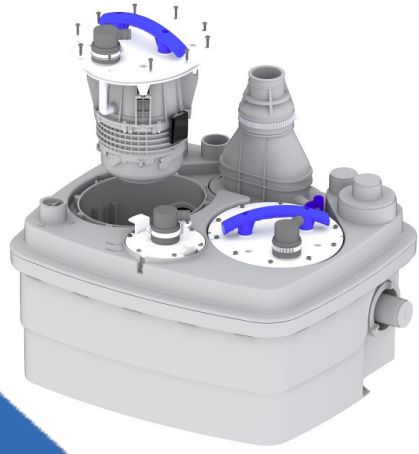


Saniflo  SFA GROUP





Troubleshooting Quick Guide
– Sanicubic2 Lifting Station



Sanicubic 2 Troubleshooting Guide

The following is a brief troubleshooting guide listing symptoms, probable causes along with the possible remedies. It is important to note that:

- Sanicubic 2 twin motor combination lifting stations are susceptible to blockages of blades/grinders, impellers and discharge lines.
- Pressure activation tubes can also be affected by blockages from grease, fats, toilet paper etc – good practice is to have a dishwasher connected to pump if grease might be an issue.
- Sanicubic 2 lifting stations can be affected by poor installation or other usage issues.

This troubleshooting guide is also available as a PDF download on the Plumber Portal where you accessed this guide.

If you don't find your issue covered here, please call our technical hotline (numbers at end of presentation) or submit warranty/service request from the Plumber Portal



Sanicubic 2 Troubleshooting Guide

Symptom

The motor does not activate – No noise

Given that Sanicubic 2 has two motors, we need to clarify that one or both motors are still working. This can be done by pressing the motor override buttons for each motor on the main control panel.

Possible Reasons	Remedies
Electrical supply is turned off or faulty (If power disruption has been detected, power indicator light on control panel should be flashing)	Check the powerpoint/fuse/circuit breaker. Press both motor override buttons for 4 seconds. This will reset fault indication and stabilise the power light.
The motor has gone into thermal shutdown – feel top of motor trap for warmth as an indicator	Motor will try & restart after approx 45/60 mins. Look for origin of overheating – possible blockages in pump line
Blocked pressure tubes due to fat, grease, toilet paper etc or faulty pressure switch (Red fault indicator will flash on control panel and on remote alarm panel)	Remove & clear pressure tubes Check & replace pressure switch if needed Call Saniflo technical for further assistance



Sanicubic 2 Troubleshooting Guide

Symptom

The motor hums, but does not run/activate

Given that Sanicubic 2 has two motors, we need to clarify that one or both motors are still working. This can be done by pressing the motor override buttons for each motor on the main control panel.

Possible Reasons	Remedies
The cutter assembly jammed /blocked by a foreign object	Remove the blockage from cutter assembly (also check impellers for residual foreign matter)
Pump cover misaligned, impeller loose, or failed capacitor	Check correct mounting of pump cover and impeller. Test and replace capacitor.
Motor windings failure	Electrician to test windings and replace motor if required



Sanicubic 2 Troubleshooting Guide

Symptom

The motor runs continuously

Possible Reasons	Remedies
The discharge pipe is blocked	Clear the discharge line
Hydraulic problem (discharge pipe clogged, pump body or impeller loose)	Check the discharge line, pump body and impeller
The length or height of the pump line installation is over the specification, or too many bends/elbows	Check installation against manufacturer's installation guides
The integral non-return-valve (NRV) is blocked/faulty/damaged	Check & clean/replace integral NRV
Defective control board	Consult Saniflo technical department



Sanicubic 2 Troubleshooting Guide

Symptom

The motor activates intermittently

Possible Reasons	Remedies
The connected fixtures are running/leaking	Check and, if needed, repair the fixtures connected to the pump
The integral non-return-valve (NRV) is blocked/faulty/damaged	Check & clean/replace integral NRV
Defective control board	Consult Saniflo technical department



Sanicubic 2 Troubleshooting Guide

Symptom	Bad or very slow evacuation
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Possible Reasons	Remedies
Vent hole blocked. AAV installed on vent connection.	Clean the vent. Remove the AAV, replace with 2-way carbon block filter or vent to atmosphere.
Impeller or pump cover plate is faulty or discharge line blocked	Check impeller/pump cover plate/Discharge line
Partially blocked drainage prior to pump	Check drain lines and clear blockages
The length or height of the pump line installation is over the specification, or too many bends/elbows	Check installation against manufacturer's installation guides.



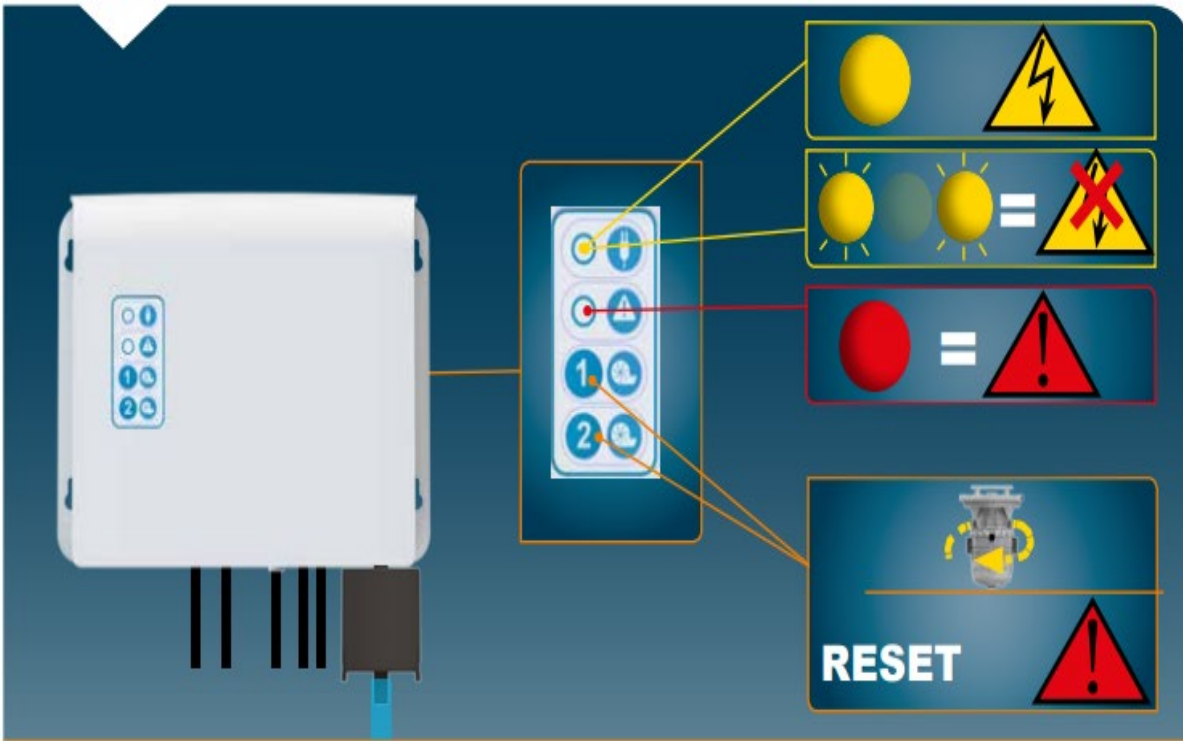
Sanicubic 2 Troubleshooting Guide

Symptoms	Possible Reasons	Remedies
Backflow of water to fixture/appliance	Outlet of fixture/appliance too close to activation level of pump (Outlet of lowest fixture must be minimum 275mm above base of pump)	Raise fixture/appliance or lower pump
Bad smell	Pump not vented to atmosphere	Vent to atmosphere or install 2-way carbon block filter (Plastec Ecovent, or Studor Maxi Filtra)



Sanicubic 2 Troubleshooting Guide

Alarm Instructions – troubleshooting guide



Anomaly Detected	Causes/Problems	Solutions
Flashing red alarm LED	Water Level Detection	Clear activation tubes Replace pressure switch if faulty Call Saniflo technical
Steady red alarm LED	Blocked vent line AAV Installed Blocked pump line Motor jammed or failed Discharge line beyond specs Faulty control board	Clear vent line Remove AAV and replace with carbon block filter or vent to atmosphere Check cutter assemblies for blockages & impellers for residual matter Check discharge line against manufacturer's installation guides Contact Saniflo Technical
Flashing yellow (power) alarm LED	Mains failure Power disruption	Check the powerpoint/fuse/circuit breaker. Press both motor override buttons for 4 seconds. This will reset fault indication and stabilise the power light. Contact Saniflo Technical



ABOUT SANIFLO

For over 60 years, SFA Group along with Saniflo Australasia, have been helping home and business owners easily install bathroom fixtures, laundry rooms and kitchens anywhere and without major work.

Our products are manufactured in France, and comply with the strictest requirements and consistently exceed customer expectations. To maintain our high level of excellence our R&D and engineers are constantly developing state-of-the-art products to suit any projects from light domestic to heavy commercial applications.



ANY MORE QUESTIONS?

**Call Saniflo Head Office
Australia - 1300 554 779
NZ – 0800 107 264**

