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ITT Laing E-10 circulation pumps

E10-NCHN2W-19, E10-NCHN2W-26, E10-NCTN2W-19, E10-NCTN2W-26, E10-NSHN2W-20
Australian Prescribed Article Approval No. V110171

ITT Laing E-14 circulation pumps

E14-NSTNNN2W
Australian Prescribed Article Approval No. ESV120142

ITT Laing E-10 & E-14 Circulation Pump Installation, Operation and Warranty Manual (To be read / used in conjunction with E series pump manual)

Resellers - Please ensure that the pump owner receives a copy of this manual

Unpacking

when unpacking the unit, inspect carefully for any damage that may have occurred in transit. Check for loose, damaged or missing parts. Any problem - contact either the supplier purchased through or Australian Spa Parts immediately. Do not attempt to repair or modify in any way or warranty may be void.

Installation

These pumps have been evaluated and authorised for water use only in spa / pool applications.

Ensure the power source is correct 230v, 50 / 60Hz

Ensure installation is in a clean, dry, weather & humidity protected location with adequate air ventilation. Ambient temperature not to exceed 50 degrees C. Ensure the power cord is run in such a way that any water that may get on it, cannot run down the cord to the motor. This unit cannot be submerged - ensure it cannot flood.

Protect cords from sharp objects, hot surfaces; avoid kinking or coiling of the cord. Replace damaged cords immediately.

Locate pump as close as possible to the fluid source thus making the suction line as short and direct as possible, using tubing on the suction that cannot collapse, such as a reinforced type.

Support the tubing independently of the pump. Use clamps to secure and seal the tube to the pump.

Laing pumps are liquid lubricated. How they are mounted and water condition are important.

Thoroughly clean and flush the system before installing the pump

Plumbing valves, fittings, etc. should be positioned to avoid leakage onto the pump.

Ensure plumbing is designed and installed in such a way that the pump will fill with water when the plumbing system fills, to avoid air locking and dry running.

Mounting

For installation purposes, the arrows on the side of the pump housing indicate the direction of water flow through the pump. Ensure the pump and piping is adequately supported. Do not mount the motor above the wet end. Correct orientation of the

pump includes mounting horizontally or vertically with suction facing upward only. The pump can roll on its foot to allow different angles of discharge alignment. Do not position with discharge port lower than inlet / suction port. This helps prevent air locking.

Operation

Completely fill the plumbing system before operating the pump. Do not start the pump until the plumbing system has been filled. Make sure isolation valves are fully open and the pump is flooded with water.

Purge air from the plumbing system prior to operating the pump. This can be achieved by loosening the plumbing connection at the pump to allow any air present, to escape.

These 2 steps are very important. The pump can never be allowed to run dry as this can severely damage the pump and will void warranty.

Operate the pump. Ensure water is pumping through the plumbing system. Turn off immediately if no water is flowing within 30 seconds. Once running correctly, recheck after 5 minutes to ensure continued proper operation.

It may be necessary to open a discharge valve, port or fixture to ensure all air is purged. The pump should be running quietly. If gurgling is heard, it may mean that air is still in the system. Turning the pump on and off several times will generally clear remaining air. If gurgling noises persist, recheck and purge the system (note that ozone injection can make a gurgling sound at the injector and not be a pump issue).

Dry run protection. Pump motors are fitted with dry run protection to preserve the MOTOR. If a dry run condition occurs, the motor will stop and restart numerous times in the attempt to purge air. If this condition remains, the motor will turn off and remain off until the power is interrupted. This does not guarantee protection of the wetend / rotor bearing as dry running can cause failure NOT covered by warranty. This dry run motor protection prevents motor failure. A failed rotor due to dry running or chemical / water condition damage, can be ordered from Australian Spa Parts and replaced rather than a complete pump.

Trouble Shooting

Motor will not start or run:

Improper electrical connection, blown fuse or circuit breaker, loose or broken wiring, foreign object stuck in impeller, motor failure, dry run motor protection has operated.

Pump will not prime:

leak, kink or obstruction in suction line, pump is worn, dirty / blocked filter

Little or no discharge:

Air in pump, suction blockage, head too high, blockage in pump, pump not running, dirty / blocked filter

Noisy operation:

Air in pump housing / dry running, worn rotor bearing, debris in pump.

Warranty

Australian Spa Parts (ASP) warrants ITT Laing E-10 & E-14 (hereafter stated as the 'pump') shall be free from defects in materials & workmanship for a period of 18 months from date of supply to OEM/wholesaler/resellers or 12 months from date of purchase to the end user, whichever period ends first.

All pump warranty claims are subject to pump return to ASP for inspection to determine CAUSE OF FAILURE before any warranty repair or replacement can be approved.

If the pump is found to be defective with a manufacturing fault within the warranty period, the pump will be replaced, or in the case of wholesale or OEM customers a credit will be issued.

This warranty is void if the pump is altered or modified in any way by any person other than ASP, (including cord replacement / alteration) or if the product is not installed and used in accordance with the Instruction Manual, or if the pump has been subjected to misuse, abuse, or neglect, including CORROSION OR WEAR CAUSED BY CHEMICAL ACTION. The pump is for use in water applications in the spa / pool industry only. Use of this pump with any other medium or for any other application will void warranty. This warranty is void if the pump label / identifying marks have been altered, defaced, or removed. ASP liability under this warranty shall be limited to the repair and /or replacement at ASP discretion, of any pump, or part thereof without charge including freight. Freight of the pump under claim is the responsibility of the sender and the current amount of freight charged for outbound freight will be credited to the customer in compensation once a warranty claim is approved. It is expressly

understood & agreed that ASP shall not be liable or responsible for any costs incurred for labour, services, transportation, or any other charges that may arise in connection with the removal of the pump and/or installation consequential (including but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) resulting from the use or the inability to use the pump, and the user agrees that no other remedy shall be available to it. The maximum liability under this warranty shall not exceed the ASP contract price of the pump. In order to receive warranty consideration, the pump must be returned prepaid to ASP from the person/business that made the original purchase, together with proof of purchase, reason for return, and description of installation & operating conditions (photos may be requested). For warranty to be considered, all pumps returned to ASP must comply with the following: (1) must have been originally sourced / purchased & fully paid for, through ASP;(2) must have prior ASP authorisation and shipped with an Returned Goods Authority (RGA) number provided by ASP; (3) must be sent prepaid;(4) be returned as supplied, with original cord still attached, and; (5) must be accompanied by warranty claim supporting documentation. No pump will be accepted by ASP unless the above requirements are satisfied. ASP's liability under this warranty shall be in lieu of all warranties of fitness and in lieu of all warranties of merchantability. Before using, the user shall determine the suitability of the pump for its intended use, and the user assumes all risk and liability whatsoever in connection therewith. No-one is authorised to make any warranty of representation other than as described above, and buyer and/or user may not rely on any other warranty or representation. ASP will not cover any pump that was not purchased through ASP under this warranty. E-10 & E-14 pumps sourced through alternate suppliers such as imported spa manufacturers, must have warranty processed through their respective suppliers. Such pumps carry no Australian Approval unless covered under that manufacturers 'complete spa approval'. Pumps returned for warranty claims that have warranty rejected are subject to freight & administration charges for return to the customer.

All pumps or components repaired / replaced under warranty are surrendered to ASP.

Common pump failure causes that are NOT warrantable:

Dry running - operating the pump without sufficient water or flow will cause the bearing surfaces to overheat resulting in irreparable damage to the carbon seal on the rear of the rotor. This is NOT warranted.

Chemical overdosing or imbalance, in fresh & salt applications (poor water quality) - the abrasive nature of water chemistry in these situations results in the irreparable corrosion / wear of the bearing surfaces - This is NOT warranted.

Physical damage and rodent damage to pump / cords is NOT warranted. Nor is submersion or any other non manufacturing defect.

Water entry to the motor - pumps are to be protected from water entry from flood, rain, or penetration in any way, including cable gland.

Alterations including power cord replacement not carried out by ASP that results in failure of the pump.

Generally wet end failure is due to incorrect use / installation and NOT warranted.

Motor / electronics manufacturing defects resulting in pump failure ARE warranted.

In the event of a wet end failure NOT covered by warranty, ASP at its discretion may supply repair components at nominal cost and will assess labour & freight charges for assessment and/or repair at nominal cost.