



Instruction Manual & Safety Warnings

Pro Series Backup Sump Pump System PHCC-1000



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Scan the QR code for more information about the PHCC-1000 Battery Backup Sump Pump System

IMPORTANT: Even if the Pro Series 1000 backup sump pump system is installed by someone else, you must read and follow the safety information contained in this manual. Failure to do so could result in property damage, serious injury, or death.

Important Safety Warnings & Instructions

SAVE THESE INSTRUCTIONS. This manual contains important SAFETY WARNINGS and OPERATING INSTRUCTIONS for the Pro Series 1000 battery backup sump pump system. 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. It is important to read this manual, even if you did not install the Pro Series backup sump pump system, since this manual contains safety information regarding the use and maintenance of this product. **DO NOT DISCARD THIS MANUAL.**

ELECTRICAL PRECAUTIONS

⚠ WARNING

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

⚠ DANGER

Risk of electrical and fire hazard. May result in death, serious injury, shock or burns. To help reduce these risks, observe the following precautions:

- **DO NOT** walk on wet areas of the basement until all power has been turned off. If the main power supply is in a wet basement, call an electrician.
- **NEVER** handle the control unit with wet hands or while standing on a wet surface.
- **ALWAYS** unplug the control unit and disconnect the cables from the battery before attempting any maintenance or cleaning.
- **ALWAYS** unplug the main pump when installing or servicing the backup pump or float switch to avoid electric shock.
- **DO NOT** expose the control unit to water, rain or snow. **DO NOT** place the control unit on the floor.
- **DO NOT** pull the cord when disconnecting the control unit. Pull the plug.

- **DO NOT** pull on the float switch cord.
- **DO NOT** use an extension cord. The electrical outlet should be within the length of the controller's power cord and at least 4 feet above the floor.
- **DO NOT** use an attachment not recommended or sold by the manufacturer. It may result in a risk of fire or injury from an electrical shock.
- **DO NOT** operate this product if it has received a sharp blow, been dropped, or otherwise is damaged in any way.
- **DO NOT** use in pits handling raw sewage, salt water, or hazardous liquids. This system is for groundwater use only.
- **DO NOT** disassemble the control unit.
- **DO** protect the electrical cord from sharp objects, hot surfaces, oil and chemicals. Avoid kinking the cord.
- **MAKE SURE** the supply circuit has a dedicated fuse or circuit breaker rated to handle the power requirements of this system.

When service is required, contact Glentronics technical support at **800-991-0466**, or send an e-mail to **service@glentronics.com**. Return the control unit to the manufacturer for any repairs at the following address:

Glentronics, Inc., attn: Repairs
645 Heathrow Drive
Lincolnshire, IL 60069-4205

BATTERY PREPARATION

⚠ WARNING / POISON

Sulfuric acid can cause blindness or severe burns. Avoid contact with skin, eyes, or clothing. In the event of an accident, flush with water and call a physician immediately. KEEP OUT OF REACH OF CHILDREN.

To help reduce these risks, observe the following precautions:

- Someone should be within range of your voice or close enough to come to your aid when you work near a lead-acid battery.
- Have plenty of fresh water and soap nearby in case battery acid contacts skin, clothing or eyes.

- Wear eye and clothing protection and avoid touching your eyes while working with battery acid or working near the battery.
- If battery acid contacts skin or clothing, wash immediately with soap and water. If acid enters eye, immediately flood eye with running cold water for at least 15 minutes and get prompt medical attention.

⚠ WARNING: Battery posts and terminals contain lead, lead compounds or chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling. See www.p65warnings.ca.gov for more information.

⚠ WARNING: Battery fluid can expose you to chemicals including strong inorganic acid mists containing sulfuric acid, which is known to the State of California to cause cancer. For more information go to www.P65warnings.ca.gov.

BATTERY PRECAUTIONS

⚠ DANGER

Explosive gases could cause serious injury or death. Cigarettes, flames or sparks can cause a battery to explode in enclosed spaces. Charge in a well-ventilated area. Always shield eyes and face from battery. Keep vent caps tight and level.

To help reduce these risks, observe the following precautions:

- **NEVER** smoke or allow a spark or flame in the vicinity of the battery.
- Use the Pro Series control unit for charging a LEAD-ACID battery only. **DO NOT** use the control unit for charging dry-cell batteries that are most commonly used with home appliances.
- Be sure the area around the battery is well-ventilated.
- When cleaning the battery, first fan the top of the battery with a piece of cardboard (or another nonmetallic material) to blow away any hydrogen or oxygen gas that may have been emitted from the battery.
- **DO NOT** drop a metal tool onto the battery. It might spark or short-circuit the battery and cause an explosion.

- Remove personal metal items such as rings, bracelets, watches, etc. when working with a lead-acid battery. A short circuit through one of these items can melt it, causing a severe burn.
- **ALWAYS** remove the charger from the electrical outlet before connecting or disconnecting the battery cables.



- Check the polarity of the battery bolts. The POSITIVE (+) battery bolt often has a larger diameter than the NEGATIVE (-) bolt.
- When connecting the battery cables, first connect the large ring on the end of the RED wire to the POSITIVE (+) bolt and then connect the small ring on the end of the BLACK wire to the NEGATIVE (-) bolt of the battery. Never allow the rings to touch each other.
- **ALWAYS** keep the cover secured on the battery box by slipping the tabs through the fittings on the front and back of the box.

⚠ DANGER

Do not use this system to pump flammable or explosive fluids such as gasoline, fuel oil, kerosene, etc. This system is rated for groundwater use only.

DO NOT use this system in pits handling raw sewage or other hazardous liquids.

Introduction

The battery-operated Pro Series 1000 backup sump pump system, designed as an emergency backup to support your main AC sump pump, automatically will begin pumping any time the float switch is activated by rising water. Should any malfunction or emergency occur that involves the sump pump, the battery, or the AC power, the Pro Series system will sound an alarm. A light on the display panel of the control unit will indicate the cause of the alarm and the corrective action.

For added reliability, the float switch has not one but two floats. If one float fail to operate, the second float automatically activates the pump.

The Pro Series Sump Pump System includes:

- A control unit with a dual float switch and battery cables
- A pump with a 1½-inch PVC pipe adapter
- Two (2) plastic wire ties for mounting the float switch and the control unit
- A battery box
- A battery charger

You also will need to supply:

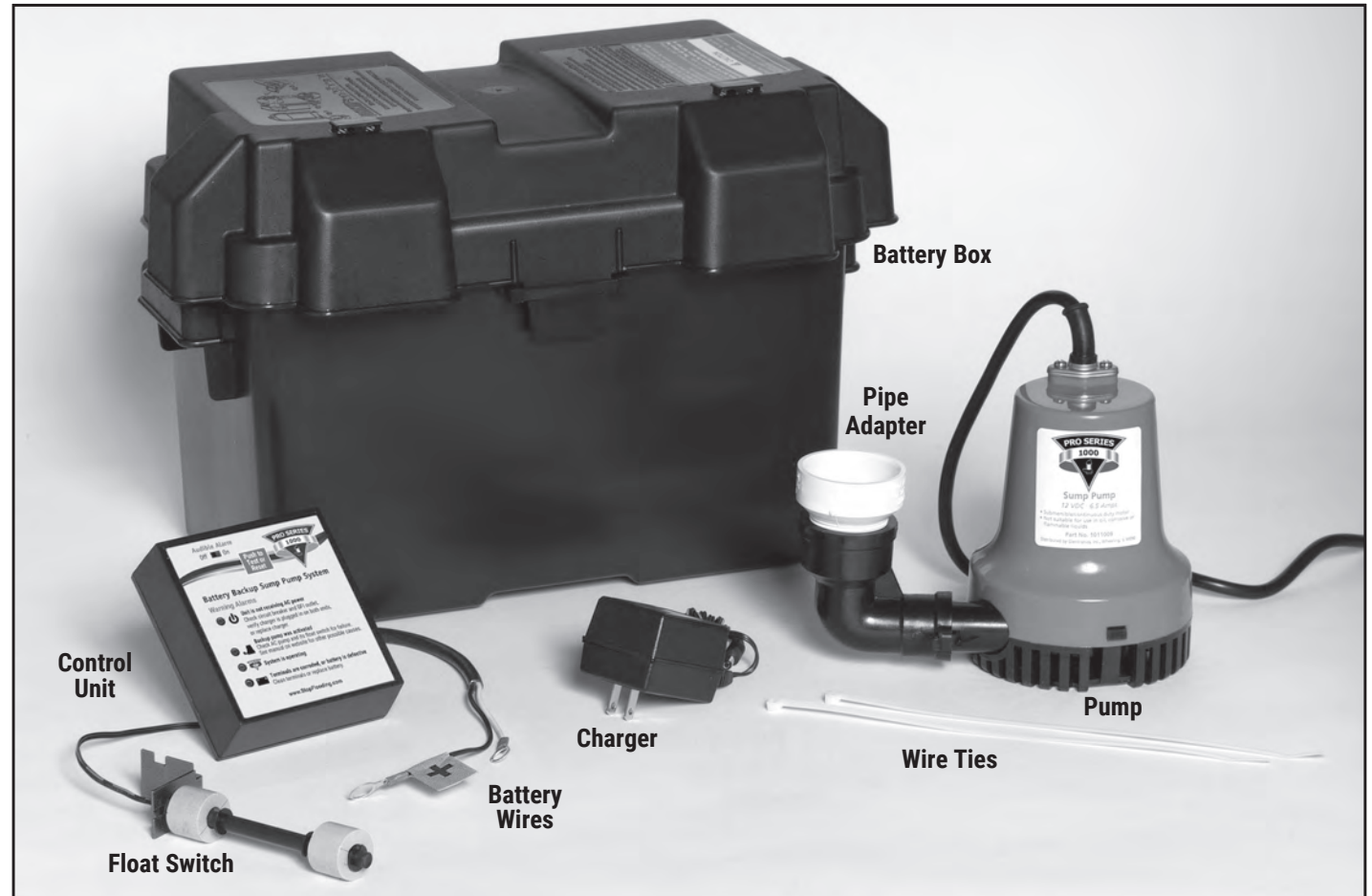
- A Pro Series B12-100 Maintenance Free (AGM) Standby Battery.

DO NOT use an automotive battery with this system.

The internal construction of some batteries may not be compatible with this system. Glentronics cannot guarantee the compatibility of other brands of batteries.

The use of a Pro Series battery is HIGHLY recommended.

- 1½-inch rigid PVC pipe and fittings
- PVC cement and primer



- A union with hose clamps or a wye connector and two (2) check valves, depending on the installation method you use
- A surge protector (recommended)

For narrow sump pits you will need these additional parts:

- An "L" bracket at least six (6) inches long (preferably one that will not rust)
- Two (2) stainless-steel hose clamps
- One (1) stainless-steel screw (#8-32 x ¾-inch), a matching washer and nut



Use of a Pro Series Klunkless Check Valve™ (PS-CVKSRRU15) will provide quieter operation. (See page 15 for more information.)



Replacement Parts

Pump	1011009
Float switch assembly	FLOAT-DL-MC
Pipe adapter	1120002
Charger	1015010
Battery box	1113003

Call 800-991-0466 to order parts.

System Specifications

Power supply requirements115 volts AC
Pumping capacity 2,000 GPH @ 0'
Pumping capacity 1,000 GPH @ 10'
Pump dimensions w/elbow	. . . 6½" H x 8½" W
Pump housing & strainer noncorrosive, will not rust
Pump	. . . can run dry for short periods of time
Float switch independent, can be set at any level

Pump & Pipe Installation Instructions

Two basic methods can be used to install the pump: a direct discharge to the outside of the building or a connection to an existing discharge pipe. The same two options apply in very narrow sump pits where the backup pump must be mounted above the main pump.

Use a pit that conforms to all local codes, and check the code to see if a gate valve or ball valve is required.

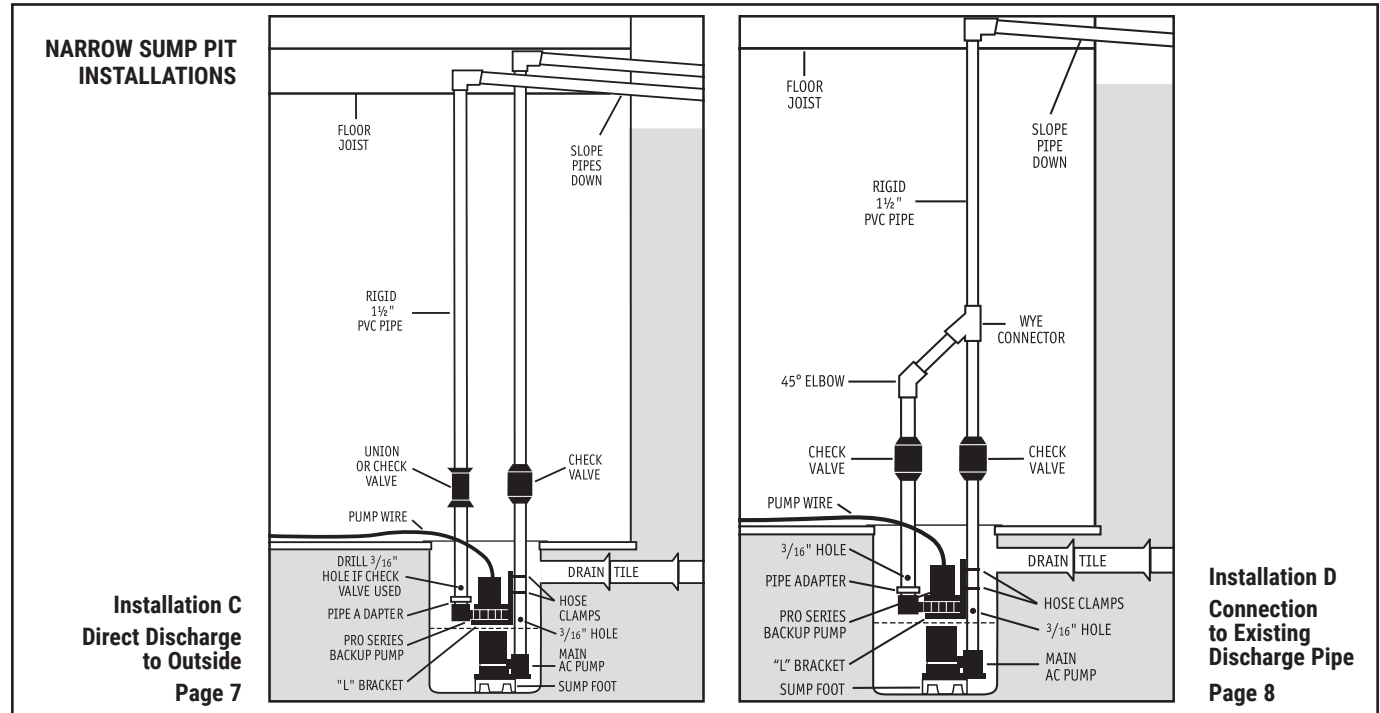
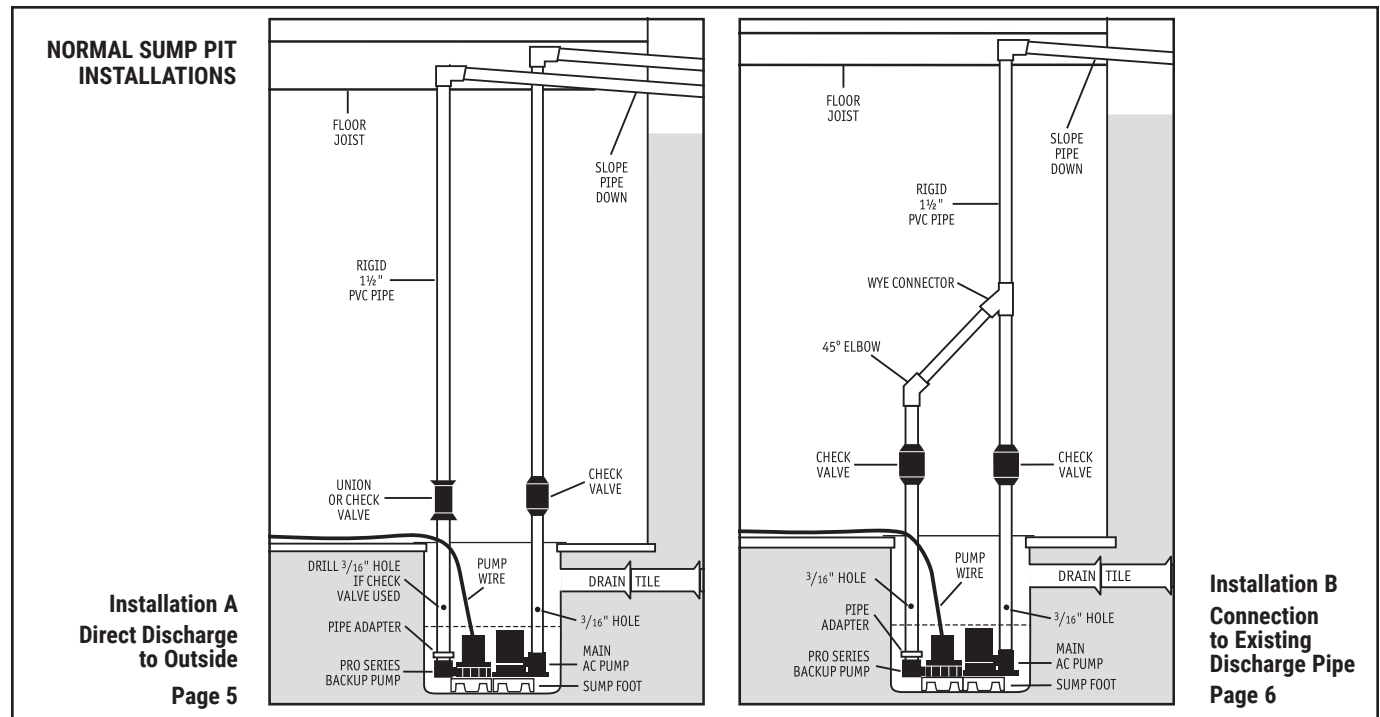
Whenever possible, install your Pro Series backup pump with a direct discharge to the outdoors. By using this method, the water from the pit will always have an outlet. During times of very heavy rain, many storm sewers fill up. If your pump is trying to discharge water into a full sewer, the water has nowhere to go. By discharging directly outdoors, the water pumped out of the pit has an outlet. For this method, drill a hole through a floor joist or the foundation from the basement to the outside of the house and run the water as far away from the foundation as possible.

If the direct discharge method is not possible or convenient, the Pro Series pump can be connected to the same line as your main AC sump pump by installing a wye connector and two (2) check valves.

In most cases, the backup pump will fit next to the main AC pump in the sump pit. In very narrow pits, the backup pump can be mounted above the main AC pump. Try to fit the backup pump next to the main AC pump first. Make sure enough room exists so that the backup pump and the main pump do not touch each other. Before starting the installation, clean the pit of all debris. The pump's strainer must be kept clear. The pump should not be set directly onto a clay, earthen, or sand base. Insert a sump foot (SF1A or SF2A) under the pump to provide a solid base and to raise the pump off the sump pit floor. The pump should be level. Install discharge plumbing according to local, regional and state codes.

Select the installation method that will best suit your needs from the diagrams at the right. Full instructions for each installation method are provided on the following pages.

Installation may take several hours.



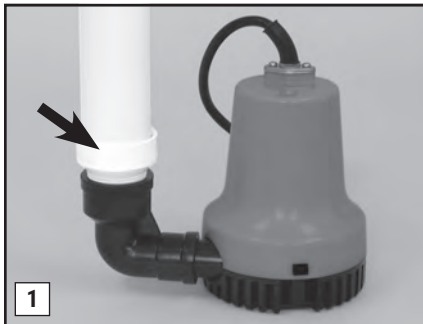
Pipe & Pump Installation Instructions

INSTALLATION A: DIRECT DISCHARGE TO THE OUTSIDE OF THE BUILDING (Diagram A)

⚠ DANGER

Unplug the main AC pump when installing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death.

1. Cut a piece of 1½-inch rigid PVC pipe long enough to reach from the bottom of the sump pit to one (1) foot above the floor. Prime and cement it to the pipe adapter, and then screw the adapter into the pump.
2. Secure the pump wire so that the plug on the end will not fall into the pit. Attach the wire to the pipe with a piece of tape.
3. Place the pump with the PVC pipe attachment on the bottom of the sump floor next to the main AC pump. *The pumps should not touch each other.* Do not mount the pump to any existing pipes. Clean the pit of all debris.



The pump's strainer must be kept clear. The pump should not be set directly onto a clay, earthen, or sand base. Install a sump foot (SF1A or SF2A) under the pump to provide a solid base and to raise the pump off the sump pit floor. The pump should be level.

4. Attach a union or a check valve to the top of the 1½-inch pipe. This will allow the pump to be removed easily should the need arise.

The path of the rest of the pipe and the details of each installation will vary. Using sound plumbing practices, route the discharge pipe to an exterior wall via the shortest path with the fewest turns. More turns will reduce the pumping capacity. The pipe section exiting the building should be on a downward slope so that the water in the pipe will exit outside instead of returning to the sump pit. Be sure to seal the hole in the wall where the pipe exits, and prime and cement or clamp all connections securely to prevent leaking. When directly discharging to the outside of the building, no check valve is required. However, a check valve will prevent water from flowing back into the pit when the pump has stopped.

CAUTION

If you use more than a total of 20 feet of pipe

including vertical and horizontal runs in the installation, install a check valve in place of the union. Make sure to install the check valve with the arrow pointing up or it will not prevent the backflow of water. When a check valve is used, a 3/16-inch hole must be drilled in the PVC pipe above the Pro Series pump. Drill the hole at a 45° angle toward the top of the sump to avoid splashing water outside the sump pit. Make sure the hole is above the water line and below the check valve. If a hole is not drilled above the pump, an air lock may prevent the pump from operating.

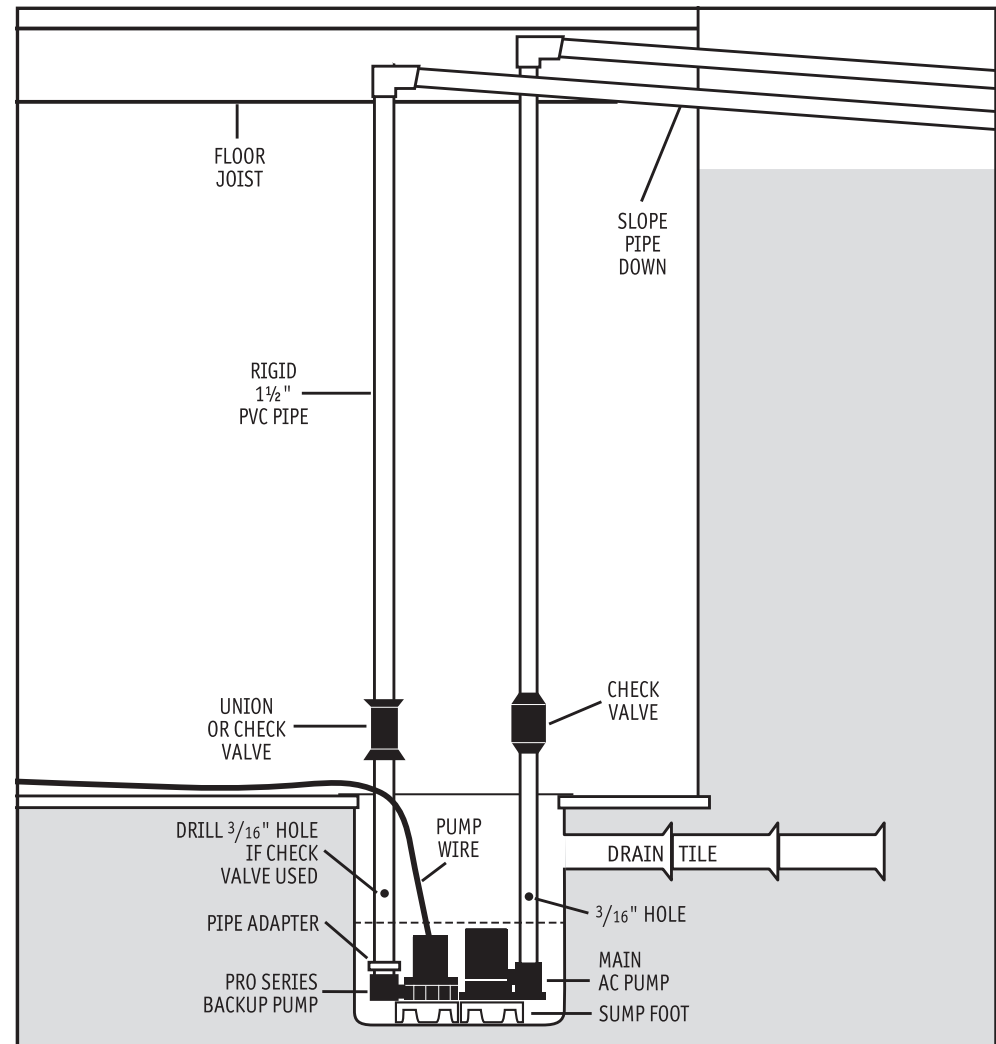
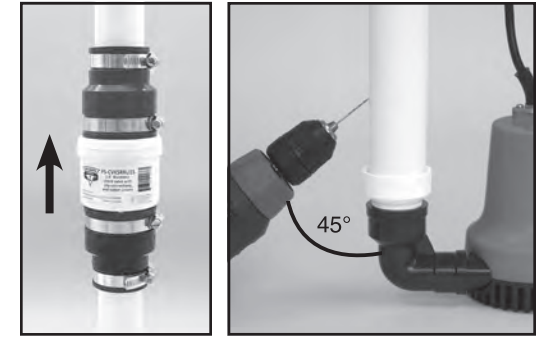


Diagram A

Pump & Pipe Installation Instructions

INSTALLATION B: CONNECTION TO AN EXISTING DISCHARGE PIPE (Diagram B)

Depending on your installation requirements, PVC pipe lengths will vary. Cut the pipes and assemble them as shown in photo #7. Do not cement them together until you are sure they are cut to the correct lengths. It is important to keep the discharge pipes on both pumps parallel to each other so that the pumps remain flat on the floor of the pit. More detailed instructions follow.

⚠ DANGER

Unplug the main AC pump when installing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death.

1. Cut a piece of 1½-inch rigid PVC pipe long enough to reach from the bottom of the sump pit to one (1) foot above the floor. Prime and cement it to the pipe adapter, and then screw the adapter into the pump.
2. Install a check valve on the top of the PVC pipe attached to the Pro Series pump. Make sure it is installed with the arrow pointing up or it will not prevent the backflow of water.

CAUTION

3. **When a check valve is used, a 3/16-inch hole must be drilled in the PVC pipe above the Pro Series pump. Make sure it is above the water line and below the check valve. Drill the hole at a 45° angle toward the top of the sump to avoid splashing water outside the sump pit. If a 3/16-inch hole is not drilled in the pipe above the pump, an air lock may prevent the pump from operating.**
4. If the discharge pipe of the main AC pump has no check valve, one must be installed at this time. Cut the discharge pipe approximately one (1) foot above the floor. Install a check valve on the top of the pipe and tighten the bottom hose clamp. Next prime and cement a small



1

piece of 1½-inch PVC pipe to the bottom of a wye connector. Prime and cement the top of the wye assembly to the discharge pipe with the wye extension facing down toward the backup pump. Then connect the bottom of the assembly to the check valve and tighten the hose clamp.

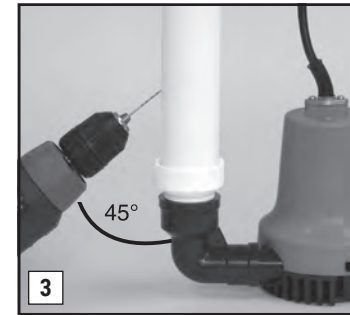
CAUTION

Failure to install a check valve between the wye connector and the main AC pump will cause the main system to not operate properly. A 3/16-inch hole must also be drilled in the PVC pipe above the main AC pump.

5. Secure the pump wire so that the plug on the end will not fall into the sump. Attach the wire to the pipe with a piece of tape.
6. Place the pump with the PVC pipe attachment on the bottom of the sump floor next to the main AC pump. The pumps should not touch each other. Do not mount the pump to any existing pipes. Clean the pit of all debris. The pump's strainer must be kept clear. The pump should not be set directly onto a clay, earthen, or sand base. Install a sump foot (SF1A or SF2A) under the pump to provide a solid base and to raise the pump off the sump pit floor. The pump should be level.
7. Connect a piece of 1½-inch PVC pipe above the check valve of the Pro Series pump, and attach a 45° elbow to that pipe. Extend another piece of pipe to reach from the 45° elbow to the wye connector on the other pipe.
8. Prime and cement all pipe connections securely to prevent leaking, and tighten all hose clamps.



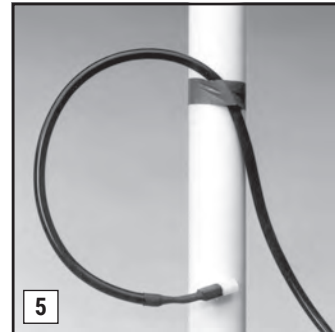
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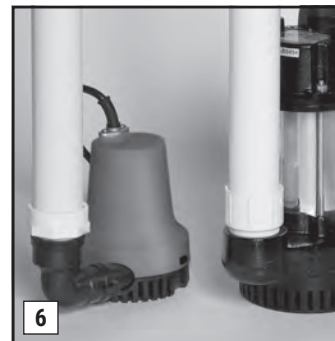
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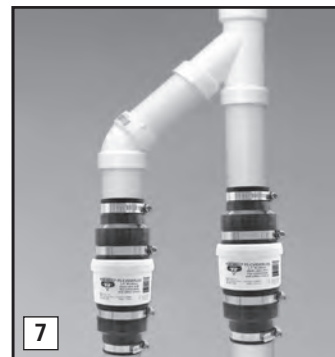
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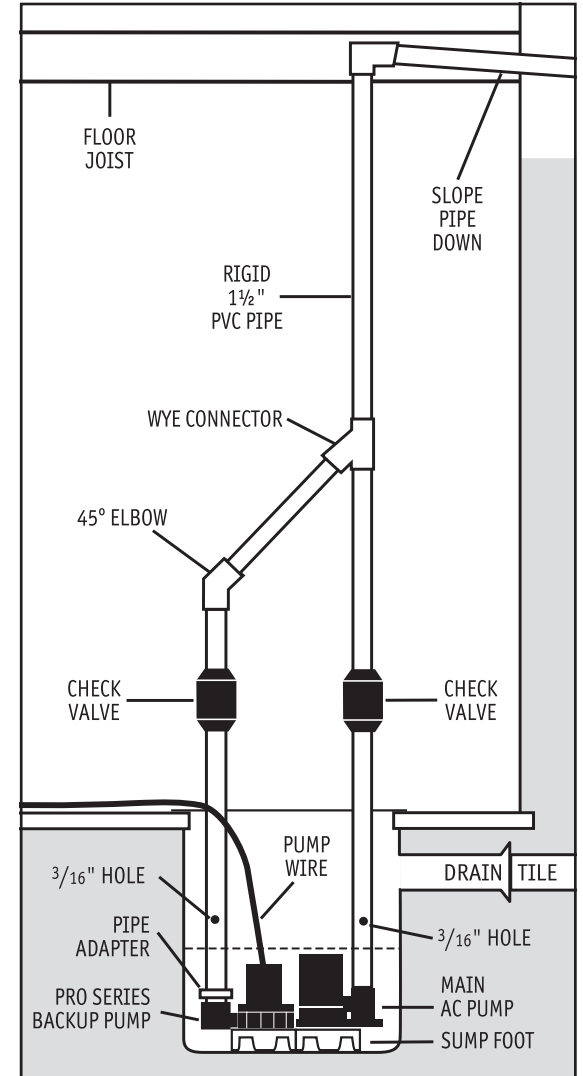


Diagram B

Pump & Pipe Installation Instructions

INSTALLATION C: DIRECT DISCHARGE TO THE OUTSIDE OF THE BUILDING FOR NARROW SUMP PITS (Diagram C)

⚠ DANGER

Unplug the main AC pump when installing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death.

1. Attach an "L" bracket to the discharge pipe of the main AC pump with two (2) stainless-steel hose clamps. Position the bracket so the bottom of the "L" is just above the top of the main pump and out of the way of any float switch on the main pump.
2. (a) Remove the black bottom strainer of the pump by pressing in the two tabs on the strainer and pushing down. Holes suitable for mounting are on the bottom of the strainer. (b) Using the #8-32 x 3/4"-inch stainless-steel screw, washer and nut,

attach the strainer to the "L" bracket. (c) Once the strainer is attached, simply press the rest of the pump onto the mounted strainer.

3. Secure the pump wire so that the plug on the end will not fall into the pit. Attach the wire to the pipe with a piece of tape.
4. Cut a piece of 1½-inch rigid PVC pipe long enough to reach from the elbow of the backup pump to one (1) foot above the floor. Prime and cement it to the pipe adapter, and then screw the adapter into the pump.
5. Attach a union or check valve to the top of the 1½-inch PVC pipe. This will allow the pump to be removed easily should the need arise.

The path of the rest of the pipe and the details of each installation will vary. Using sound plumbing practices, route the discharge pipe to an exterior wall via the shortest path with the fewest turns. More turns will reduce the pumping capacity. The pipe section exiting the building should be on a downward slope so that the water in the pipe will exit outside instead of returning to the sump pit. Be sure to seal the hole in the wall where the pipe exits, and prime and cement or clamp all connections securely to prevent leaking.

When directly discharging to the outside of the building, no check valve is required. However, a check valve will prevent water from flowing back into the pit when the pump has stopped.

CAUTION

If you use more than a total of 20 feet of pipe including vertical and horizontal runs in the installation, install a check valve in place of the union. Make sure it is installed with the

arrow pointing up or it will not prevent the backflow of water. When a check valve is used, a 3/16-inch hole must be drilled in the PVC pipe above the Pro Series pump. Drill the hole at a 45° angle toward the top of the sump to avoid splashing water outside the sump pit. Ensure the hole is above the water line, and below the check valve. If a hole is not drilled above the pump, an air lock may prevent the pump from operating.

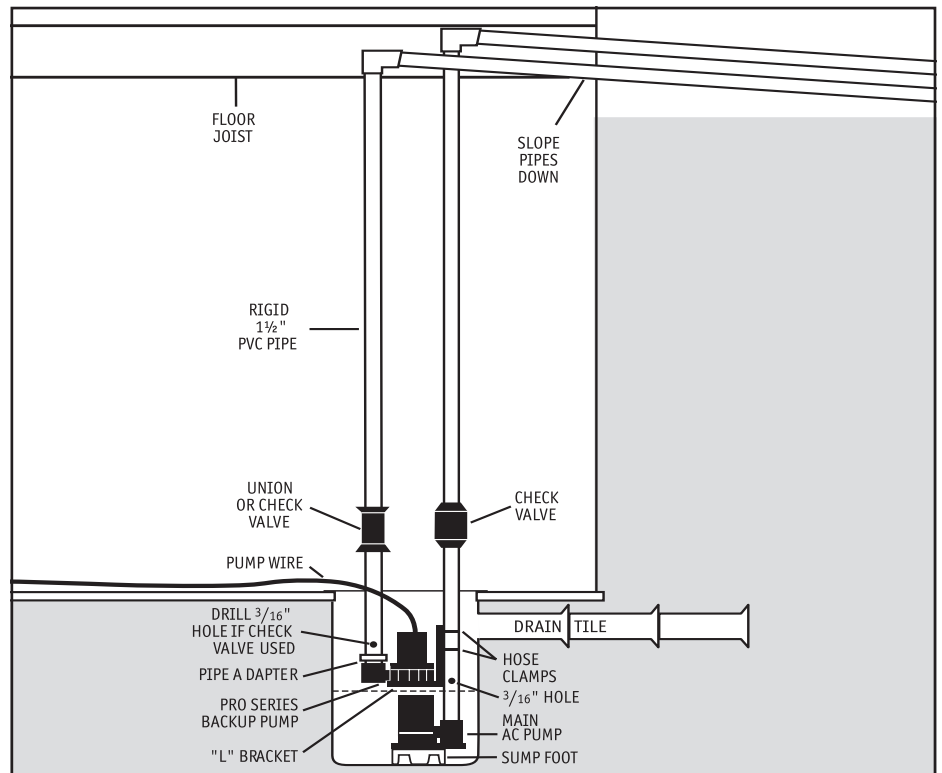
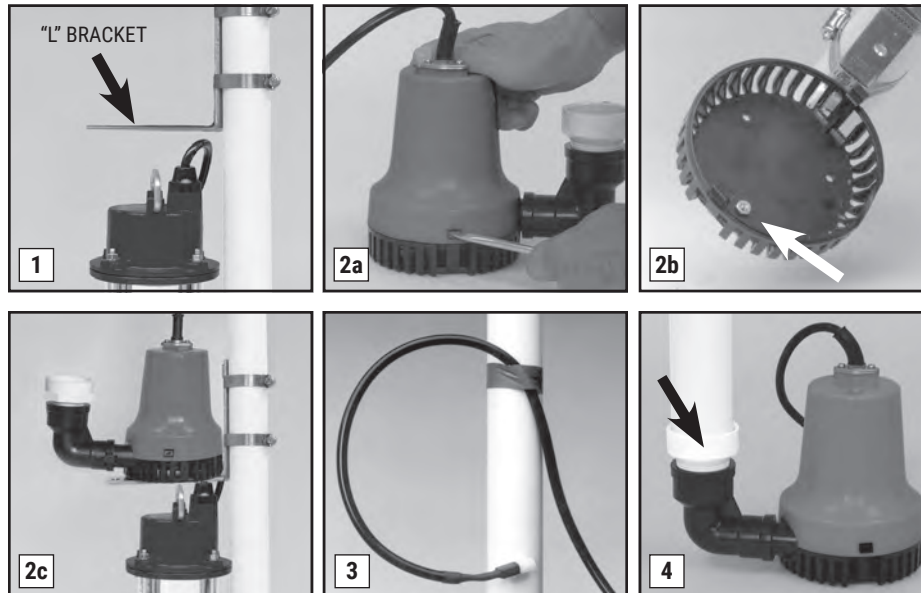


Diagram C

Pump & Pipe Installation Instructions

INSTALLATION D: CONNECTION TO EXISTING DISCHARGE PIPE FOR NARROW SUMP PITS (Diagram D)

Depending on your installation requirements, PVC pipe lengths will vary. Cut the pipes and assemble them as shown in photo #8. Do not cement them together until you are sure they are cut to the correct lengths. It is important to keep the discharge pipes on both pumps parallel to each other so that the pumps remain flat on the floor of the sump. More detailed instructions follow.

⚠ DANGER

Unplug the main AC pump when installing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death.

1. Attach an "L" bracket to the discharge pipe of the main AC pump with two (2) stainless-steel hose clamps. Position the bracket so the bottom of the "L" is just above the top of the main pump, and out of the way of any float switch on the main pump.
2. (a) Remove the black bottom strainer of the pump by pressing in the two tabs on the strainer and pushing down. Holes suitable for mounting are on the bottom of the strainer. (b) Using the # 8-32 x 3/4-inch stainless-steel screw, washer and nut, attach the strainer to the "L" bracket. (c) Once the strainer is attached, simply press the rest of the pump onto the mounted strainer.
3. Secure the pump wire so that the plug on the end will not fall into the sump. Attach the wire to the pipe with a piece of tape.
4. Cut a piece of 1½-inch rigid PVC pipe long enough to reach from the elbow of the backup pump to one (1) foot above the floor. Prime and cement it to the pipe adapter, and then screw the adapter into the pump.
5. Install a check valve on the top of the PVC pipe attached to the Pro Series pump. Make sure it is installed with the arrow pointing up or it will not prevent the backflow of water.
6. When a check valve is used, a 3/16-inch hole must be drilled in the PVC pipe above the Pro Series pump. Make sure it is above the water line and below the check valve. Drill the hole at a 45° angle toward the top of the sump to avoid splashing water outside the sump pit. If a 3/16-inch hole is not drilled above the pump, an air lock may prevent the pump from operating.
7. If the main AC pump discharge pipe has no check valve, one must be installed at this time. Cut the discharge pipe approximately one (1) foot above the floor. Install a check valve on the pipe and tighten the bottom hose clamp. Now prime and cement a small piece of 1½-inch PVC pipe to the bottom of a wye connector. Prime and cement the top of the wye assembly to

the discharge pipe with the wye extension facing down toward the backup pump. Now connect the bottom of the assembly to the check valve and tighten the hose clamp.

CAUTION

Failure to install a check valve between the wye connector and the main AC pump will cause the main system to not operate properly. A 3/16-inch hole must also be drilled in the PVC pipe above the main AC pump.

8. Connect a piece of 1½-inch PVC pipe above the check valve of the Pro Series pump, and attach a 45° elbow to that pipe. Extend another piece of pipe to reach from the 45° elbow to the wye connector on the other pipe.
9. Prime and cement all pipe connections securely to prevent leaking, and tighten all the hose clamps.

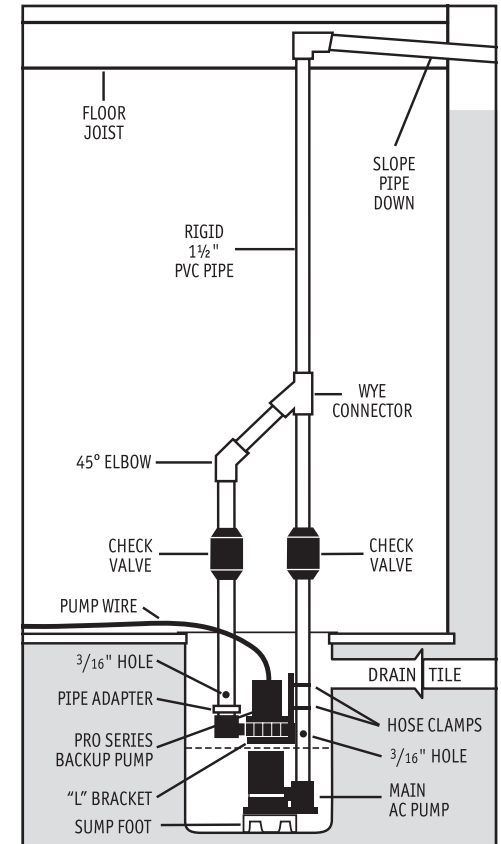
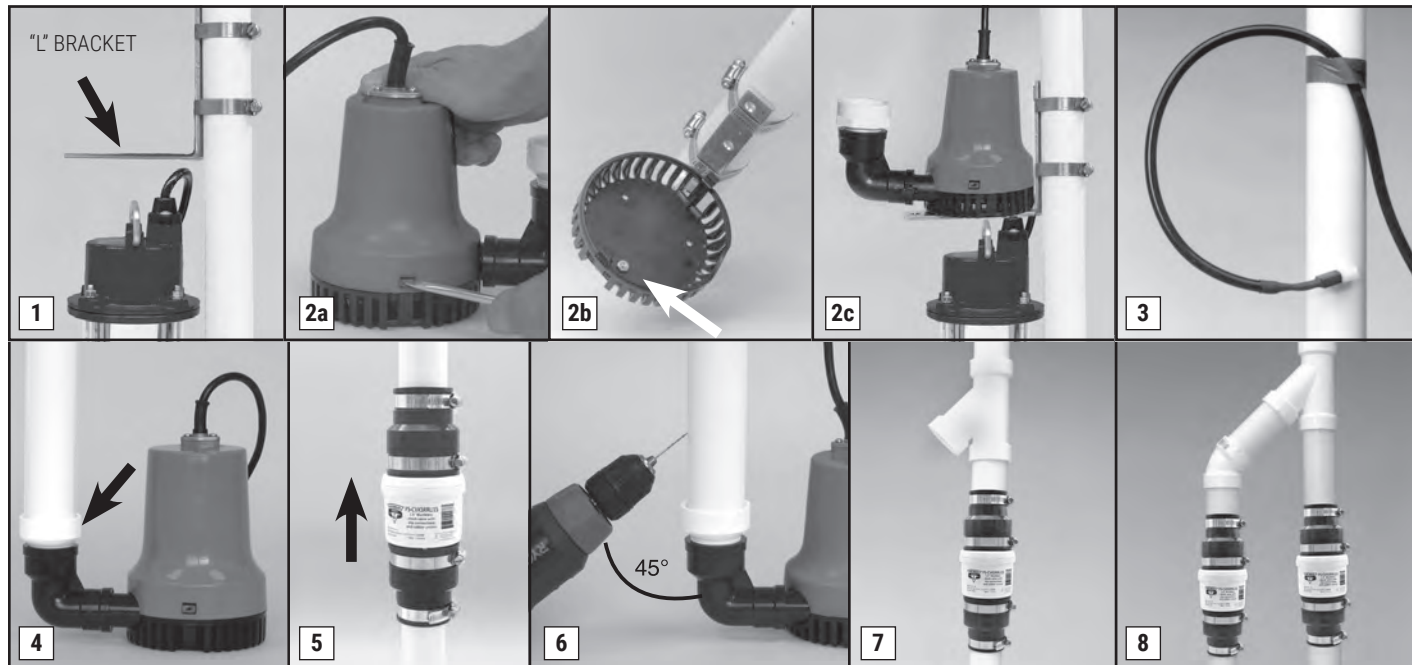


Diagram D

Battery Instructions

The Pro Series Maintenance Free Standby Battery (B12-100) has been designed to run this system for an extended period of time. Typically the pump will turn on and off, and the battery will run the pump intermittently for days. The unique materials in this battery enable it to last longer in standby service.

CAUTION

- The use of automotive batteries is **NOT** recommended. Automotive batteries are not designed for this application. They will only run the pump for a short time and will have a shorter life than a standby battery.
- The internal construction of some batteries may not be compatible with this system. Glentronics cannot guarantee the compatibility of other brands of batteries. The use of a Pro Series battery is **HIGHLY** recommended.

⚠ DANGER

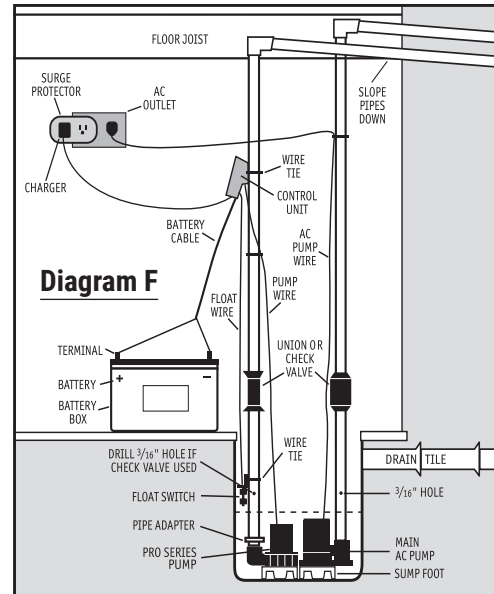
- Contains sulfuric acid. Wear eye and clothing protection. If battery acid contacts skin or clothing, wash immediately with soap and water. If acid enters eyes, flush with water for 15 minutes, and get prompt medical attention. Review the safety instructions on page 2.

Control Unit Connections

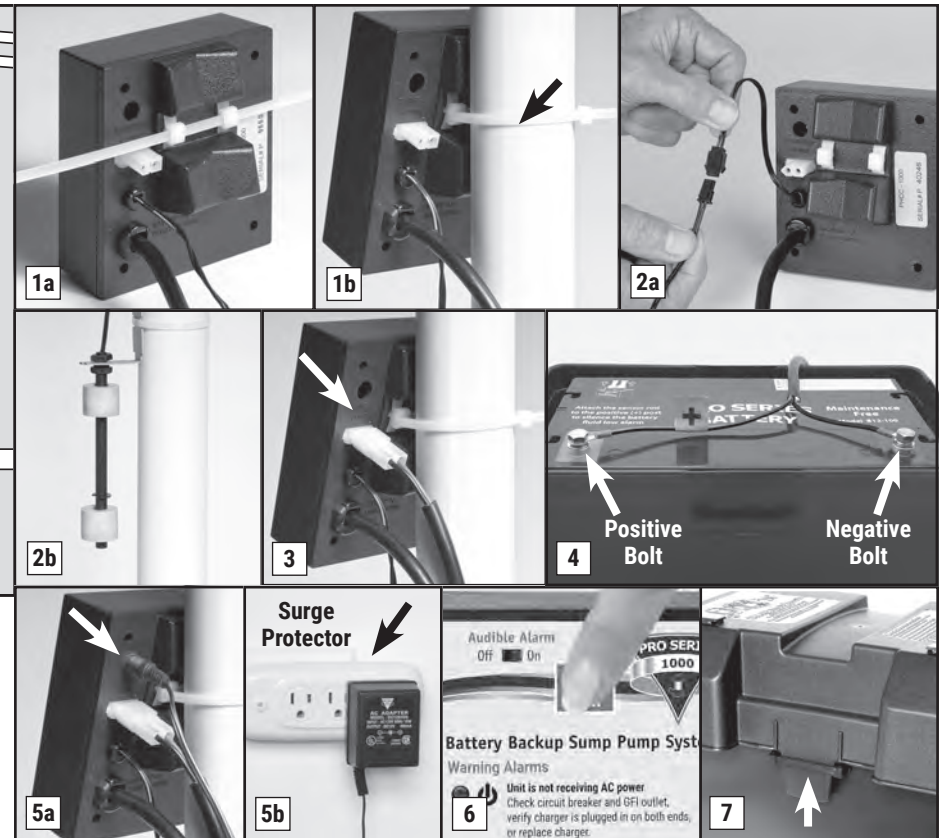
⚠ DANGER

Risk of electrical shock or battery explosion, which can cause serious injury or death. Unplug the main AC pump to avoid electrical shock. Wear eye protection. Work in a well-ventilated area. Do not smoke or allow a spark or flame in the vicinity of the battery. Avoid dropping metal tools on the battery. If battery acid contacts eyes, flush with water for 15 minutes and get prompt medical attention. Review the safety instructions on page 2.

When you position the control unit on the discharge pipe, be sure the charger cord will reach the AC power outlet, and the pump cable and the float switch will reach the bottom of the sump. Position the unit in a well-ventilated area. Do not place anything on top of the battery. (Diagram F)



1. **Mounting the control unit:** (a) Thread one plastic wire tie through the two mounting brackets on the back of the control unit. (b) Secure the controller to the discharge pipe of the Pro Series pump by wrapping the tie around the pipe and pulling it tight.
2. **Positioning the dual float switch:** (a) The float switch wire includes a connector that can be separated from the controller when the wire needs to be threaded through small openings such as a sump pit cover. Be sure the float switch wire connection is secure before final installation. (b) The float switch will activate the pump when the water raises either float, and it will remain running as long as the water is above the float. When the water drops below the float switch, an internal timer in the control unit will keep the pump running an additional 25-30 seconds to empty the sump pit. The switch should be mounted about six (6) inches above the water level line in the sump pit. Attach the float switch very securely to the discharge pipe with the plastic wire tie. *Be sure the switch is positioned vertically with the mounting bracket at the top. Do not tilt the switch. Do not position the float switch on the side*



of the discharge pipe facing the drain tile or any incoming rush of water!

3. **Connecting the pump:** Remove the security tag from the pump and plug the pump wires into the pump connector on the back of the control unit. Keep the backup pump wire, the AC pump wire, and the float wire separate from each other. Do not let them cross on the final installation.
4. **Connecting the battery:** Remove the bolts from the battery. Remove the security tag from the battery cables. Attach the battery cables to the battery: the RED wire to the POSITIVE (+) bolt and the BLACK wire to the NEGATIVE (-) bolt. Replace the battery bolts and tighten them.
5. **Connecting the charger:** (a) Immediately plug the charger into the charger hole on the back of the control unit, then (b) into an AC outlet on the wall. (Use a surge protector to provide additional protection for the control unit).
6. If the pump alarm is sounding, press the RESET button on the front of the control panel to silence the alarm.
7. Secure the cover on the battery box by slipping the tabs through the fittings on the front and back of the box.
8. After the initial installation, be sure to check the pump operation by filling the sump pit with water and observing the pump through several full cycles.
9. **BE SURE TO PLUG IN THE MAIN AC PUMP WHEN YOU FINISH THE INSTALLATION.**

Understanding the Warning Lights & Alarms

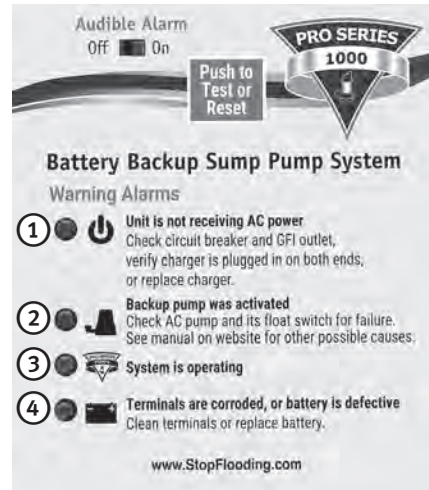
The Pro Series control unit features a series of warning lights that pinpoint potential problems. An alarm also sounds to alert you to the issue. In some cases the lights and alarm will go off automatically when the problem has been solved. In others, the RESET button on the front of the control unit must be pushed to silence the alarm. Refer to the table below for a quick review of the features and their corresponding alarm status.

Warning	Alarm can be silenced before problem is corrected	Alarm shuts off automatically when the problem is corrected
Power problem	Yes (Can silence during outage with slide switch)	Yes
Pump was activated	Yes (Can silence during periods of use with slide switch)	No, push the RESET button
System is operating	No alarm	No alarm
Battery problem	No	Yes

SILENCING THE ALARM DURING AN EMERGENCY

The Pro Series 1000 is equipped with a switch that will silence the audible alarm during an extended emergency. The "AC power" ① and "Pump was activated" ② alarms can be silenced during a power outage or during heavy rains when the pump is activated repeatedly.

To silence both the "AC power" and "Pump was activated" alarms, slide the "Audible Alarm" switch to OFF. The "AC power" and/or the "Pump was activated" light will remain on, but the audible alarm will not sound. **After the emergency, slide the switch to the ON position to resume the full monitoring capability or you will not be warned the next time an emergency occurs.**



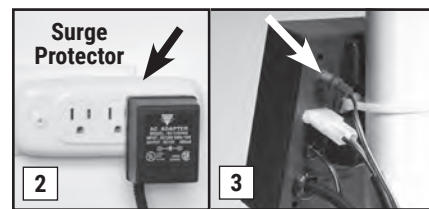
The "Terminals are corroded" ④ alarm cannot be silenced. It requires immediate attention.



Power failure can have several causes. The most common is a power outage by your electric company. During this emergency, the Pro Series system will automatically switch to battery power and protect your basement from flooding.

You can silence the "AC power" alarm by sliding the "Audible Alarm" switch to OFF. The alarm will be silenced, but the light will stay on. The system will continue to operate while the power alarm is silenced. **Be sure to slide the switch to the ON position when the power is restored to resume full monitoring capability.**

1. If the power is on in the rest of the house, check the home circuit breaker or fuse box for failure, and correct the problem.
2. Check the charger. Make sure it is securely



plugged into the wall outlet. Verify the outlet is working.

3. Check the charger plug that fits into the rear panel of the control unit. Make sure it is securely plugged into the control unit.

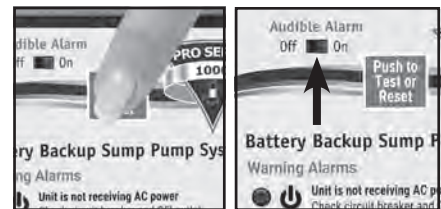
The control unit must receive 115 volts AC +/- 5% from the AC outlet. Any voltage lower than 110 volts will activate the "AC power" alarm. Lower voltages can be caused by utility company brownouts or a heavy power draw from other appliances on the same circuit. Reduce the number of appliances on the circuit.

If all the connections are secure and the wall outlet is operating, but the "AC power" warning light is still on, replace the charger unit with the Pro Series part number 1015010. Contact Glentronics at 800-991-0466 for parts.



When the water rises in the sump pit and activates the float switch, the pump will begin pumping, and the "Backup pump was activated" light and alarm will turn on. The alarm stays on so you are aware the standby system was used to empty water from the sump. Try to determine what caused the system to activate.

- Check the main AC pump for failure. It may not be working, the float switch may be stuck, or it may be too small to handle the inflow of water.
- Verify the check valve is working and installed correctly.
- Make sure the discharge pipe is not clogged or frozen.
- If the power was out, the backup pump was automatically activated. Push the RESET button on the front of the control panel to reset the alarm.



During a power outage or times when the pump is activated repeatedly, you can temporarily silence the alarm by sliding the "Audible Alarm" switch to OFF. **When the primary pump has resumed normal operation and the backup pump is no longer activating repeatedly, slide the switch to the ON position to resume the full monitoring capability.** The alarm and pump light will still be on. Push the RESET button on the front of the control panel to silence the alarm.

REPLACING THE PUMP



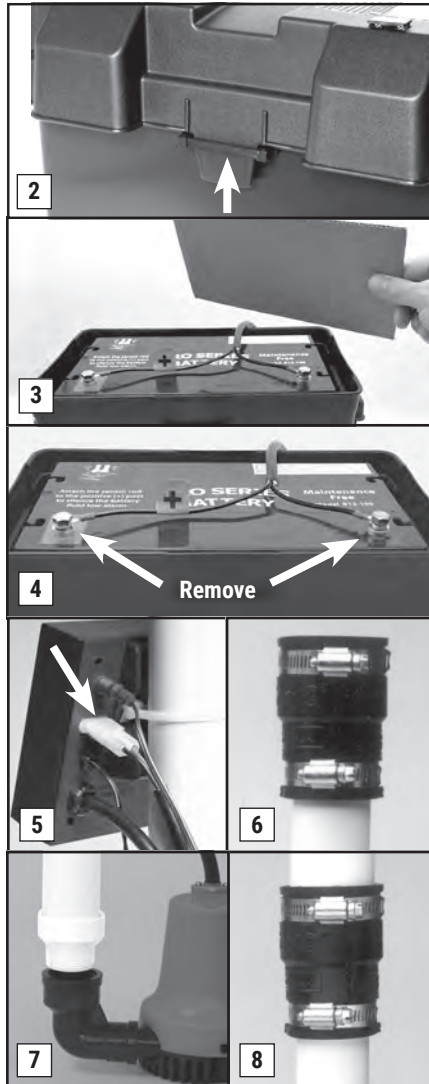
Unplug the main AC pump when installing or servicing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death. Review the safety instructions on page 2.

REFER TO PHOTOS ON NEXT PAGE

1. Unplug the Pro Series charger from the wall outlet.
2. Remove the cover of the battery box by pushing in the tabs on the front and back, and then lifting up.
3. Fan the area around the top of the battery with a piece of cardboard (or another nonmetallic material) to remove any hydrogen or oxygen gas that may have been emitted from the battery.
4. Unscrew the battery bolts and remove the battery cables from the battery.
5. Unplug the pump from the back of the control unit.
6. Release the union or check valve and remove the pump and the rigid PVC pipe section from the sump pit.
7. Unscrew the pipe and adapter from the old pump, and screw them into the new pump.
8. Lower the pump into the sump pit and reconnect the union or check valve.
9. Plug the pump wires into the back of the control unit.
10. Connect the battery cables to the battery: the RED wire to the POSITIVE (+) bolt and

the BLACK wire to the NEGATIVE (-) bolt. Tighten the battery bolts.

11. Replace the cover on the battery box.
12. Plug the charger and the main AC pump back into the wall outlet. (Use a surge protector to provide additional protection for the control unit.)
13. If any alarms are sounding, press the RESET button on the front of the control panel for one (1) second to silence them.



3

System is operating

Audible Alarm
OFF ON

Push to
Test or
Reset

PRO SERIES
1000

Battery Backup Sump Pump System

Warning Alarms

- Unit is not receiving AC power**
Check circuit breaker and GFI outlet.
Verify charger is plugged in on both ends
or replace charger.
- Backup pump was activated**
Check AC pump and its float switch for failure.
See manual on website for other possible causes.
- System is operating**
- Terminals are corroded, or battery is defective**
Clean terminals or replace battery.

4

**Terminals are corroded,
or battery is defective**

This light and alarm will come on when the control unit detects the battery has less than one-half (½) hour of pumping power left, or that the battery is defective. The alarm cannot be silenced because action needs to be taken to protect your basement. If your battery is more than five (5) years old, replace it. If not, here are several situations that would cause the pump to run the battery for an extended time and discharge the battery. Check the list that follows before you replace the battery:

- If the top light on the controller is also on, it means that the unit is not receiving AC power. Either the AC power is out, the circuit breaker has blown, or the outlet is bad. When the problem is corrected, the battery should recharge.
- If the second light on the controller is also on, check your main pump for failure. The backup pump may have been activated repeatedly if your main AC pump is broken or you are experiencing heavy rains and your main pump cannot keep up with the inflow of water. You may need to upgrade or replace your main pump. When the problem is corrected, the battery should recharge.
- If no other lights are on, this means the terminals may be corroded and the battery is unable to charge properly. Unplug the charger from the wall outlet. Then check the battery cables and the battery bolts for corrosion. Clean and tighten them as needed. The procedure is described in the far right column.

- If the battery terminals have been cleaned and the light is still on, the controller or the battery could have an issue. The best way to determine if the battery is the problem is to have it charged and load tested at any local car service station. If the battery is bad and less than one (1) year old, it can be returned to the place of purchase for a replacement (receipt required). If the battery is good, contact Glentronics' service department for further instructions. The phone number is 800-991-0466.

If the battery alarm goes on while the pump is running and the power is out, you will have a minimum of one-half (½) hour of continuous pumping time to replace the battery. (In most cases, the pump does not run continuously, and therefore, you actually have a longer time to replace it.) You will not be able to silence the alarm. Left unattended, the basement will flood. In a severe emergency, if a replacement battery is not available, you could temporarily use your car battery or recharge the pump's battery by connecting it to your car battery. Once the AC power is restored, the battery will recharge automatically unless it is old or damaged. The alarm will turn off when the AC power is restored and the pumping energy reaches one-half (½) hour or more.

In the event that your Pro Series sump pump system has pumped for an extended period of time, the battery may be very depleted. In this condition, when the AC power is returned to the unit, a battery alarm will continue to sound. The battery may need a longer period to recharge.

For a faster recharge, an automotive or marine battery charger can be used to recharge the battery. Follow the manufacturer's instructions and safety information included with the charger.

⚠ **WARNING**

When another charger is used, first disconnect the Pro Series charger from the control unit, and then disconnect the control unit from the battery. Using another charger without disconnecting the control unit will destroy the control unit and void the warranty.

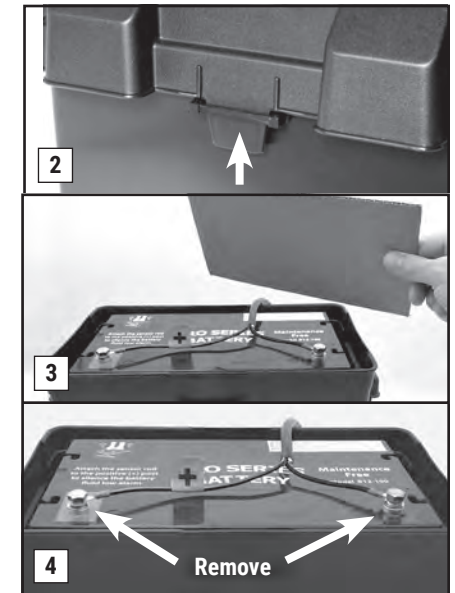
CLEANING THE BATTERY TERMINALS AND CABLES

⚠ **DANGER**

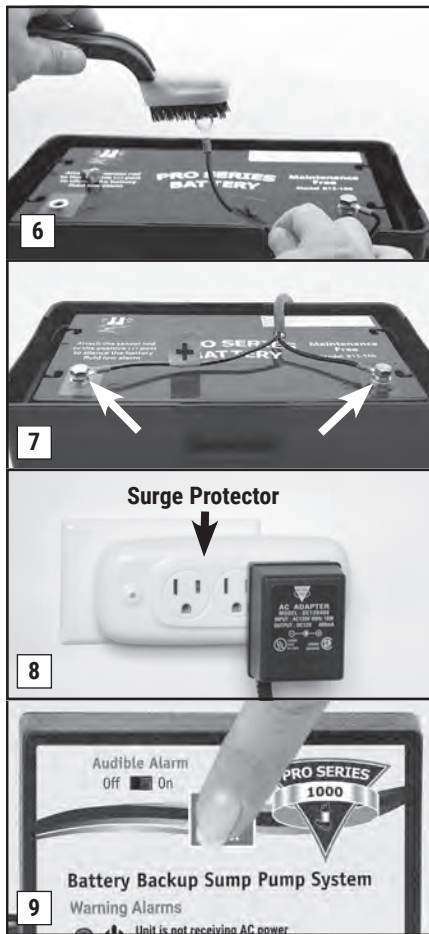
Risk of electrical shock or battery explosion, which can cause serious injury or death. Wear eye protection. Work in a well-ventilated area. Do not smoke or allow a spark or flame in the vicinity of the battery. Avoid dropping metal tools on the battery. If battery acid contacts eyes, flush with water for 15 minutes and get prompt medical attention. Review the safety instructions on page 2.

REFER TO THE PHOTOS BELOW AND ON PAGE 12.

1. Unplug the charger from the wall outlet.
2. Remove the cover of the battery box by pushing in the tabs on the front and back and then lifting up.
3. Fan the area around the top of the battery with a piece of cardboard (or another nonmetallic material) to remove any hydrogen or oxygen gas that may have been emitted from the battery.
4. Unscrew the battery bolts. Remove the battery cables.
5. Clean the battery bolts with a battery-terminal cleaner or wire brush.



- Clean any corrosion off of the ring connectors on the ends of the battery wires. Use a stiff brush or sandpaper. **DO NOT** apply corrosion-resisting sprays or pads to the terminal rings or bolts after you have cleaned them, since this could prevent the system from charging properly.
- Replace the battery cables, RED to the POSITIVE (+) bolt and BLACK to the NEGATIVE (-) bolt. Tighten the battery bolts.
- Plug the charger back into the wall outlet. (Provide additional protection for the control unit by using a surge protector.)



- If any of the alarms are sounding, press the RESET button on the front of the control panel for one (1) second.

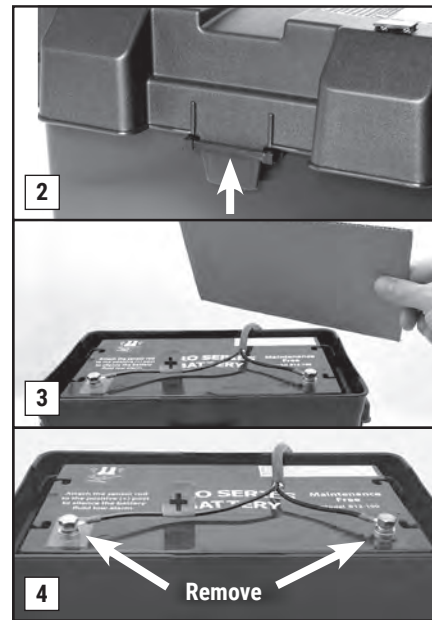
REPLACING THE BATTERY

⚠ DANGER

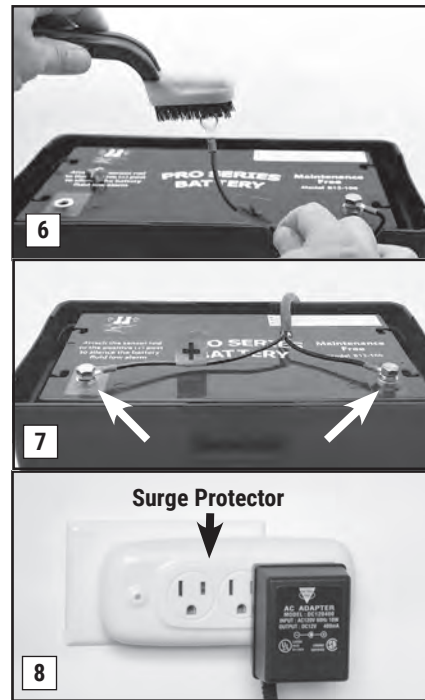
Risk of electrical shock or battery explosion, which can cause serious injury or death. Wear eye protection. Work in a well-ventilated area. Do not smoke or allow a spark or flame in the vicinity of the battery. Avoid dropping metal tools on the battery. If battery acid contacts eyes, flush with water for 15 minutes and get prompt medical attention. Review the safety instructions on page 2.

REFER TO THE PHOTOS BELOW

- Unplug the charger from the wall outlet.
- Remove the cover of the battery box by pushing in the tabs on the front and back, and then lifting up.
- Fan the area around the top of the battery with a piece of cardboard (or another nonmetallic material) to remove any hydrogen or oxygen gas that may have been emitted from the battery.



- Unscrew the battery bolts and remove the battery cables.
- Remove the old battery from the battery box and place the new battery in the box.
- Clean any corrosion off the ring connectors on the ends of the battery wires. Use a stiff brush or sandpaper. **DO NOT** apply corrosion-resisting sprays or pads to the terminal rings or bolts after you have cleaned them, since this could prevent the battery from charging properly.
- Replace the battery cables, RED to the POSITIVE (+) bolt and BLACK to the NEGATIVE (-) bolt. Tighten the battery bolts.
- Plug the charger back into the wall outlet. (Provide additional protection for the control unit by using a surge protector.)
- If any of the alarms are sounding, press the RESET button on the front of the control panel for one (1) second.



TEST/RESET BUTTON

The TEST button may be used to check the pump and system. Push the TEST button. This will activate the pump for as long as you hold the button. It will stop as soon as you stop pressing the button.

While the pump is active, water will come out of the 3/16-inch hole that was drilled into the PVC discharge pipe. This is normal. This hole is needed to prevent an air lock within the system. **DO NOT** obstruct the hole or an air lock may prevent the system from activating.

If the "Pump was activated" alarm is sounding, press the button for one (1) second to reset the alarm.

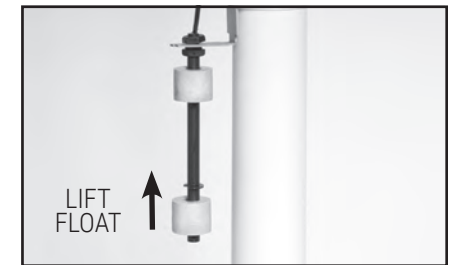
TESTING THE FLOAT SWITCH

It is important to manually test the float switch periodically or after any maintenance.

⚠ DANGER

Unplug the main AC pump when installing or servicing the backup pump to avoid electric shock. Failure to do so could cause serious injury or death. Review the safety instructions on page 2.

Lift the float up and let go, which will activate the pump. The control unit will run the pump for approximately 25-30 seconds so it can



empty all the water in the sump pit. While the pump is active, water will come out of the 3/16"-inch hole that was drilled into the PVC discharge pipe. This is normal. The hole is needed to prevent an air lock within the system. **DO NOT** obstruct the hole or an air lock may prevent the system from activating. If no water is in the pit, the pump can run dry for this amount of time. The alarm will sound and the "Pump was activated" light will go on. Push the RESET button to reset the alarm. **BE SURE TO PLUG IN THE MAIN AC PUMP WHEN YOU HAVE COMPLETED THE TEST.**

MAINTENANCE CHECKLIST

Maintenance should be performed 1-2 times per year.

1. Lift the float switch as described on the facing page.
2. Remove all debris from the bottom of the pit and pump strainer.
3. Remove all debris from the water.
4. Remove all debris from the float switch.
5. Fill the pit with water. Make sure the pump turns on at the intended level.
6. While the pump is running, make sure the pump is evacuating water at a good pace and water is coming out of the 3/16-inch air bleed hole.
7. Check and clean battery terminals.

PARTS & SERVICE INFORMATION

You can receive technical support or order parts by calling Glentronics, Inc. at **800-991-0466** or by visiting the Pro Series website at **www.stopflooding.com**. Send your unit to the following address if repairs are needed:

Glentronics, Inc., Attn: Repairs
645 Heathrow Drive
Lincolnshire, IL 60069-4205

Troubleshooting Guide

⚠ DANGER Read safety warnings & instructions before attempting any repairs or maintenance.

Potential Cause	BATTERY PROBLEM	Solutions
Terminals are corroded	Clean terminals & cables	
Cables are loose	Tighten bolts	
Battery is discharged below 25%	Replace battery if power is out. Only 1/2 hour of continuous pumping power left. Battery will recharge when power is restored.	
Battery is old or damaged	Replace battery	
Potential Cause	POWER FAILURE	Solution
Power outage	None. The backup pump will run off the battery. Press and hold the RESET button for 5 seconds to silence the alarm for 24 hours	
An outlet, fuse or circuit breaker has failed	Try another outlet, replace the fuse, or reset the circuit breaker.	
The charger is unplugged from the wall or the back of the controller	Make sure the power cord is plugged in securely.	
The charger is receiving less than 110 volts from the outlet	None, if the utility company has instigated brownouts. Otherwise, reduce the number of other appliances on the circuit	
The charger has taken a power surge and has been damaged or failed	Test charger (output should be 14 V/AC+/-) or call Glentronics to order replacement	
Potential Cause	PUMP WILL NOT TURN ON	Solution
Backup pump is unplugged	Make sure the pump is securely plugged into the back of the control unit	
Backup pump is clogged	Remove strainer from pump and clean out any debris	
The float switch is not connected to the controller	Check connection of the float switch to the controller	
Backup pump is broken	Replace the pump	
Potential Cause	PUMP WAS ACTIVATED	Solution
The main AC pump failed because of a power outage	None. The backup pump was activated when needed.	
The float switch on the main pump is stuck or defective	Free the float switch on the main pump or replace it	
The main AC pump is broken	Replace the main AC pump	
The main AC pump could not keep up with the inflow of water	None. The backup pump was activated as needed. If this is a recurring problem, install a higher-capacity main pump	
The check valve is stuck and the water cannot pass through it	Replace the check valve(s) or correct the installation	
Discharge pipe is clogged or frozen	Clean out the blockage, thaw or replace the discharge pipe	
A slight chance of false activation exists if the float switch cord is wrapped around the AC power cord	Move the float switch cord away from the AC power cord	
An air lock has occurred within the system	Make sure the 3/16-inch air bleed hole located below the check valve is clear of debris	
Potential Cause	ABNORMAL SOUND OR VIBRATION	Solution
Check valve is broken	Make sure check valve is functioning, or replace it	
Discharge pipe is clogged or frozen	Clear the discharge pipe	
Potential Cause	SYSTEM DOES NOT OPERATE AFTER INSTALLATION	Solution
The battery cables are connected backwards	Reverse the battery connections	

If the listed solutions do not resolve the problem, follow the instructions within this manual to disconnect the system from the outlet and battery, then reconnect the system and push the RESET button. If the problem continues, contact customer service at 800-991-0466, option 3.

LIMITED WARRANTY

By opening this package and using this GLETRONICS, INC. product, you are agreeing to be bound by the terms of the GLETRONICS, 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. GLETRONICS, 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. GLETRONICS, 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, GLETRONICS, INC. limits the duration and remedies of such warranties to the duration of this express warranty and, AT GLETRONICS, 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?

GLETRONICS, 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:

- 3 years from the date of installation, when used intermittently as a backup sump pump

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. GLETRONICS, 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 GLETRONICS, INC. determines that a product is deemed defective under this warranty agreement, it will repair or replace the PRODUCT ONLY. GLETRONICS, INC. will not cover the cost to reinstall the product, nor will GLETRONICS, INC. pay the cost of having a plumber or contractor repair or replace the product.

GLETRONICS, 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 GLETRONICS, 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 GLETRONICS, 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 three (3) years from the date of purchase, fall outside of the timeframe for warranty service and will not be eligible for warranty service. The product must be returned to GLETRONICS, INC. for inspection in order to be considered for warranty service. If the product is not returned to GLETRONICS, INC. or the product is inspected by any person, plumber, contractor or business other than GLETRONICS, 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 GLETRONICS, 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?

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

How can I obtain more information?

By calling 800-991-0466

Check Out These Other Pro Series Products at Stopflooding.com

AC Pumps

INDUSTRIAL GRADE PUMPS FOR THE RESIDENTIAL MARKET



S3033-DFC2

The Pro Series Pumps line of AC sump pumps and sewage pumps are strong, dependable, and so energy efficient they could pay for themselves in a few years. The sump pumps can be equipped with dual float switches for added reliability, and a controller that will sound an alarm if the AC power goes out or the pump has an issue. The control unit has a remote terminal that can be connected to your security system. It also includes a USB port that can be connected to the WiFi Module for text, email or push notifications. When your main AC pump needs replacement, consider upgrading to one of the pumps in the Pro Series line.



Scan the QR code for more information about the reliable line of AC pumps

Float Switches

WHAT'S THE MOST COMMON REASON YOUR AC PUMP FAILS?



DFC1



DFC2

It's probably the result of a float switch that is stuck or broken. Replace it with a Pro Series dual float and controller for reliable operation. The dual float has not one but two floats mounted within a protective cage. Should one float fail to operate, the second float automatically activates the pump. The protective cage prevents debris or other wires from interfering with the movement of the float. It can be used to replace the float on most AC pumps.

Check Valves

WHAT'S A KLUNKLESS CHECK VALVE?



PS-CVKSRRU15

If you've spent any time in your basement, you've probably noticed the sump pump turning on and off with a loud clunk. That's the result of the water pressure slamming the valve closed in the check valve. The Klunkless Check Valve works just like a conventional check valve, only quieter.

Clenit

PUMP AND PIT CLEANER



CL7

Removes iron ochre—the red slime buildup—and other deposits from the sump system and pit, which helps keep the pump and pit healthy. This proprietary powder is made from a naturally occurring compound, is 100% biodegradable and environmentally friendly, and gets the job done!



Scan the QR code to see a video of Clenit in action



Water Alarms & Accessories

Water Alarm

PWA2



FEATURES AND BENEFITS:

- Minimizes the risk of water damage
- Detect leaks before they become bigger problems by placing a Pro Series water alarm wherever water damage is a risk
- 110 db alarm sounds when as little as 1/32-inch of water reaches the sensor
- Helps keep mold away by alerting to its major cause—water
- Includes 6 feet of sensor wire for remote monitoring
- Wire can be extended to over hundreds of feet
- Standalone water alarm has a built-in jack for optional, add-on accessories

360° Sensor

PS-WS360



FEATURES AND BENEFITS:

- Patented 360° sensing technology detects water when placed on any side, top or bottom
- Use with the Pro Series Water Alarm (PWA2), Deluxe Controller (C2), and WiFi Module (PS-WiFi2)
- When water reaches the 360° water sensor, it will either sound an audible alarm or send a signal to alert you that water is present.
- 360° water sensor is only 1/2-inch thick, making it perfect for monitoring in tight spaces such as on the floor or anywhere water damage is a risk
- Can monitor multiple locations by connecting additional sensors with no extra hardware
- Includes 20-foot cord

360° Water Alarm

PWA-360



FEATURES AND BENEFITS:

- Patented design allows the device to sense water on any side
- Detects as little as 1/32-inch of water
- Small size (2 3/8-inch x 1-inch x 3 1/4-inch) fits in tight spaces
- Loud 110 dB alarm is easy to hear anywhere in the house
- Waterproof to ensure the device works when it counts
- Save money by detecting leaks early, heading off costly water damage and mold
- Solid-state circuitry is both sensitive and reliable
- Only extracts power from the battery when the alarm is sounding, extending battery life

Pro Series CONNECT™ High Water Accessory

PS-WS



FEATURES AND BENEFITS:

- Will activate a warning light, an audible alarm, send a signal to the remote terminal, and send information through the USB port when water reaches the sensor
- Use with the Pro Series Deluxe Float Controller (DFC2, VSC2 and TSC2) and Water Alarm (PWA2)
- Attaches to the discharge pipe with included mounting hardware
- 10-foot cord with plug

20-Ft. Extension

EXT-PWA20



FEATURES AND BENEFITS:

- For use with 360° Sensor (PS-WS360), Water Sensor (PS-WS), and WiFi Module (PS-WiFi2)
- 20-foot cord
- Rubber gasket and sleeve for waterproofing the connection between the extension and sensor

