E10 / E14 / E6 / E5 / E3 Spa Circulation Pump Instruction Manual

Installation, Operation and Warranty

Valid for all brand (Lowara, Goulds, Laing, ITT), type, models of E10 / E14 / E6 / E5 / E3 circulation pumps sold by Telealk.com

Warning

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capacities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety and product integrity.

If the supply cord is damaged, it must be replaced by the manufacturer or similarly qualified persons in order to avoid a hazards.

Unpacking

When unpacking the unit, inspect carefully for any damage that may have occurred in transit. If you see any damage on the packaging please take pictures and draw an official claim with the transport comapny.
Check for loose, damaged or missing parts. Any problem - contact either the supplier purchased through. Do not attempt to repair or modify in any way or warranty may be voided.

Installation

These pumps have been evaluated and authorised for water use only in spa / pool / spa applications.

Ensure the power source is correct: 220v-240v, 50 / 60Hz

Maximum operating head pressure for E10/E-14/E6/E5/E3 pumps - 2 bar.

Minimum and maximum water temperature 10 - 60 degrees Celsius

Ensure installation is in a clean, dry, weather & humidity protected location with adequate air ventilation. Ensure the power cord is run in such a way that any water that may get on it, cannot run down the cord to the motor. This unit cannot be submerged - ensure it cannot flood. The motor is designed to be used in a clean dry location.

Protect cords from sharp objects, hot surfaces; avoid kinking or coiling of the cord. Replace damaged cords immediately by a qualified technician and inform the seller.

Put the pump as close as possible to the fluid source thus making the suction line as short and direct as possible, using tubing on the suction that cannot collapse, such as a reinforced type.

Support the tubing independently of the pump. Use clamps to secure and seal the tube to the pump.

These pumps are liquid lubricated. How they are mounted, and water condition/quality are important.

Thoroughly clean and flush the system before installing the pump

Plumbing valves, fittings, etc. should be positioned to avoid leakage onto the pump.

Ensure plumbing is designed and installed in such a way that the pump will fill with water when the plumbing system fills, to avoid air locking and dry running.

If replacing an older Laing SM9xx series circulation pump, ensure that any inline strainer is removed prior to installing an E-10. The increased flow of this pump through a restriction in the suction (such as a strainer) can result in pump starvation and dry running damage.

The pump must be installed with a properly grounded 3 prong cable according to National Electrical Code, local codes and ordinances. To ensure a proper ground and electrical connection please refer to a qualified electrician.

Mounting

For installation purposes, the arrows on the side of the pump housing indicate the direction of water flow through the pump. Ensure the pump and piping is adequately supported. Do not mount the motor above the wet end. Correct orientation of the pump includes mounting horizontally or vertically with suction facing upward only. The pump can roll on its foot (E-10) to allow different angles of discharge alignment. Do not position with discharge port lower than inlet / suction port. This helps prevent air locking.

Ensure the pump mounting is secured to a solid base with pan head self tapping screws.

Operation

Completely fill the plumbing system before starting the pump. Do not start the pump until the plumbing system has been filled. Make sure isolation valves are fully open and the pump is flooded with water.

Purge air from the plumbing system prior to operating the pump. This can be achieved by loosening the plumbing connection at the pump to allow any air present, to escape.

These 2 steps above are very important. The pump can never be allowed to run dry as this can severely damage the pump and will void warranty.

Operate the pump. Ensure water is pumping through the plumbing system. Turn off immediately if no water is flowing within 20 seconds. Once running correctly, recheck after 5 minutes to ensure continued proper operation.

It may be necessary to open a discharge valve, port or fixture to ensure all air is purged. The pump should be running quietly. If gurgling is heard, it may mean that air is still in the system. Turning the pump on and off several times will generally clear remaining air. If gurgling noises persist, recheck and purge the system (note that ozone injection can make a gurgling sound at the injector and not be a pump issue).

Dry run protection. Pump motors are fitted with dry run protection to preserve the MOTOR. If a dry run condition occurs, the motor will stop and restart numerous times in the attempt to purge air. This does not guarantee protection of the wetend / rotor bearing as dry running will cause failure NOT covered by warranty. This dry run motor protection prevents motor failure provided it's addressed when noise is audible from the pump. If left unchecked it can result in seizure and windings or electronic failure. A failed rotor only, due to dry running or chemical / water condition damage, can be ordered from Telealk and replaced rather than a complete pump (Rotor repair kit). If the windings or electronics are damaged, a replacement pump is required.

*Dry running is a term referring to operation of the pump with insufficient water flow or a lack of water present, resulting in overheating.

Trouble Shooting

Motor will not start or run:

Improper electrical connection, blown fuse or circuit breaker, loose or broken wiring, foreign object stuck in impeller, motor failure, dry run motor protection has operated.

Pump will not prime:

Leak, kink or obstruction in suction line, pump is worn, dirty / blocked filter (or not appropriate filter)

Little or no discharge:

Air in pump, suction blockage, head to high, blockage in pump, pump not running, dirty / blocked filter (or not appropriate filter)

Noisy operation:

Air in pump housing / dry running, worn rotor bearing, debris in pump (ex: rust, limescale). TURN OFF IMMEDIATELY when noise is detected and contact a technician. This may prevent terminal failure of the pump.

These pumps have been designed and tested using clean water only. Its suitability for use with liquids other than clean water (ex. antifreeze, salt water, hard water, too chemical water) is the end user's responsibility.

Pump tripping the electrical system (breakers):

If by elemination process you are sure that the pump tripping the electrical system, please contact your supplier. Do not handle a pump or pump motor with wet hands or when standing on a wet or damp surface or in water.

Warranty

Telealk warrants E10 / E14 / E6 / E5 / E3 (hereafter stated as the 'pump') shall be free from defects in materials & workmanship for a period of 12 months from date of supply.

All pump warranty claims are subject to pump return to Telealk for inspection to determine CAUSE OF FAILURE before any warranty repair or replacement can be approved. All claims should be directed to the place of purchase in the first instance (In case of return claim please use the „official complaint Form" delivered with the pump or downloaded from our webstore (www.telealk.com)

In case of any claim we suggest to contact Telealk first to avoid any unnecessary transport cost.

If the pump is found to be defective with a manufacturing fault within the warranty period, the pump will be repaired or replaced. If repair or replacement not possible or the Client don't want a replacement a credit will be issued by wire bank transfer.

This warranty is void if the pump is altered or modified in any way by any person. (including cord replacement / alteration except Telealk approval) or if the product is not installed and used in accordance with these instructions, or if the pump has been subjected to misuse, abuse, or neglect, including CORROSION OR WEAR CAUSED BY CHEMICAL ACTION, limescale, dry running or leak. The pump is for use in water applications in the spa / pool industry only. Use of this pump with any other medium or for any other application will void warranty.

This warranty is void if the pump label / identifying marks have been altered, defaced, or removed.

Telealk liability under this warranty shall be limited to the repair and /or replacement at Telealk discretion, of any pump, or part thereof without charge including freight.

Return freight of the pump under claim is the responsibility of the sender and the current amount of freight charged for outbound freight will be credited to the customer in compensation once a warranty claim is approved. If the warranty reclamation is not accepten, and the customer wants back the defect pump, he has to pay the transport fee in advance prior sending back the pump.

A felek kifejezetten megállapodnak, hogy az eladó Telealk nem tartozik felelőséggel semmilyen vonatkozó munkadíj, szolgáltatás, szállítás vagy egyéb más költség tekintetében, mely a szivattyú kiszerelését vagy újra

beszerelését illeti (beleértve az esetleges hibából következő nyereségkiesést, értékesítési veszteséget, személyi vagy vagyoni károkat vagy bármely egyéb kért.)

It is expressly understood & agreed that Telealk shall not be liable or responsible for any costs incurred for labour, services, transportation, or any other charges that may arise in connection with the removal of the pump and/or installation consequential (including but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) resulting from the use or the inability to use the pump, and the user agrees that no other remedy shall be available to it. The maximum liability under this warranty shall not exceed the Telealk contract price of the pump. In order to receive warranty consideration, the pump must be returned prepaid to Telealk from the person/business that made the original purchase, together with the official Complain Form (proof of purchase, reason for return, pump's serial number, description the problem, operation conditions (photos may be requested).

For warranty to be considered, all pumps returned to Telealk must comply with the following:

-(1) must have been originally sourced / purchased & fully paid for, through Telealk;
-(2) must have prior Telealk authorisation for return
-(3) must be sent prepaid;
-(4) be returned as supplied, with original cord, connector still attached,
-(5) must be accompanied by warranty claim supporting documentation and official claim Form .

Telealk will not cover any pump that was not purchased directly from Telealk under this warranty. E10 / E14 / E6 / E5 / E3 pumps sourced through alternate suppliers such as imported spa manufacturers or spare parts reseller, must have warranty processed through their respective suppliers.

Pumps returned for warranty claims that have warranty rejected are subject to freight & administration charges for return to the customer.

These pumps have been tested using clean water only. Its suitability for use with liquids other than clean water is the end user's responsibility.

Common pump failure causes that are NOT warrantable:

Dry running - operating the pump without sufficient water or flow will cause the bearing surfaces to overheat resulting in irreparable damage to the carbon seal on the rear of the rotor and possible motor can damage. This in NOT warranted.

Chemical overdosing or imbalance or too much scale, in poor water quality application - the abrasive nature of water chemistry in these situations results in the irreparable corrosion / wear of the bearing surfaces and motor can - This is NOT warranted.

Physical damage and rodent damage to pump / cords is NOT warranted. Nor is submersion or any other non manufacturing defect.

Alterations including power cord or connector replacement not carried out or authorised in advance by Telealk that results in failure of the pump.

Motor / electronics manufacturing defects resulting in pump failure ARE warranted where no wet end damage is evident.

Water intrusion into/onto the pump due to spa leak or other malfuntion