

# how-to

## +troubleshoot



### eFlux Wave Pump Kits

Is your eFlux wave pumps not responding or not operating as expected? This troubleshooting guide can help you resolve these most common issues:

- LED pump display is not showing settings or responding to remote
- Pumps are not turning on/impeller spinning

To begin troubleshooting, its important to unplug all wire connections (including power and pump) and reconnect using the following diagram & instructions:

1. Plug 24DC power supply into a GFCI approved outlet and plug into DC pump power input.

**Tips:** \* Ensure power supply is 24VDC NOT 12VDC

\* If the powersupply has a green status LED light, ensure status light is on. If the status light is OFF and its plugged into power, it indicates a replacement transformer is needed.

2. Plug remote IR sensor into microUSB Port#1 (furthest to the right.)

**Tip:** \* Ensure logo is facing upwards on microUSB connector and plugged in all the way into PORT#1

3. Connect the LED display to microUSB Port #2 (second port from the right.)

**Tip:** \* Ensure the display is plugged into PORT#2. This port is second from the right and is indicated by a small arrow molded on the silicone cover.

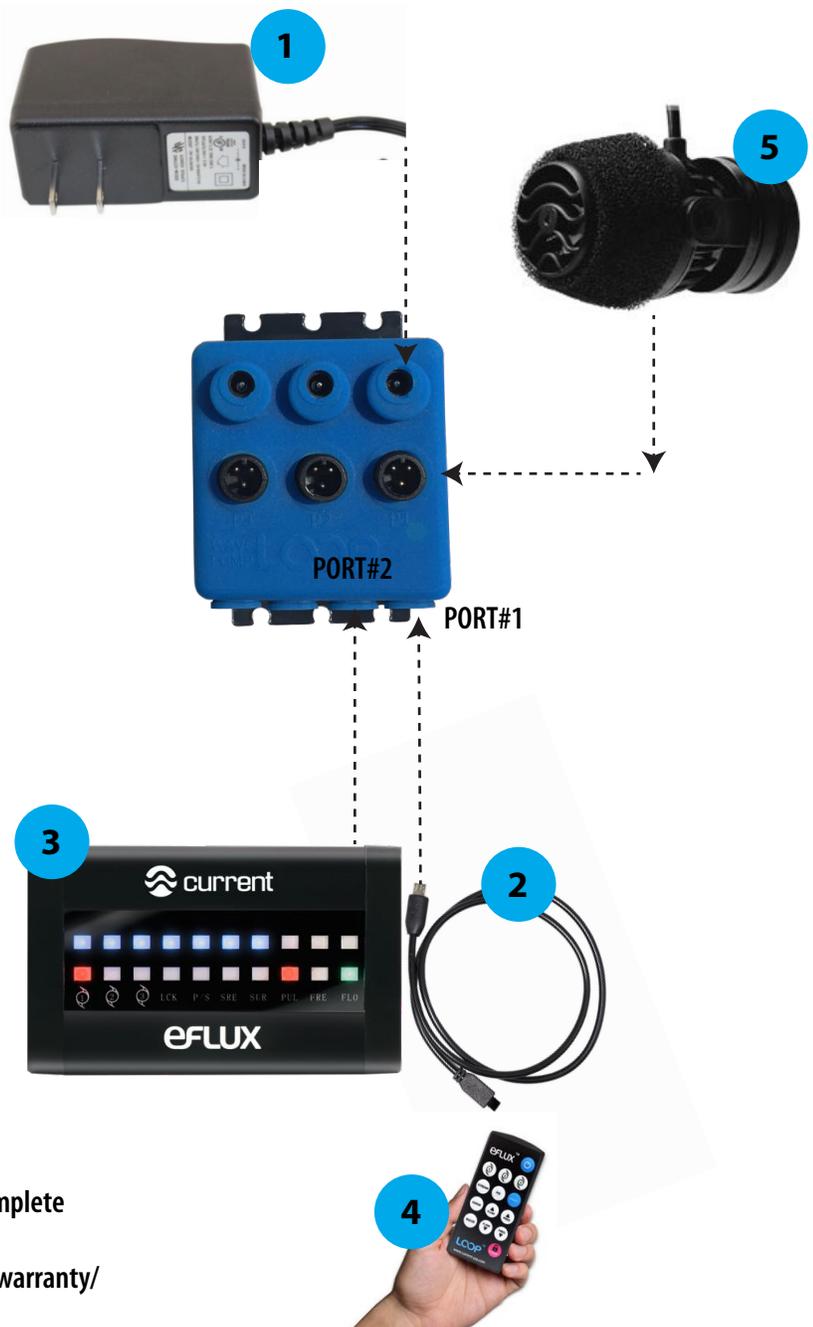
4. Remove clear plastic from bottom of handheld remote. Point remote at the IR sensor and press the Blue Power (on/off) button on the top right. Display should turn on/off.

**Tip:** \* If remote still does not operate, replace the battery (we include a spare one) and make sure the IR sensor is correctly plugged into the manifold.

5. Install wave pump into tank and plug wave pump into designated pump port.

**Tip:** \* If pump impeller/propeller still does not spin, unplug the wave pump and carefully disassemble. Turn the impeller manually, ensure no dirt or detritus is inside the pump.

The impeller blade should spin freely.



If your wave pump kit is still not operating correctly, please complete one of our online support tickets at:  
<http://current-usa.com/support/warranty-support/consumer-warranty/>

## +troubleshoot eFlux wave pumps

Problem	Possible Issue	Items to check
<p>Pump does not turn on</p> <p>Wave Pump Kit LED display does not turn on or is partially illuminated</p> <p>Orbit Marine IC display reads "ERR"</p> <p>LED display works but pump does not turn ON</p> <p>Pump powers up intermittantly</p>	<p>GFCI has tripped</p> <p>Wrong power supply plugged in</p> <p>Power supply has failed</p> <p>LED display is plugged into the wrong microUSB port</p> <p>Incorrect power supply being used</p> <p>Pump is clogged or impeller requires cleaning</p> <p>HUB connection plug is loose or possibly damaged</p>	<p>Ensure power supply is plugged into AC GFCI outlet that has been reset</p> <p>Ensure correct voltage (24VDC only) and wattage power supply is being used (#6009=6w, #6010=18w, #6011=36w)</p> <p>Ensure power supply(PS) green indicator light is ON (If green light is off, power supply needs replaced)</p> <p>Ensure wave pump LED is ONLY plugged into microUSB Port #2 (second from right)</p> <p>Ensure ONLY 24VDC power supply is plugged into wave pump, 12VDC for LED lighting</p> <p>Remove pump from service and clean (<a href="http://current-usa.com/how-to-clean-wave-pumps/">http://current-usa.com/how-to-clean-wave-pumps/</a>)</p> <p>Ensure plugs are all connected correctly. If connector on HUB is loose, please contact support to receive a replacement HUB.  <a href="https://current-usa.com/warranty-support/">https://current-usa.com/warranty-support/</a></p>
<p>Pump appears to spin backwards**</p> <p>**NOTE: DC pumps cannot spin backwards but when unbalanced, water is displaced out the sides of pump.</p>	<p>Pump impeller is unbalanced</p> <p>Impeller and shaft not clean</p>	<p>Ensure nothing blocks water flow (including rocks or a hand.) Turn pump off and remove from water. Disassemble and re-assemble to re-balance impeller shaft.</p> <p>Remove pump from service and clean shaft and inside impeller (<a href="http://current-usa.com/how-to-clean-wave-pumps/">http://current-usa.com/how-to-clean-wave-pumps/</a>)</p>
<p>Wave pump Kit not responding to IR remote</p>	<p>Remote IR sensor disconnected</p> <p>IR remote battery needs replaced</p>	<p>Remote IR sensor disconnected</p> <p>Check and replace IR remote battery</p> <p>Ensure clear battery tab is removed</p>
<p>Wave pump not reacting to Orbit Marine IC remote</p>	<p>LOCK Button is activated or IR remote battery needs replaced</p>	<p>Press the LOCK/UNLOCK key on Orbit Marine IC remote to unlock programming, replace IR remote battery.</p>

Note: To reset pump and HUB, disconnect all cables & power and re-connect