



REEFE

SUMP PUMPS

INSTRUCTION MANUAL

APPLICABLE PUMP MODELS



DRS160



DS150



DSE130



DV150



DVE160



RC150



RCA037
RCA075



RDC160



RDS130



RHS105



RHS125



RHV180
RHV220



RPP160



RSE12V
RSE24V



RVC160
RVC220
RVC265
RVC315



RVC260



RVE160
RVE230



RVS155
RVS200
RVS250
RVS300



RVS680
RVS720
RVS850
RVS900
RVS1200



SSV037
SSV075
SSV150
SSV220
SSV370
SSV550

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INSTRUCTION MANUAL & WARRANTY

Please take the time to read the instructions carefully before using this appliance. We recommend that you keep this instruction manual in a safe place for future reference.

SPECIFICATIONS

Specifications are approximate and subject to change without notice. Amps and wattage vary according to the operating load. Refer to the nameplate of the pump for the performance data. Image shown is an example only, design, shape & colours differ, but the basic principles of operation are the same. Do not exceed the given specifications in the use of your pump, or use for purposes for which the pump is not designed. It is the users responsibility to ensure that the product is suitable for the intended application.

PERFORMANCE CURVE

Refer to the nameplate of the pump then search our website www.reefe.com.au for the current tech data sheet.

WARNING: MANDATORY INSTALLATION CONDITION: THE PREMISES WHERE THE PUMP IS INSTALLED MUST BE PROTECTED BY A SAFETY SWITCH (RCD) – DO NOT INSTALL PUMPS WITHOUT THIS PROTECTION

DANGER: Keep the pump equipment protected from interference by children or pets! The appliance is not intended for use by children or infirm or incompetent persons. Do NOT use in spa's, swimming pools, swim ponds, or any other body of water that is used for swimming or bathing, unless the area has been properly cordoned off / locked off to prevent persons from entering the water whilst pumping.

WARNING: This pump is designed for water only. It must NOT be used for Hazardous or flammable liquids. It must NOT be used in locations classified as hazardous.

LIMITATIONS: This pump is suitable to pump fresh water, stormwater and greywater, with soft particles of a size as designated on the data sheet for that model. Refer to the nameplate of the pump then search our website www.reefe.com.au for the current tech data sheet. These pumps are not intended for pumping potable water, and have not been tested for pumping potable water. They are not intended for fire-fighting. The water temperature may be from + 5°C to the maximum as stated on the pumps nameplate.

WARNING: The pump cannot be used for salt water and flammable, corrosive, explosive or dangerous liquids, nor in hazardous areas. Ensure that the pump never runs without water.

DANGER!!! The Pump must not be used when people are in the water

DISCONNECT from the power supply before touching the water or the pump

INSTALLATION GUIDELINES

1. **POWER OFF!!** Before installing or while handling, repairing, cleaning or servicing this pump, be certain the electrical power is disconnected from the pump at all times.
2. **SUITABLE APPLICATIONS:** This product is for the purpose of pumping CLEAN WATER and STORM WATER/RAIN WATER and GREY WATER in normal domestic household use, and for NO OTHER USE. It is not intended nor designed to be used in highly critical installations or for continuous pumping (for example a situation where power failure or pump failure could lead to flooding, do NOT use this pump for those purposes). Performance data quoted is generally from test data and is approximate and does not take into account factors in the installation such as loss of pressure and flow due to pipework & pipe-fittings & valves. It is the purchaser's and/or users responsibility to ensure that the product is fit for their purpose and of sufficient size & performance for their application.

3. **IMPORTANT INSTALLATION REQUIREMENT:** 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. Warranty replacement does not include costs of removal and re-installation as we have no control over the method of installation.
4. **IMPORTANT RE TANK ACCESS:** Ensure that the pump can be removed from the tank without having to enter the tank. NEVER install pumps such that persons need to get inside the tank to remove or work on the pump. Warranty is VOID if persons have to get inside the tank to remove or repair the pump and/or controller. DO use a rope or chain to lift the pump out, DO NOT use the electrical cable.
5. **CHECK-VALVE:** A quality swing-check-valve (non-return valve) must be fitted to the outlet of the pump to avoid backflow, warranty is void if not fitted. It is also best practice to fit a Ball-Valve or Gate-Valve.
6. **FLOAT SWITCH MUST MOVE FREELY:** Do not position the pump where the float switch (where fitted) could get caught as this will cause the pump to run without stopping, and subsequently fail. For standard float type, adjust the water height that the pump stops pumping, by loosening the clamp on the float cable, and lengthening or shortening the swing of the float. WARNING: If you adjust it so the cable is too long the float will lie on the bottom and the pump will not stop until it overheats and burns out. Too short and the float might not go up and down as it should, with the result the pump not working. For vertical float type (as per the pump on the right in the image at top of the page) the float activation point can usually be adjusted by moving the rubber stopper up or down on the shaft (depending on the type) WARNING: Ensure that the float can operate freely or the pump will not work or will not stop, and burn out. This is not covered by warranty. For the manual type (model with no float switch) the pump must be controlled in some manner by the user to ensure it does not run dry and turns off when the liquid level drops to the level of the impeller.
7. **USE BARREL-UNIONS CONNECTIONS:** All pumps must be installed using barrel-union connections to facilitate easy servicing or replacement. Ensure all fittings and joints are watertight.
8. **PIPE SIZING:** ENSURE that a suitable pipe size is used – typically pipe the same size as the pump outlet for short run, go up a size for longer piping distances, up to 10m. For piping that is longer than 10m please confer with your dealer or pump specialist to be certain you do not restrict the pump as this will reduce the performance and the lifespan of the pump. BE AWARE that a long pipe that is too small has the same effect as trying to “lift” the water too high and the performance of the pump is greatly reduced or may stop altogether (for example a 20mm pipe over 30m would severely restrict the performance of most pump pumps, and the result would be a very small amount of water discharging out the end of the pipe).
9. **ELECTRICAL CIRCUIT & WIRING:**
 - a. Installation and electrical wiring must adhere to state and local codes and must be completed before using the pump. All Electrical wiring must be performed by a Licenced Electrician.
 - b. Pump must be connected to a circuit of suitable size for the power requirement of the pump, with a RCD (safety switch) having a rated residual operating current not exceeding 30mA – recommended type is a circuit breaker with integrated RCD.
 - c. Plugging into shared outlets or extension leads may cause low voltage supply to the motor, causing blown fuses, tripping of motor overload, or burnt out motor. The recommended method is to have the pump on its own separate circuit.
 - d. Surge Protection -We recommend that a surge protector is used to protect the electronics of the pump, as damage due to power surges is not covered by the Warranty
 - e. All electrical installations must be earthed in accordance with Electrical Regulations
 - f. The voltage of the power supply must match the voltage of the pump – 230 to 240 volt AC except for 3-Phase pumps which are 415Volts. We do not recommend generator power.

10. WARRANTY VOIDED: The following may cause severe damage to the pump and automatically voids the warranty:
- a. Using an extension cable for power supply.
 - b. Cutting the earth pin off the plug or using an adapter fitting or double adapter.
 - c. Working on the pump while it is connected to the power supply.
 - d. Removing/opening the cable entry point, or the motor housing, unscrewing impellor, or otherwise removing impellor seal (except if this work is done by a qualified Pump Technician)
 - e. Pumping chemicals, corrosive liquids or flammable liquids or pumping hot liquids (Exceeding the temperature on the nameplate)
 - f. Lifting or moving the pump using the power cable.
 - g. Dry operation which will destroy the pump seals.
 - h. Installing the pump inside a tank (enclosed space) in such a manner as you cannot remove the pump without getting inside the tank – this is against best practice and no warranty cover applies in this case.
11. PUMP NOT PUMPING
If the pump does not pump water, check the discharge pipework is free from airlocks or other obstructions. Check that any non-return valves are fitted with the arrow in the correct direction of flow, and are not jammed shut with glue or debris. For further help, refer to the TROUBLE-SHOOTING section.
12. OVERLOAD PROTECTION most models have a built in thermal protection switch. The pump stops if an overload condition occurs. The motor restarts automatically after it has cooled down when the built in thermal protector resets itself. If this problem reoccurs - check as per Trouble Shooting
13. 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 the pump is idle for a long period of time or in very low temperature, it should be removed, washed clean and stored in a dry & safe place.
14. COMMERCIAL &/OR INDUSTRIAL USE: specific applications in commercial or industrial situations require specialist advice which may not be covered in this instruction manual. It is the installer & user's responsibility to obtain specialist advice and to ensure that the pump used is suitable for their application. Warranty is limited to replacement only, of pumps that are proved to have a manufacturing defect, when used in SUITABLE commercial or industrial applications. No warranty applies when used in unsuitable applications.
15. BLEED HOLE: Some models have a bleed hole in the base to allow air to escape to reduce the potential for air locks. Water may spray out while pumping. This is not a fault, it is intentional.

TROUBLESHOOTING CHECKLIST

CAUTION: SHUT OFF POWER TO THE PUMP BEFORE HANDLING

Check the following before requesting service or repair.

A call out fee normally applies for field services and additional labour cost may apply.

PROBLEMS & POSSIBLE CAUSES & RESOLUTIONS

(A) Pump does not run;

1. Check is the water level in the tank too low to lift the float switch > this is the normal operation of the pump.
2. Circuit breaker or Safety Switch is off or the fuse has blown > Turn all Power OFF before attempting service - if it trips again after turning on, the pump might be burnt out – replacement is normally the most economical option.
3. Pump plug is not connected properly, or has been flooded or is wet > Isolate power at main switch, remove plug and allow to dry. If the problem continues, contact a licenced electrician to fix the power outlet so as it is protected from the weather.
4. If all of the above are OK, then check the pump for clogged impeller > clean the impeller > take necessary action to prevent it reoccurring.
5. Thermal overload switch in the pump has activated > investigate why this has occurred before turning it back on, check that the pump is not clogged, check that the outlet pipework is not clogged.

(B) Pump runs but does not deliver water;

1. Check Valve is installed backwards. Arrow on valve should point in direction of flow > Remove and refit it correctly.
2. Check Valve is jammed due to debris or glue etc > Remove and clean and/or repair it and refit it correctly.
3. Discharge shut-off valve (Ball-Valve or Gate-Valve) may be closed > Open the valve
4. Impeller or volute openings are fully or partially clogged > clean the impeller
5. Pump is air-locked > Start and stop a couple of times > Also try moving the pump up and down. If this is not successful, remove the pump to check for blockages > take necessary action to rectify the blockage and to prevent it reoccurring.
6. Vertical pumping distance is too high > Reduce distance or upgrade to a larger pump.

(C) Pump runs and does not stop;

1. Float is stuck in up position > Be sure float operates freely in the sump, premature failure will occur if the pump runs continuously, which is not covered by warranty.
2. If the pump continues to run when the float is in the “Fully down” position – the pump must have a defective float switch > Call our warranty dept on 07 3893 5000 for a replacement, if it is within the warranty period.



Float is in “Fully Down” Position.

(D) Pump not pumping properly;

1. Too high head or pump under specified > Check specifications.
2. Too low water level > Check the water levels
3. Pipework is too long > refer to PIPE SIZING:
4. Pipework is too small > these factors (3 & 4) will severely reduce output of any pump > the longer and smaller the pipe, the lesser the flow you will get.

(E) Pump runs but delivers only a small amount of water;

1. Pump is air-locked > Start and stop several times – see (B)
2. Vertical pumping distance is too high > Reduce distance or upgrade to a larger pump.
3. Too low water level > Check the suction and water levels
4. Serious damage to the impeller > Inspect and have it repaired or replaced by a pump technician.
5. Pump impeller is partially clogged with particles, causing motor to run slow and overload > Disassemble pump and clean.
6. Pipework is too long or too small > refer to PIPE SIZING:

(F) Fuse blows or circuit breaker trips when pump starts;

1. Turn all power OFF before attempting service
2. Motor may be defective. If you have checked and ascertained that it is definitely the pump (by process of elimination) we recommend that the pump be replaced. It is not usually economical to repair a pump that is tripping the circuit breaker or safety switch.
3. Fuse size or circuit breaker may be too small > Recommended to be a dedicated circuit with Integral RCD
4. Impeller or volute opening are fully or partially clogged > Disassemble pump and clean.

(G) Motor runs for a short time, then stops;

1. Pump impeller is partially clogged with particles, causing motor to run slow and overload > Disassemble pump and clean.
2. Motor stator may be overheating > Ensure there is water and float switch is not jammed in the up position.
3. Impeller or volute openings are fully or partially clogged > Clean the impeller

(H) WATER SPRAYS OUT OF HOLE IN THE BASE: this is not a fault. The hole is a bleed hole to allow air to escape, it is part of the normal operation, it is not a fault, no action is required it will not harm the pump, in fact it is to protect the pump.

If after checking all of the above, and the fault continues, if the pump is within warranty period CALL our WARRANTY DEPARTMENT on 07 3893 5000 who will issue authorisation of repair or replacement. We will require a copy of your purchase receipt and the below installation checklist, sent by Email to csv@ascento.com.au or MMS to 0434 687 825

Alternatively, you can return the pump to the place of purchase for a refund, if it is still in warranty.

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

PURCHASER NAME & ADDRESS.....

PHONE NO..... DATE OF PURCHASE/...../.....

DEALER/STORE NAME.....

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

MODEL NUMBER OF PUMP..... BATCH or SERIAL NUMBER.....

INSTALLATION CHECKLIST: MUST BE FILLED IN FOR WARRANTY TO APPLY

Installer Name

Qualification:.....(write Owner if applicable)

Phone Number:.....

If installed by a Plumber or Electrician, Licence No:

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
- ☐ For Permanent Installations: Barrel Unions are fitted on the pipe connections for easy removal & replacement
- ☐ For Permanent Installations: a Swing Check Valve is fitted to the discharge pipe to prevent back-flow
- ☐ Pipe is sized appropriately for the application (suitable diameter and length)
- ☐ Float Switch (if fitted) of the Pump is free to move with no obstructions
- ☐ For a pump Pump that is installed inside a tank or other enclosed space: The installation is constructed so the pump can be removed without persons having to enter the tank/enclosed space.
- ☐ If applicable: The pump is installed in accordance with National & Local Plumbing Regulations
- ☐ For Permanent Installations: The Electrical Supply cable is protected in an appropriate manner in accordance with the current standard of Electrical Safety Regulations AS/NZS 3000 – have it checked by a Licenced Electrician if unsure.
- ☐ If the pump is “hard wired”, there is an isolation switch included (this must only be done by a Licenced Electrician)
- ☐ The pipes and connections and the barrel-union on the pump, have been checked for leaks.
- ☐ If applicable: The Owner has been shown how to access & clean & re-set the pump

Signed by the Installer: Date Installed: ____/____/____

WARNING: ELECTRICAL PRECAUTIONS

Do not install pump if there is no RCD (Safety Switch) on the power circuit. 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 your qualified licensed electrician to disconnect if required.

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

NOTICE: WATER MAY SPRAY OUT OF HOLE IN THE BASE: this is not a fault. The hole is a bleed hole to allow air to escape, it is part of the normal operation, it is not a fault, no action is required it will not harm the pump, in fact it is to protect the pump.

WARRANTY AGAINST DEFECTS

Please scan this QR code to view or download a copy from our website at www.reefe.com.au/warrantyterms. Or you may request a copy by emailing csv@ascento.com.au or by writing to Ascento Warranty Terms PO Box 650 Morningside QLD 4170 or call us on 07 3893 5000 and request a copy.



Brand	Pump Model/ Series which includes Vertical Float versions	Warranty Period
REEFE	RCA Series	2 Years
REEFE	RDC Series	2 Years
REEFE	RDS130	12 months
REEFE	RHS105	2 Years
REEFE	RHS125	12 months
REEFE	RHS750	2 Years
REEFE	RHV Series	2 Years
REEFE	RPP Series	2 Years
REEFE	RSE Series	2 Years
REEFE	RVC & RVE & RVS Series	2 Years
REEFE	SSV Series	12 months
Rain&Town	RC150	2 Years
WaterPro	DRS160, DS150, DSE130 & DV150	12 months
WaterPro	DVE160	2 Years

thank you for your purchase

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