

ENVIRO® WARRANTY

All Enviro® pumps are covered by a two year warranty on the pump motor. To validate this warranty, the aerator must be serviced on a yearly basis. We recommend that the consumables including the diaphragms and filter are changed at this point.

The wear and tear parts are outside the two year warranty but are covered by a year's warranty providing they have been used correctly and not subjected to back pressure or water damage.

This warranty is only valid for pumps that are used as recommended.

2
YEAR
WARRANTY

TROUBLE SHOOTING

In the unlikely event that you are experiencing problems with your Enviro® pump, please consider the following:

Problem	Possible Cause	Solution
Pump gets hot and shuts off	Overheating causing the thermal cutout to activate	<ul style="list-style-type: none">• Check for a clog or blockage in the airline to stop excessive back pressure overheating the pump this can also cause premature diaphragm failure.• Ensure the pump is the correct size for the application. If under sized not enough air will be produced, if over sized excessive back pressure is caused, overheating the pump.• If oversized, drill a small hole in the rubber elbow on the pump to allow a small amount of pressure to escape. Leave to cool and then try pump again.
Pump not pushing out air	Torn diaphragm Rust inside pump	<ul style="list-style-type: none">• Replace diaphragm by following our service instructions.• If you are experiencing frequent diaphragm failures, please check for excessive back pressure in the system, as above.• If the pump is getting wet inside, rust will appear causing increased friction and premature failure.• If the pump is wet inside, the warranty is no longer valid. Use a wire brush to remove rust from the coils, once clean and dry, reassemble and try the pump again.
Pump trips electric	Check for water, pump may have flooded	<ul style="list-style-type: none">• Remove pump from the system and allow to dry.• Retest pump only when completely dry.• Water damage can damage the pump beyond repair.

If the guidelines above have been followed, the pump is defective and may be in need of replacement. Please contact Charles Austen Pumps Ltd on +44 (0)1932 355277.

We will need to have the air pump returned to us or a photo provided of the inside of the pump and diaphragms. This ensures that the pump is not failing due to damaged diaphragms or rust.



SERVICE INSTRUCTIONS

At Charles Austen Pumps we recommend Enviro® pumps are serviced every 18 months, service kits for each pump can be purchased from us or one of our distributors.



Unscrew the four corner screws and remove the cover from the air pump.



Unscrew the four corner screws from the chamber cover at one end of the pump. Separate the chamber cover at the seam to expose the screw holding the white round plastic diaphragm depressor in place.



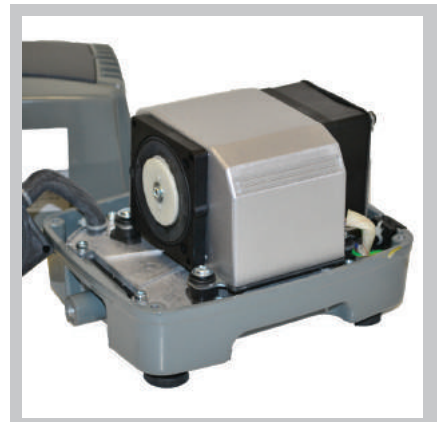
Remove the screw along with the diaphragm depressor, electrostatic membrane and diaphragm. Repeat on the opposite end of the pump.



Link up the diaphragm with the diaphragm frame and position in place.



Gently remove one of the magnet bar ends by pulling it out of the housing, being careful not to scratch or break the housing or magnet bar.



Gently slide in a new magnet bar. Put on the end cap, the first electrostatic membrane, diaphragm, second electrostatic membrane, diaphragm depressor and use single screw to hold in place.



Put chamber cover back and screw four screws in. Repeat with other chamber cover.



Finally, put housing back together.

Our two year warranty cover does not cover diaphragm failures or magnet bars due to being wear and tear parts.

If you are experiencing frequent diaphragm failures, please check for excessive back pressure against the pump. Adding more diffusers, ports, or putting a tee in the line with a ball valve on the third side of the tee should resolve this. Ensure you open the ball valve fully before slowly closing until you find the spot where maximum air flow with minimum back pressure is achieved.

Please contact Charles Austen Pumps on +44 (0)1932 355277 to purchase a service kit or for further help with servicing your pump.

