bottom float by a ¼", which will activate the pump. If for any reason the lower float does not activate the pump, the water will rise and activate the second switch. As the pump evacuates the water from the pit the floats will drop. The pump will run for an additional 10 seconds to extend the cycle after the lower float drops. *Note: When mounting the float switch, position the bottom of the cage at the height you want the pump to activate.*



## Deluxe Dual Float Controller Model # DFC2

The benefit of this controller is that it will sound an alarm when problems exist regarding the ability of the sump pump to keep the basement dry.

The PHCC Pro Series Deluxe Dual Float Controller features a series of warnings (audible and visual) that pinpoint potential problems with the pump, switch and power conditions. The controller will sound an alarm when power has been interrupted, when the pump has run for more than 10 minutes continuously, or when the 9V battery is low. The 9V battery (sold separately) runs the controller during a power outage, allowing it to sound an alarm if the circuit breaker trips, the controller is not plugged in securely, or the homes power is interrupted. *Note: The 9V battery will only power the switch, not the pump.* The Deluxe Controller has a dial (located in the battery compartment) to adjust the number of seconds that the pump will run after the float drops. The Deluxe Controller will also run the pump once a week for approximately four (4) seconds. This test will exercise the pump and help ensure the pump is working properly.



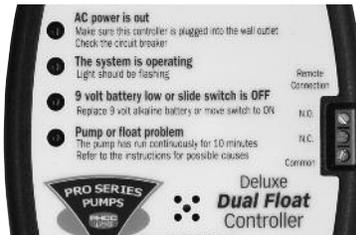
## Operating the Pump in a Continuous Duty Application

The PHCC Pro Series pumps are rated for continuous duty and may be used in applications requiring continuous pumping including fountains, ponds, etc. For use in any continuous duty application the pump should be plugged directly into the wall outlet without the use of a controller. The outlet must be a single phase properly grounded 3-prong receptacle, 115V, 60HZ. *For continuous duty operation, the pump must be submerged at least 3/4 of the depth of the pump at all times.*

## Understanding the Warnings and Alarms (Model # DFC2)

### AC power is out

There are several causes for power failure. The most common are a power outage by the electric company or a tripped circuit breaker. Although the deluxe controller can not run the pump, it will sound an alarm indicating the loss of power. This will allow the homeowner to address the problem. If this warning light and alarm are on, the control box is not receiving AC power for one of several reasons:



1. The control box is not plugged in.
2. The power to the house is out.
3. The circuit breaker to that outlet has been tripped.
4. The ground fault interrupter has been tripped for that outlet.
5. A power brownout is taking place.

*Note: A PHCC Pro Series battery backup sump pump system can protect the basement during a power outage. It will automatically activate a separate 12-volt battery powered pump, which will keep the basement dry until power is restored.*

### Power Failure Alarm slide switch

When the controller is not receiving AC power, the monitoring features and the audible alarms are powered by the 9-volt battery. This type of battery will power the controller for many hours, but not indefinitely. Once the source of the AC power alarm is determined, it is suggested that the Power Failure Alarm slide switch be turned to the **OFF** position until the power is restored. This will preserve the battery and silence the alarm. When AC power is restored, slide this switch back to the **ON** position. *Note: If the AC power is restored and the slide switch is in the OFF position, the alarm and light for the 9-volt battery warning will activate, even if the battery is good. This is a reminder to reset the alarm. Slide the switch to the ON position. If the battery is good, the light will go out. If the alarm continues to sound, replace the battery.*

### The system is operating

This light should be **ON** and flashing at all times. It is included to indicate that the system is monitoring the sump conditions. This light will not illuminate when:

1. The power is out and the Power Failure Alarm slide switch is in the **OFF** position.
2. The power is out and the 9V battery is discharged.
3. The controller is not functioning. Contact Glentronics service department.

### The 9-volt battery is low

1. The 9-volt battery located in the top of the control box is coming to the end of its useful life. Replace it with a new 9-volt alkaline battery.
2. The Power Failure Alarm switch is in the **OFF** position. It must be in the **ON** position at all times, except when silencing an actual power failure condition.

### Pump or float problem

This key feature monitors the time that the float switch is continuously up or in the activated position. It is unusual for a pump run for 10 or more minutes continuously. This can occur for many different reasons. Either the float is stuck in the up position, there is a mechanical problem with the pump, or there is a problem with the plumbing connections. Please refer to this manual's Troubleshooting Guide on the following page.

**See page 4 for Maintenance Check List and Backup Installation**

## Limited Warranty

By opening this package and using this GLENTRONICS, INC. product, you are agreeing to be bound by the terms of the GLENTRONICS, INC. limited warranty ("warranty") as set out below. Do not use your product until you have read the terms of the warranty. If you do not agree to the terms of the warranty, do not use the product and return it within the return period stated on your purchase receipt from the retail store or authorized distributor where you purchased it for a refund.

To the extent permitted by law, this warranty and the remedies set forth are exclusive and in lieu of all other warranties, remedies and conditions, whether oral, written, statutory, express or implied. GLENTRONICS, INC. disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. GLENTRONICS, INC. will not be liable for any incidental, special or consequential damages for breach of any express or implied warranties on this product. In so far as such warranties cannot be disclaimed, GLENTRONICS, INC. limits the duration and remedies of such warranties to the duration of this express warranty and, AT GLENTRONICS, INC.'s option, the repair or replacement services described below. Some states (countries and provinces) do not allow limitations on how long an implied warranty (or condition) may last, so the limitation described above may not apply to you.

Any and all causes of action arising from, filed as a result of or in reference to, this warranty or the products described under this warranty shall be governed by and construed under the laws of the State of Illinois. Any cause of action arising from, filed as a result of or in reference to, this warranty or the products described under this warranty shall be filed only in the Circuit Court of the 18th Judicial District, Lake County, Waukegan, Illinois, or in the Northern District of Illinois if filed in Federal Court. The maximum liability for any product described in this warranty shall be the cost of product replacement only. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

### What is Covered by this Warranty?

GLENTRONICS, INC. warrants to the end purchaser that its pumps, switch and control unit products are free from defective materials and workmanship for the periods indicated below:

All parts and labor (excluding installation) for a period of:

- 4 years from the date of installation, when purchased and installed by a contractor and used intermittently as a sump pump (S3 Series), otherwise 3 years
- 5 years from the date of installation when used intermittently as a sump pump (S5 Series)
- 1 year from the date of installation when used in continuous duty operations such as fountains or ponds

The defective product must be returned directly to the factory, postage prepaid with the original bill of sale or receipt to the address listed below. GLENTRONICS, INC., at its option, will either repair or replace the product and return it postage prepaid.

### What is NOT Covered by this Warranty?

This warranty does not cover the cost or value of damaged property, including expressly any property that has been affected by water overflow, seepage or flooding. If GLENTRONICS, INC. determines that a product is deemed defective under this warranty agreement, it will repair or replace the PRODUCT ONLY. GLENTRONICS, INC. will not cover the cost to reinstall the product, nor will GLENTRONICS, INC. pay the cost of having a plumber or contractor repair or replace the product.

GLENTRONICS, INC. will not repair or replace a product that was installed incorrectly. A product shall be considered "installed incorrectly" when it deviates in any way from the instructions described in this manual.

This warranty does not cover product problems resulting from handling liquids hotter than 104 degrees Fahrenheit, handling inflammable liquids, solvents, strong chemicals or severe abrasive solutions; user abuse; misuse, neglect, improper maintenance, commercial or industrial use; improper connection or installation, damages caused by lightning strikes; excessive surges in AC line voltage; water damage to the controller; other acts of nature, or failure to operate in accordance with the enclosed written instructions.

### How to Obtain Warranty Service

Within thirty (30) days of the product's defective performance, the unit must be shipped, freight prepaid, or delivered to GLENTRONICS, INC. to provide the services described hereunder in either its original carton and inserts, or a similar package affording an equal degree of protection. Products not received by GLENTRONICS, INC. at the address indicated below within thirty (30) days of the product's defective performance will not be considered for warranty service. Products received after eighteen (18) days of the above timeframe, fall outside of the timeframe for warranty service and will not be eligible for warranty service. The product must be returned to GLENTRONICS, INC. for inspection in order to be considered for warranty service. If the product is not returned to GLENTRONICS, INC. or the product is inspected by any person, plumber, contractor or business other than GLENTRONICS, INC., this warranty shall no longer be valid. Prior to defective operation, the unit must not have been previously altered, repaired or serviced by anyone other than GLENTRONICS, INC., or its agent; the serial number on the unit must not have been altered or removed; the unit must not have been subject to accident, misuse, abuse or operated contrary to the instructions contained in the accompanying manual. The dealer's dated bill of sale, or installer's invoice must be retained as evidence of the date of purchase and to establish warranty eligibility.

**Where are Products Sent for Warranty Service?** Glentronics, Inc., 645 Heathrow Drive, Lincolnshire, IL 60069

**How Can I Obtain More Information?** By calling 800-991-0466

## Maintenance Check List

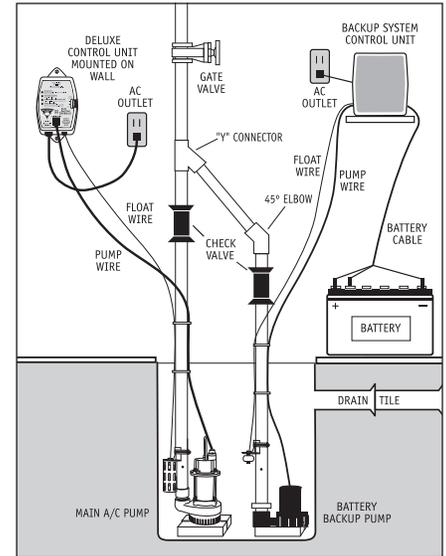
Maintenance should be performed 1-2 times per year.

1. Remove all debris from the the pump strainer and bottom of the pit.
2. Remove all debris floating in the water.
3. Remove all debris from the float switch cage.
4. Fill the pit with water. Make sure pump turns on at the intended level.
5. While the pump is running, make sure pump is evacuating water at a good pace.
6. While the pump is running, make sure a stream of water is escaping from the air bleed hole. If not, clear the hole of any deposits or debris.
7. Unplug the control box from the wall. Make sure the "AC power is out" light and alarm sound (DFC2).

Visit our website [www.stopflooding.com](http://www.stopflooding.com) for more information about the PHCC Pro Series AC pumps and battery backup pump products.

## Backup Installation

When the power goes out, the PHCC Pro Series AC sump pumps will not operate. For protection during a power outage, a PHCC Pro Series battery backup system can be installed. There are three systems with matching batteries that will provide protection. The illustration at right is an example of a typical battery backup installation.



## Troubleshooting (Always unplug the pump from the controller before performing any maintenance)

The pump will not start or run	Pump is not plugged in	Plug pump in properly (see instructions)
	Water is not high enough to activate the pump	Make sure float switch is positioned properly
	Open circuit	Check circuit breaker or fuse, and GFI reset button
	Poor power source	Check circuit line wires and cable*
	Low voltage	Check line wires and source voltage*
	Bad power cable	Replace with new cable*
	Locked impeller	Remove strainer and clear obstruction
	Defective float switch	Replace float switch with new float switch
Thermal protector tripping or not functioning	Defective pump	Replace pump with new pump
	Locked impeller	Remove strainer and clear obstruction
	Incorrect power supply	Check power supply source and voltage
	Overburdened due to heavy sand content in the water	Use water filter or replace with a higher wattage pump
Pump starts and stops too frequently	Pump running continuously with no water present	Check float switch
	Float switch mounted too low	Raise float switch
	Water flowing back from pipe	Install or replace check valve
Pump will not shut off	Malfunctioning float switch	Replace float switch with new float switch
	Clogged or frozen discharge	Clear blockage or thaw frozen line
	Blocked intake strainer	Clear debris from intake strainer
	One or both of the floats is obstructed and cannot drop down	Clear debris from inside the float cage (Loosen nut on top of float, then remove c-clip on bottom of float. Remove debris. Tighten nut on top of float, then replace c-clip on bottom of float.) When reassembling the float, the magnetic strip on the inside of the float should be facing down.
	Defective float switch	Replace float switch with new float switch
	Check valve installed with no air bleed hole in pipe or pump	Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump
Insufficient or no water volume	Check valve is stuck or installed upside down	Reverse or replace check valve. Make sure the check valve is installed with the flow arrow pointing up and out of the pit.
	Check valve on secondary pump will not close and water re-circulates within the system	Replace the check valve on the secondary pump
	Worn impeller	Replace impeller & adjust spacing between impeller and cover
	Partially blocked impeller	Remove strainer and clear obstruction
	Clogged or frozen discharge	Clear blockage or thaw frozen line
	Broken or leaking pipe	Repair piping
	Low power voltage	Check power voltage, wires and cable condition
	Check valve installed with no air bleed hole in pipe or pump	Drill a bleed hole in the discharge pipe, or clean debris from the existing hole in the pipe or pump
Abnormal sound or vibration	Check valve is stuck or installed upside down	Reverse or replace the check valve. Be sure check valve is installed with flow arrow pointing up and out of the pit
	Pump is air locked	Remove debris from the air bleed hole
	Check valve on secondary pump will not close and water re-circulates within the system	Replace the check valve on the secondary pump
Pump unexpectedly turns off for 5 seconds (DFC2 and USC3 only)	Blocked intake screen	Clear debris from intake screen
	Broken impeller	Replace impeller with new one
	Pump is experiencing an anti air lock safety feature	Pump is frequently cycling on and off. The controller has a safety feature that turns the pump off for 5 seconds if it detects a possible air lock. This is normal. No action is required.

\*Consult a licensed electrician.

If the above solutions do not solve the problem, contact Glentronics customer service 800-991-0466, option 3.