

Contractor Frequently Asked Questions

1. Pump is not working

Please turn the shower on and listen or feel for the pump starting. If you hear the pump turn on, please check for blockages, air leaks, and also the condition of the Tricuspid Valve. For video assistance on how to check the pipework for issues, please [click here](#) and for a video instructing you how to inspect and change the Tricuspid valve, please [click here](#). If the pump doesn't turn on, please inspect the power to the pump, or contact our technical helpline on 0845 0694 253 for further assistance.

2. Pump is turning on but not removing water

Please check for blockages, air leaks, and also the condition of the Tricuspid Valve. For video assistance on how to check the pipework for issues, please [click here](#) and for a video instructing you how to inspect and change the Tricuspid valve, please [click here](#). For further assistance please contact our technical helpline on 0845 0694 253.

3. Pump is running slow/labouring/cutting out

In such instances it is very unlikely that there is an issue with the pump or transformer. Please check for blockages. Carrying out an [external pipework test](#) will confirm if a blockage exists within the pipework. **Note:** A common cause of this symptom would be a screw cap stuck in the pipework turning on its axis. If there are no blockages then increase pump speed settings on the transformer.

4. Pump isn't turning on at all

If your pump doesn't turn on, please inspect the power to the pump. For video assistance for our Switch Connect kit please [click here](#). Instant Match video assistance will follow. For further assistance please contact our technical helpline on 08450694253.

5. The pump is constantly running/won't turn off

Disconnect the transformer signal/sensor wire from the flow switch(es) or external sensor(s) or electric shower. If pump turns off then the switch/sensor/shower control mechanism is at fault and needs to be replaced. If pump continues to run after 1 minute then the transformer needs to be replaced. Please note that when a Venturi sensor is used, if it has not been earthed properly then this can cause the pump to run on.

6. My pump turns on randomly

Switch Connect Mixer System - This may be caused by fluctuations in the water pressure within the building. Fitting a non-return valve before the flow switches on a mixer shower may prevent this from happening.

Instant Match External Sensor/Digital Smoothflow/Dry-Deck Systems - A bad earth to a Venturi sensor can also cause this to occur.

7. Where can new parts be purchased and how much are they?

To purchase and price spare parts please contact one of our distributors and quote the required part number. A full list of distributors can be found by [clicking here](#).

8. What products do you offer?

A full list of products is available on our website by [clicking here](#) alternatively you may download the latest brochure from this [section](#) of the website.

9. How do I register the warranty on a Whale Pump?

Please complete and return the warranty registration form supplied with your pump, or complete the online form found by [clicking here](#).

10. How long are Whale pumps covered under warranty?

Whale pump kits are covered by a five year manufacturer's warranty. This warranty covers your pump from manufacturing defects for this period. This warranty excludes other issues such as blockages, air leaks, serviceable parts (rubber components), customer misuse, installation errors and accidental damage.

11. The flow rate from a mixer valve shower is too great for the pump

The Whale SDS021T pump is capable of clearing up to 8 litres per minute when 15mm pipework is used from the gulley to the pump, and up to 12 litres per minute when 22mm pipework is used on the inlet to the pump. If the flow of water is too great, the flow of water from the shower should be restricted using a 10 litres per minute flow restrictor (provided with the AK1570 kit). For mixer shower installations, inlet pipework must always be fitted in 22mm. If 15mm pipework is used here, a flow restrictor must be fitted to the shower to restrict flow to a maximum of 8 litres per minute.