



**Submersible Pumps**  
Stainless Steel Multistage Deep Well



**Model: UP-UTRON - 804911**

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*Warning for the safety of individuals and objects.*

*Carefully follow the instructions marked with the following symbols.*

Congratulations on your purchase of this product. Like all products, it has been developed with the help of the latest technologies and manufactured with the most advanced electrical/electronic parts.

Take the time to read the instructions carefully before using this appliance.



**DANGER**

Keep the technical equipment out of the reach of children!



**DANGER**  
**Electric shock risk**

Warns that the failure to follow the directions given may cause electric shock.



**DANGER**

Warns that the failure to follow the directions given could cause serious risk to individuals or objects



**WARNING**

This sign warns the operator that the failure to follow an instruction may damage the pump and/or the system.

## 1. FEATURES

**WARNING: Read this manual carefully before installing the pump.**

Carefully store this manual. Before contacting our after Sales department please verify that the pump has been used correctly and that the cause of the problem is not imputable to its operation.

Every electro-pump is carefully tested and packed during its manufacturing process.

**After purchasing the pump, check that it has not been damaged during transportation. If the pump is damaged, immediately inform the dealer within 8 days from the date of purchase.**

## 2. LIMITATIONS

These series electro-pumps are suitable to pump clean water that doesn't contain dissolved gases. This range consists of centrifugal and submersible pumps. The parts which come into contact with water are suitable to be used with drinking water.

**Special feature of this series pump is that its body height is only 80cm and it allows use of these pumps in wells with low water depth.**

**Continuous duty.**



**WARNING**

The pump cannot be used for flammable, explosive or dangerous liquids.



**WARNING**

Verify that the electro-pump never runs without liquids.

(\*) The specifications here under are referred to a configuration with a free and unreduced delivery mouth.



**DANGER  
Electric  
shock risk**

When installing, please ensure electro-pump is disconnected from electrical supply. Pumps in this series are not suitable for use in a swimming pool and the relevant cleaning and servicing operations.



**DANGER**

To prevent possible injuries to people, avoid inserting hands into the mouth of the pump if this is connected to the mains.

### 3. INSTALLATION

- Do not lift pumps by the electric cable.
- Use a stainless steel or nylon rope suitable to sustain the weight, to immerse the pump.
- Two slots are present for allowing the anchoring of the head of the pump.
- We recommend connecting the electric cable to the delivery pipe with plastic straps, at a distance of about 3m, when using rigid piping.
- It is also advisable to fit automatic level controls to prevent the electric pump from running without liquids and a pressure gauge (suitable to pump model) to verify its performance during operation.
- Install the pump at least 20cm from the bottom of the well to avoid taking in sand, mud etc.
- Use a delivery pipe with a diameter equivalent to that of the delivery port of the pump.
- When connecting fixed installations, the socket plug must be clearly visible and easily accessible

#### **ATTENTION!!!**

- Delivery pipes should be connected with the utmost care. Make sure that all connections fixed by means of screws are sealed.
- Avoid applying excessive strength to tighten the screws of connections or of other components. Use a teflon tape to completely seal all joints.

## 4. ELECTRICAL CONNECTIONS



### WARNING

Verify that the voltage and frequency of the electric pump shown on the nameplate correspond to those available on the mains



### DANGER Electric shock risk

The installer must make sure that the electric system is grounded in accordance with the law in force.



### DANGER Electric shock risk

Make sure that the electric system has a high-sensitivity circuit breaker A =30 m.

### Overload protection

These series pumps have a built-in thermal protection. The pump stops if an overload condition occurs. The motor restarts automatically after it has cooled down. Therefore the pump doesn't require any external protections. Electrical extension cables must have a minimum section of H07 RN-F. The plug and connections should be protected by water splashes. Contact a specialised electrician.

## 5. STARTING THE UNIT



### WARNING

Use the electro-pump in the performance field listed on the nameplate.



### WARNING

Do not operate the pump without liquids, to avoid damaging hydraulic parts and seal.



### WARNING

Do not run the electro-pump with a completely closed delivery.

### Instructions for a safe pump start

- Connect the pipe to the 1" delivery mouth before starting the pump. Connections must be made so as to avoid loses.
- Before using the pump always inspect it visually (especially power cable and plug). Do not use the pump if it is damaged.
- If the pump is damaged, have it inspected by an authorised service agent.
- Do not move the pump using the cable or use the cable to remove the plug from the socket. Protect the plug and the power cable from heat, oil or sharp edges.

## 6. MAINTENANCE AND TROUBLESHOOTING



**DANGER**  
**Electric**  
**shock risk**

Make sure the machine is disconnected from electric power supply, before performing maintenance operation.



**DANGER**  
**Electric**  
**shock risk**

The power cable must be replaced by qualified personnel only.

In ordinary conditions, these series pumps do not require any maintenance. It may be occasionally necessary to clean the filter or other hydraulic parts.

### If the pump is not being used

If you are planning not to use the pump for a long period of time (i.e. one year), it is advisable to empty it completely, rinse with clean water and store it in a dry location, where it can be protected from frost.

### Cleaning the filter

If pumped water is not perfectly clean, it may be necessary to clean the filter with a steel brush to scrape the dirt accumulated on the external surface.

### Cleaning the internal section of the filter

- Loosen the screw that fixes the filter to the body of the electric pump and remove it.
- Scrape the dirt with a steel brush and rinse it with clean water.
- If this is not sufficient, have the hydraulic parts cleaned by an authorized centre.

PROBLEM	POSSIBLE CAUSE	REMEDY
1) The electro pump does not pump water, the motor does not run.	<ol style="list-style-type: none"> <li>1) No power.</li> <li>2) Motor protection tripped.</li> <li>3) Defective capacitor.</li> </ol>	<ol style="list-style-type: none"> <li>1) Verify that voltage is present and that the plug has been correctly inserted.</li> <li>2) Determine the cause of the problem and reset the switch. If the thermal switch has been enabled wait for the system to cool down.</li> <li>3) Contact the Customer Assistance Service.</li> <li>4) Verify the cause and unblock the electropump.</li> </ol>
2) The motor runs but the electropump does not pump liquid	<ol style="list-style-type: none"> <li>1) Pump rotates in a wrong direction.</li> <li>2) Air inlet from the suction pipe.</li> <li>3) Suction height above the height recommended for the unit.</li> <li>4) Suction grid blocked</li> </ol>	<ol style="list-style-type: none"> <li>1) Reset the direction of rotation</li> <li>2) Verify that:               <ol style="list-style-type: none"> <li>a) That joints are sealed</li> <li>b) The fluid level has not lowered below the foot valve</li> </ol> </li> <li>3) Check and reduce the suction height or use a device with more suitable characteristics</li> <li>4) Clean the filter</li> </ol>
3) The Electropump stops after running for a short period of time because one of the thermal motor circuit breaker trips.	<ol style="list-style-type: none"> <li>1) The power supply does not conform with the data on the nameplate.</li> <li>2) A solid object is blocking the impellers.</li> <li>3) The liquid is too thick.</li> <li>4) The liquid or the environment is too hot.</li> </ol>	<ol style="list-style-type: none"> <li>1) Check the voltage on the power supply cable leads.</li> <li>2) Disassemble and clean the electro pump.</li> <li>3) Dilute the pumped fluid.</li> <li>4) Remove the cause of the problem, wait for the pump to cool down and restart it.</li> </ol>

*If the problem persists despite the recommended corrective actions, contact the Customer assistance Service.*



White International Pty Ltd  
Limited Product Warranties  
TERMS & CONDITIONS

This warranty is given in addition to the consumer guarantees found within the Australian Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 NZ for goods purchased in New Zealand:

- 1) White International Pty Ltd / White International NZ Ltd (White International) warrant that all products distributed are free from defects in workmanship and materials, for their provided warranty period as indicated on the top or opposite side of this document. Subject to the conditions of the warranty, White International will repair any defective products free of charge at the premises of our authorised service agents throughout Australia and New Zealand if a defect in the product appears during the warranty period. If you believe that you have purchased a defective product and wish to make a claim under this warranty, contact us on our Sales Hotline on 1300 783 601, or send your claim to our postal address or fax line below and we will advise you as to how next to proceed. You will be required to supply a copy of your proof of purchase to make a claim under this warranty.
- 2) This warranty excludes transportation costs to and from White International or its appointed service agents and excludes defects due to non-compliance with installation instructions, neglect or misuse, inadequate protection against the elements, low voltage or use or operation for purposes other than those for which they were designed. For further information regarding the suitability of your intended application contact us on our Sales Hotline on 1300 783 601. If you make an invalid claim under this warranty, the original product will be sent back to you unrepaid.
- 3) This warranty refers only to products sold after the 1st January 2012, and is not transferable to another product type and only applies to the original owner, purchaser or end user, and is in addition to the consumer guarantees found within the Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand.
- 4) Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 5) To the fullest extent permitted by law, White International excludes its liability for all other conditions or warranties which would or might otherwise be implied at law. To the fullest extent permitted by law, White International's liability under this warranty and any other conditions, guarantees or warranties at law that cannot be excluded, including those in the Competition and Consumer Act 2010 (Cth), is expressly limited to:
  - (a) in the case of products, the replacement of the product or the supply of equivalent product, the payment of the cost of replacing the product or of acquiring an equivalent product or the repair of the product or payment of the cost of having the product repaired, is at the discretion of White International or a 3rd party tribunal elected under the Competition and Consumer Act 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand; and
- 6) To the fullest extent permitted by law, this warranty supersedes all other warranties attached to the product or its packaging.
- 7) In the case of services, supplying the services again or the payment of the cost of having the services supplied again, is at the discretion of White International or a 3rd party tribunal elected under the Competition and Consumer At 2010 (Cth) for goods purchased in Australia and the Consumer Guarantees Act 1993 (NZ) for goods purchased in New Zealand.
- 8) Our warranty commences from the date of purchase of the above mentioned pumps. Proof of purchase is required before consideration under warranty is given. Record your date of purchase in the space below and retain this copy for your records.

Date of Purchase .....  
Model Purchased .....

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