

End User Frequently Asked Questions

1. Should I request a Service Engineer callout from Whale?

Whale products are covered by a 5 year limited manufacturer's warranty. This means that if there is a fault with the product this will be rectified by one of our highly trained engineers free of charge within this time period. However, if the fault is found not to be product related then there will be a minimum charge of £102 for our service engineer to attend. Whale warranty excludes issues such as blockages, serviceable parts, and customer abuse or installation errors. Please read through this section to determine if it would be cheaper for you to contact a local plumber or electrician.

2. My pump is not working

Please turn your shower on and listen or feel for the pump starting. If you hear your pump turn on, please contact a plumber to check for blockages or air leaks in the pipework and the condition of the internal pump components. 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 pump components, please [click here](#). If your pump doesn't turn on, please contact an electrician to inspect the power to the pump, or contact our technical helpline on 08450694253 for further assistance.

3. My pump is turning on but not taking the water away

Please contact a plumber to check for blockages, air leaks, and also the condition of the internal pump components. 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 pump components, please [click here](#). For further assistance please contact our technical helpline on 0845 0694 253.

4. My pump is running slow/labouring/cutting out

In such instances it is very unlikely that there is an issue with the pump or transformer. Contact plumber to check for blockages. If there are no blockages then contact Whale for more information. **Note:** A common cause of this symptom would be a screw cap stuck in the pipework turning on its axis.

5. My pump isn't turning on

If your pump doesn't turn on, please contact an electrician to inspect the power to the pump. For further assistance please contact our technical helpline on 0845 0694 253.

6. My pump turns on randomly

Switch Connect Mixer System - This may be caused by fluctuations in the water pressure within the building. Please contact a plumber to fit a non-return valve before the flow switches.

7. My pump is constantly running

Please contact Whale for further advice before contacting electrician to carry out tests on the equipment.

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. Where can I buy new parts and how much are they?

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

10. How do I register my warranty?

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