

Basement Flood

Protector Inc.

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The Protector®

Protector Inc.

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Owners Manual

Basement Flood

Protector Inc.

Battery Backup Sump Pump System

Basement Flood

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WARNING!

PUBLIC SAFETY NOTICE

Lots of rain and violent thunderstorms that cause power outages can result in flooded basements. **DO NOT**, under any circumstances, enter a flooded basement without first making sure that the electric power is **OFF**. Make sure that the power has been **TURNE**D OFF at the main switch or breaker and that it is not off merely due to a power outage. If the power suddenly comes on while you are in the water,

YOU COULD GET ELECTROCUTED!

Cut down your chances of a flooded basement by using a BATTERY OPERATED BACK UP SUMP PUMP SYSTEM from BASEMENT FLOOD PROTECTOR. These pumps turn on when the power turns off or for any other reason the water level rises in the pit. They can provide up to 48 hours back up protection without power, far longer than most power outages last. The battery automatically recharges when the power returns, providing completely independent operation. Since the pump is actuated by the water level in the sump pit, it also cuts in when the regular pump fails or cannot keep up, whether or not the power is on.

These fully automatic stand by sump pumps completely eliminate the main causes of basement flooding.

BASEMENT FLOOD PROTECTOR, INC.

707 Rose Rd., Lake Zurich, IL 60047-1542

(847) 438-6770

BASEMENT WATERPROOFING • WINDOW WELL COVERS • SERVICE/SALES

The Protector[®] Owners Manual

Battery Backup Sump Pump System

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Basement Flood
Protector[®] Inc.

Installation Section

Every Installation is unique and could differ from the following description.

Equipment Needed:

- Pump
- Switch
- Battery
- Charger
- PVC Pipe and Fittings
- Signal Sensor Alarm*
- Battery Case*
- * Optional

Tools Needed:

- Flat Head Screwdriver
- Hacksaw
- Drill with Hole Saw and 1/4" – 1/2" drill bit
- Utility Knife

Other Supplies Needed:

- PVC Cement
- Check Valve or Rubber Connector (depending on installation)
- Black Electrical Tape
- Tie Wraps
- Mounting Hardware for Charger

Notes Before You Begin

• A note about the discharge pipe:

We recommend a separate discharge pipe if possible. This means piping the PVC pipe from the Protector pump to the eventual outside discharge point independent of the electric sump pump's discharge pipe. The alternative is to pipe the discharge into the electric pump's discharge pipe using a "y" or "t" fitting (see note below concerning PVC fittings). *Whenever using a check valve, always drill a 1/8th inch "relief" hole just above the male adapter (see picture #1). Failure to do so could result in air lock.*



Picture #1

"Tying in" may be necessary in cases such as:

1. a finished basement makes a separate pipe unfeasible
2. discharge pipe exits building through foundation below grade
3. very long run would significantly decrease pumping capacity

The disadvantages of "tying in":

1. check valve failure could allow water to circulate instead of being discharged from the building
2. both pumps can't operate simultaneously at full capacity
3. the Protector would not be able to discharge water if pipe is blocked or frozen outside
4. if the storm or sanitary (check local plumbing code) sewer has filled up because of heavy rains, the Protector may not be able to pump water

• A note about PVC:

1. Always use Schedule 40 PVC pipe and "high pressure" fittings (not DWV or drainage fittings). If you can't find the fitting you need at your hardware store, chances are that we stock it.

2. Applying a PVC primer/cleaner to fittings and piping is recommended. Then, always use a liberal amount of PVC cement on both the male and female pieces being glued. (see picture #2) Insert male into female completely. Always cut pipe straight so as to maximize the amount of pipe surface being glued in the fitting. Allow to dry at least five minutes.

- **A note about using hose clamps:**

Always use stainless steel clamps. Stainless steel clamps will be noted by SS or Stainless imprinted on the clamp. Be careful of clamps that claim stainless but only the band is stainless. You want the band *and* the gearing to be stainless.

- **A note about setting the turn on and turn off level of the Protector:**

In general, the turn on level should be higher than the level at which the primary electric pump turns on (usually where the water stain in the pit is) but lower, if possible, than the incoming drain tile. The turn off level should be a couple inches higher than the red strainer of the Protector.

- **A note about batteries:**

If you are purchasing a battery on your own we recommend either a sealed or an unsealed marine, deep cycle battery with an amp hour rating of *at least* 100ah, and a reserve rating of *at least* 175 minutes. The larger the amp hour and reserve ratings, the longer the pump will be able to run during a power failure. Sealed batteries can be used but their disadvantages are as follows: higher cost, shorter life (can't maintain water levels), less stored power. A newer technology called AGM (Absorbed Glass Material) may be used. Gel batteries are not recommended. *Do not use automotive type batteries.* They are not designed to hold large amounts of stored power, but rather to provide start-up cranking power (which is not needed for a battery backup sump pump system).



Picture #2



Picture #3

The recommended battery should have a life span of about 3 years when being charged by an automatic charger, and more when being charged by the SmartCharge Pro. Do not charge and maintain the recommended battery with a trickle charger.

Batteries may be "doubled-up" by wiring two or more batteries *in parallel* with heavy duty wires and terminals. This has the effect of doubling the battery size and therefore the amount of running time the pump(s) will be able to run during a power outage. However, if one battery goes bad, the others will quickly follow. The charging unit should be wired with the positive charging lead to the positive of one battery and the negative charging lead to the negative of the other battery. Check the manual of your charger to determine the maximum size battery it will maintain.

Caution!! Always exercise extreme care when handling batteries. The recommended battery contains ACID which can burn skin and eyes. Avoid direct contact with the acid by wearing clothing and eye protection. Do not smoke or engage in any other activity that could cause a spark. It is also recommended that any metallic jewelry or tools be kept from the battery's terminals.

Installing Pump and Switch

1. Attach fittings to pump.

- **3500 pump.** Place the slotted end of the supplied 90 degree PVC elbow over the rubber gasket on the discharge of the Protector 3500 pump (see picture #3). Tighten the supplied clamp (important: this clamp must be stainless steel) around the slotted end of the elbow and firmly screw the supplied male adapter into the threaded end. The 3500 is normally piped with 1¼" or 1½" pipe.
- **4000 pump.** The 4000 will include a 90 degree elbow with the rubber gasket *inside* the slotted end. Place this end over the discharge of the pump and tighten the stainless steel clamp securely. Firmly thread the male adapter into the other end of the 90 degree fitting.

The 4000 is usually piped with 1½" pipe.

- **8000 pump.** The 8000 includes a set of fittings that enable you to set the pump standing up on end (see picture 4A) and eliminate the need for a 90 degree fitting (which would take up too much room). The set of fittings attaches very snugly to the discharge. As long as the final installation of all piping is secure, the clamp does not need much tightening. The fittings allow the 3" discharge of the pump to be reduced to a 2" male adapter for the purpose of using a 2" discharge pipe.
- **Max pump.** The Max pump comes with a 1½" male adapter and a length of 1½" PVC pipe. Check that the pipe is glued into the fitting and the fitting is threaded into the bump base tightly (see figure E).

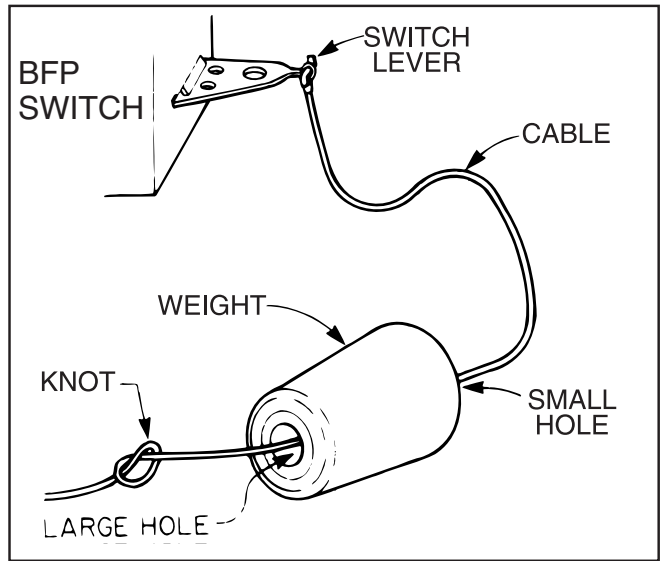


Figure A

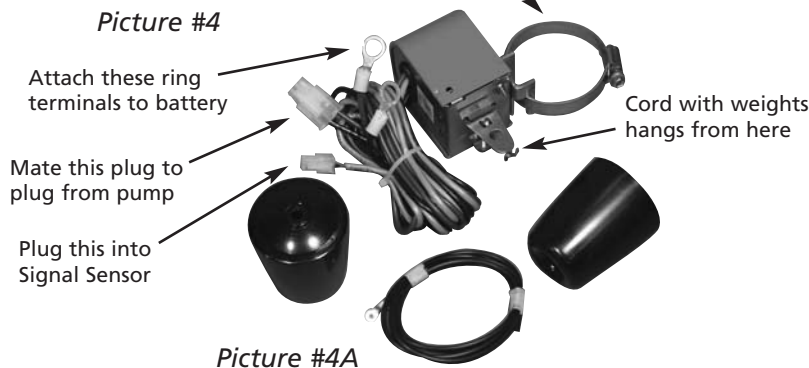
2. Set length of pipe.

Use your hacksaw to cut a piece of PVC long enough so that it will extend about 3 feet above floor level once pump is placed at bottom of the pit (this means that you will likely cut a piece about 4-5 feet long). If a lot of debris or "muck" is at the bottom of the pit, it should be cleaned. The pump could sit on a brick if necessary. However, we do not recommend hanging the pump from the electric pump's pipe or sitting the Protector pump on top of the electric pump. Make all cuts straight so that the pipe will glue into the fittings properly. Use a liberal amount of PVC cement to glue the length of pipe snugly into the male adapter. Apply cement to both the inside of the fitting and around the outside of the pipe. (see picture #2) All glued connections should be allowed to dry for at least 5 minutes.



Picture #4

This clamp goes around pipe with bracket like this



Picture #4A

3. Relief hole.

If you will be using a check valve for any reason, a 1/8" diameter relief hole needs to be drilled in the PVC pipe just above the male adapter on the 3500, 4000 and Max, and in the coupler on the 8000. This will prevent the pump from ever getting air locked. Drilling the hole at a downward angle will prevent the water stream from interfering with the operation of either pump or spraying out of the pit (see picture #1).

4. Setting up the switch.

The pump should be positioned at the bottom of the pit next to the electric sump pump, which might need to be maneuvered slightly to allow for best placement (sometimes in small sump pits, a different switch for the electric pump can increase the amount of space).

BFP Switch Slide one of the weights on the black nylon cord and tie a knot approximately 12" from the hook. Slide the second weight on the cord and, after tying a second knot 8" below the other knot, hang the cord from the hook on the switch (see figure A & figure C). Hold the switch about 6-12" above floor level against the pipe where you think it should eventually be clamped (see picture #4).



Picture #5



Picture #6

BFPVM Switch This switch is simply mounted to the pipe above the protector pump using the supplied stainless steel clamp (see figure B. Use the rubber stopper to adjust the turn-off level and position the switch itself to adjust the turn-on level. Most of the references to the switch in section 5-7 refer to the other switch, the BFP switch.

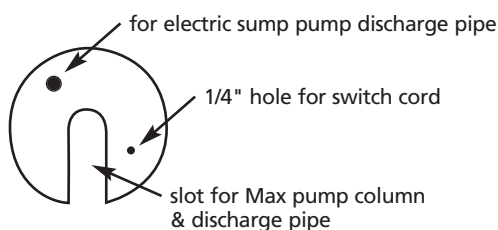
Placement should be such so that the Protector pump and switch will not interfere with the electric pump or switch (and vice versa). Also be certain that neither switch could get caught up on the side of the pit or anything else.

5. Drilling holes in pit cover.

Holding the pump and discharge pipe in the pit at the desired location, use a pencil to mark the floor where the pipe stands up straight. (see picture #5) Remove The Protector, slide pit cover over pit and drill the hole using a hole saw 1/2" bigger than the diameter pipe being used. Set pump and discharge pipe into pit through the new hole in the pit cover. Next to this hole, drill a 1/4"-1/2" diameter hole where you have determined the weights from the switch will hang (see picture #6, BFP switch only).

For Max pump:

The best thing to do for easy access to the pumps is to cut the pit cover similar to the following diagram shows.



6. Connecting pump and switch (BFP switch only).

When finished drilling, place the Protector pump back at the bottom of the pit, fit the pit cover over the discharge pipe and maneuver everything into an optimal position. Use the supplied hose clamp to fasten the switch to the discharge pipe (see picture #7). Feed the black cord with weights from below the pit cover through the 1/4"-1/2" inch hole you drilled and hook it onto the switch. The weight of the cord/weights assembly will pull the switch arm to the down position (off). Make any necessary adjustments in the knots to get the weights to the proper on/off levels. Use your utility knife to cut off any excess black cord below the bottom weight to prevent any accidental "hang-ups." Connect the plug from the switch to the plug from the pump. Tie wrap the wires to the pipe to prevent them from falling into the pit where they could interfere with the operation of one of the pumps.

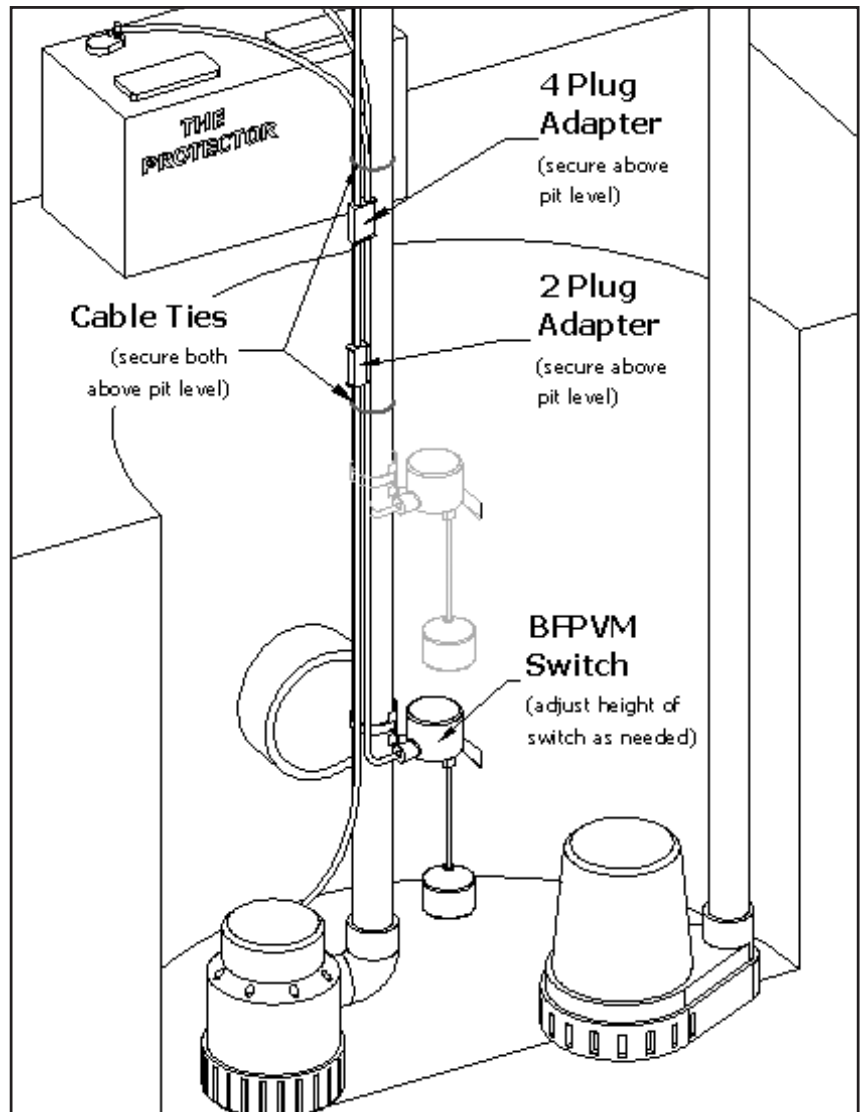
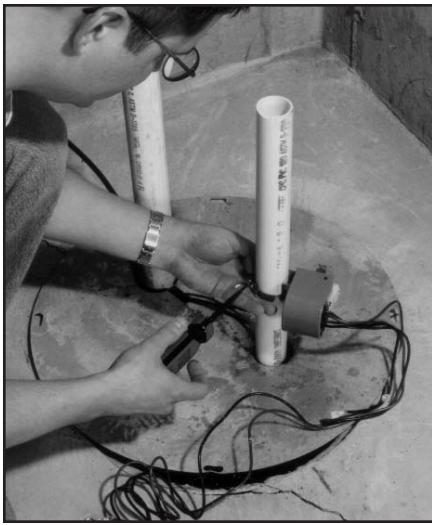


Figure B



Picture #7



Picture #8

7. Connect the switch to battery.

PLEASE BE CAREFUL BEFORE PROCEEDING. BE SURE ALL PIPING IS GLUED PROPERLY AND CLAMPS ARE TIGHT. Connect the battery lead wires to the battery: brown is positive, black is negative. As long as you have attached the weight/cord assembly properly and the switch has clicked to the down position, the Protector will not turn on. However, if you manually lift the switch arm the pump will operate (be careful not to knock off the black cord. Tip: put a dab of glue on the hook the cord hangs from to help prevent it from accidentally being knocked off in the future). Don't tighten down the wing nuts or other fastening assembly on your battery yet. The charger leads still need to be attached.

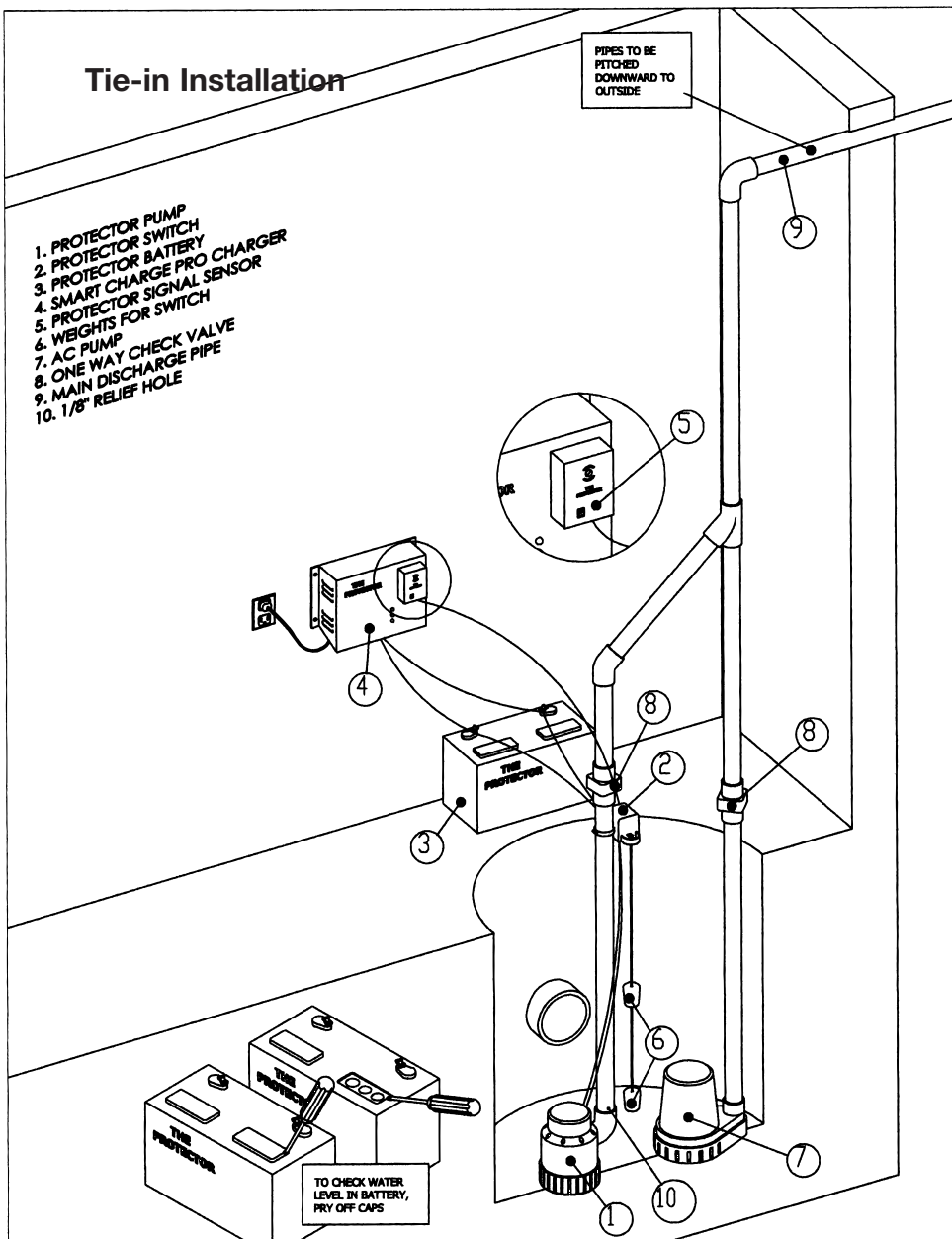


Figure C

Piping the discharge.

> If the installation requires a "tie-in," (see figure C) cut the electric pump's discharge pipe at the appropriate location and glue in a high pressure PVC "Y" fitting. (Note: For flow reasons and the possibility of check valve failure, it is usually better to glue the "Y" into the horizontal run of the discharge rather than the vertical, if possible.) Both the electric sump pump and the Protector discharge pipes need a check valve and 45° and/or 90° fittings to complete the "tie-in" (See picture #8). Note: this picture has the completed pipe for a separate discharge in place, but shows where a "y" fitting might go (installer's left hand) and the height at which a check valve might be placed (installer's right hand.) Please read the section above concerning the disadvantages and criteria for "tie-ins."

VERY IMPORTANT: When a check valve is used, a "relief" hole is needed. This 1/8th inch hole should be drilled in the PVC pipe a couple inches above the elbow connector to the pump. Drill the hole so the water will spray out at a downward angle to avoid splashing and interference with other items (see picture 1).

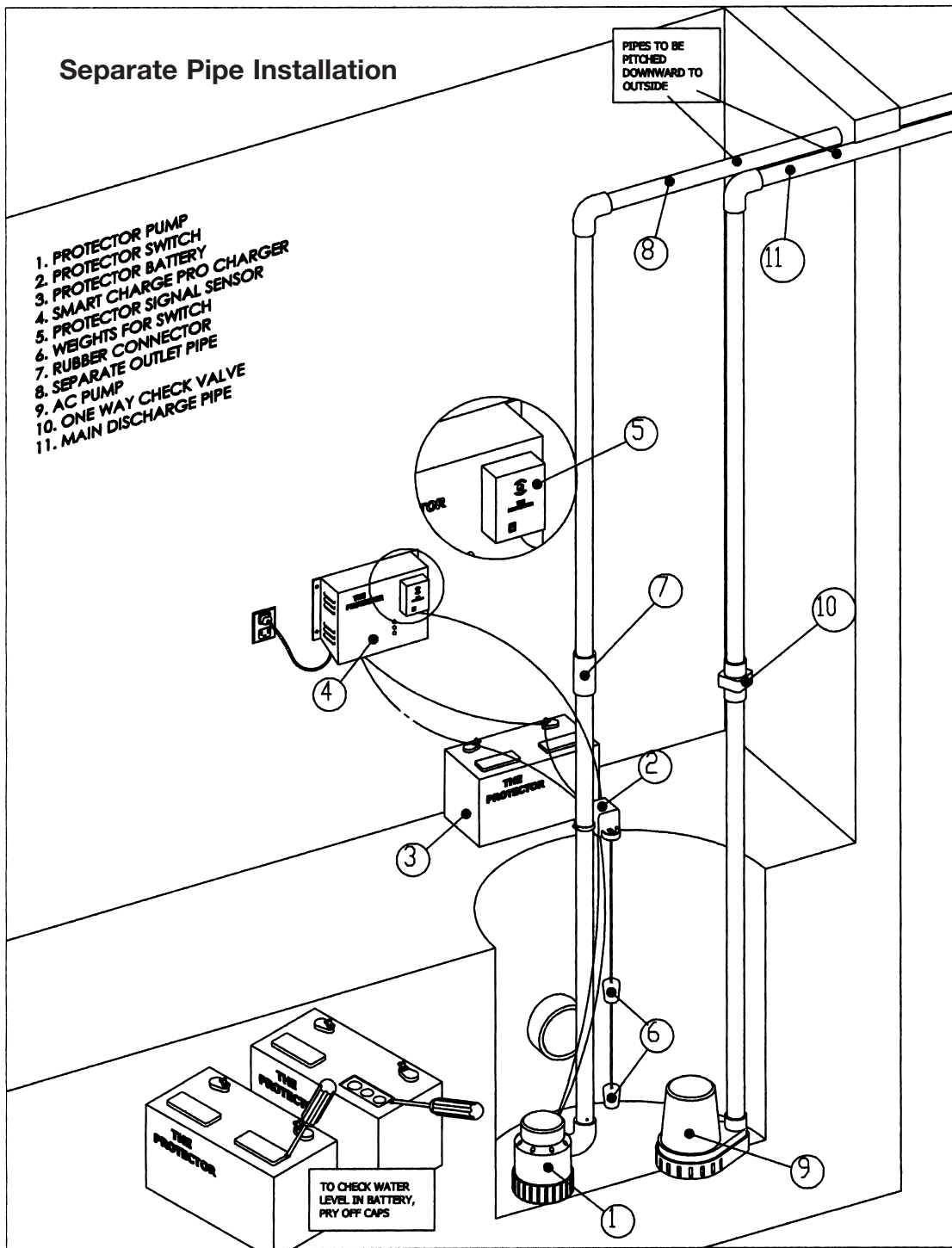


Figure D

➤ If a separate pipe is being installed, drill through the outside wall with appropriate drilling equipment (see picture #9) and pipe the discharge down to the pipe coming from the Protector. A rubber connector should be located on the discharge pipe about two feet from the floor to make future service on either pump more accessible (see figure D). A check valve would be used if the pipe has a lengthy run or is required by local code. The Protector's discharge pipe must eject water to a

location that has sufficient run-off away from the building.

The piping above the rubber connector or check valve varies greatly depending on the installation. In general, exercise sound plumbing practice by piping the discharge pipe to the outside using the shortest distance and the least number of bends. The horizontal section of the discharge pipe that will exit the basement should be piped at a downward angle to the outside.

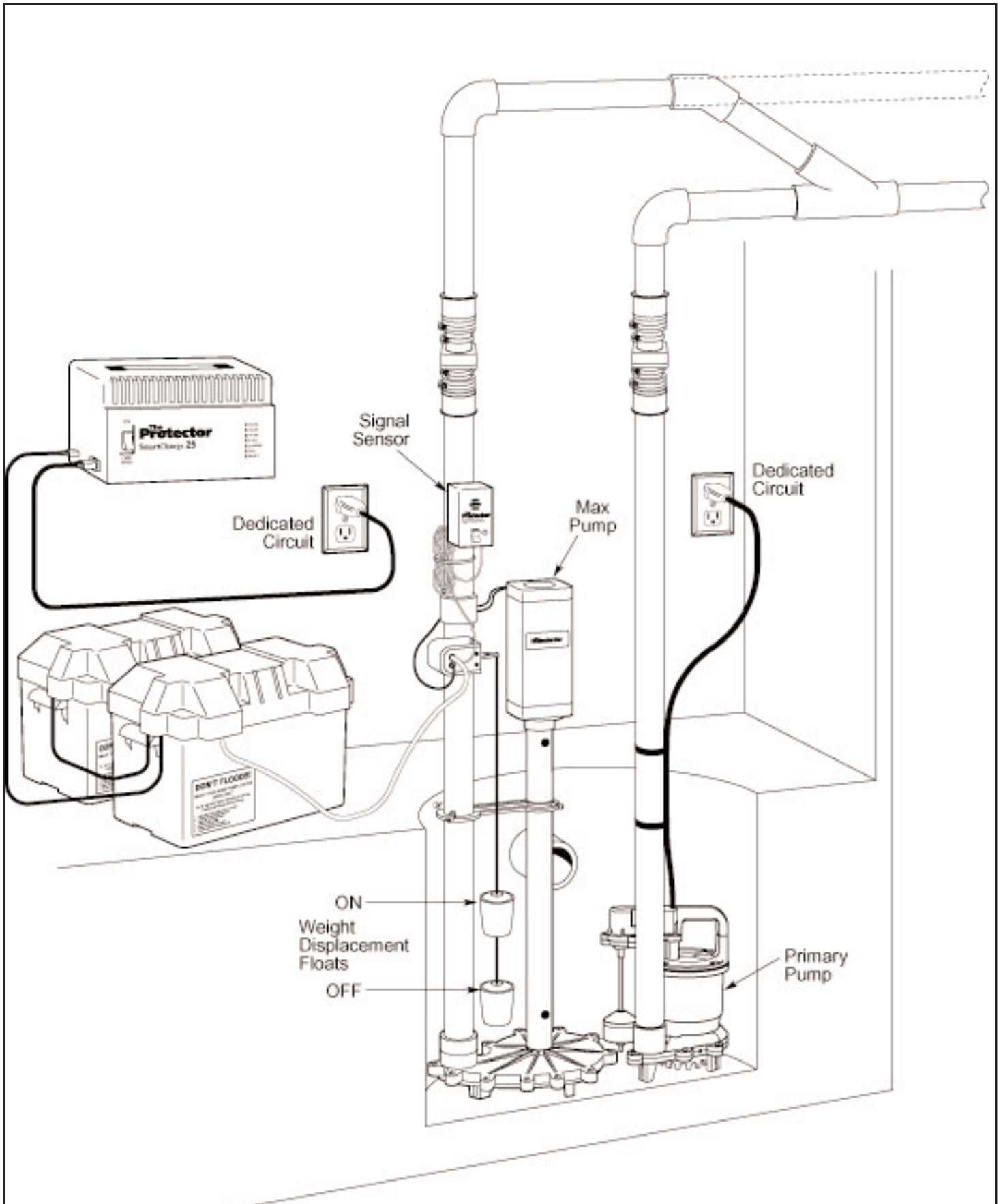


Figure E



Picture #9

Mounting the charger.

The charging unit should usually be located on the wall within a foot or so of the sump pit. Avoid placing the charger in such a way that it would be directly over the battery (staggering it over about one foot would be better). Also avoid placing the charger inside a confined area (a closet is usually o.k.). Holding the charger to the desired place on the wall, use a pencil to mark the "keyholes" (see picture #10). If you are mounting the charger to concrete, plastic molly anchors with screws are recommended. If you are mounting to drywall, use 1" or longer wood screws into studs or heavy duty hollow wall anchors where you can't utilize a stud. Plug in the charger and connect to the battery *according to the directions included with the charger*. The SmartCharge Pro units include a detailed information booklet that contains important safety and operation instructions. Be sure that the charger does what its manual says it will do.

Operating the Charger

(Reprinted from the SmartCharge Pro manual)

The Intelligent Multi-Stage Charger

CAUTION: Read and follow all safety rules and operating instructions before use of this product.

WARNING: To reduce the risk of explosion, explosive gases, or injury while using your battery charger, follow the precautions listed below.

- Read all instructions and cautions printed on the battery charger, battery, and equipment using battery.
- Use charger only on rechargeable Lead Acid deep cycle, marine types of batteries.
- Use only attachments recommended by the manufacturer. The use of attachments not recommended by the manufacturer may result in fire, electric shock, or injury.
- Place battery as far away from charger as cable will permit.

- Do not operate the charger if it has a damaged power cord or plug. Have the cord replaced.
- Never charge a frozen battery, allow the battery to thaw before charging.
- Do not disassemble charger. Return to manufacturer if service is required.
- To reduce risk of electrical shock, unplug the charger from the outlet before attempting any maintenance or cleaning.
- Always charge battery in a well ventilated area.
- This charger is not intended to be used as a power supply.
- Do not expose charger to rain or snow.
- Personal Safety Precautions For your own personal safety, follow these precautions:
 - Wear complete eye and clothing protection when working with batteries.
 - Do not drop any metal tool or metal object onto the battery.
 - Never smoke or allow a spark or flame in the vicinity of the battery.
 - Avoid touching your eyes while working with batteries.
 - Remove all personal metal items from your body such as rings, watches and bracelets.
 - Clean battery casing with baking soda to neutralize the acid.

Ground A/C Power Cord Connections The charger should be grounded to reduce the risk of electric shock. The charger is equipped with an electric cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



Picture #10

DANGER Never alter the AC cord or plug provided. If it will not fit outlet, have proper outlet installed by a qualified electrician. Improper connections can result in a risk of an electric shock.

Description

Congratulations on your purchase of the state-of-the-art SmartCharge Pro. This charging unit was specially designed to be used in conjunction with The Protector brand of battery backup sump pump system (though compatibility with most systems is likely). The SmartCharge Pro utilizes microprocessor technology and years of practical experience in the sump pump business to bring you the best charging unit ever designed for backup sump pump use.

During a power outage or sump pump failure, your backup sump pump system (BSPS) is only as good as your pump and your battery. But most manufacturers have mistakenly stopped there and forgotten that the way in which a battery is charged is perhaps the most crucial process for dependability. In our experience (since 1974) a common complaint has been that when the BSPS was finally needed, the battery was dead or nearly dead. We feel that the SmartCharge Pro improves this dilemma.

There are a couple elements that make the charging unit for a BSPS extremely important for the reliability of the BSPS as a whole:

First, the nature of a BSPS demands that the battery be fully charged and ready for duty at all times. This requires the charging unit to constantly monitor the condition of the battery and maintain it at a full charge 24 hours a day, 7 days a week. However, charging a battery has always, until now, reduced the life of a battery drastically.

“Trickle” chargers (often included in the cheaper off-the-shelf BSPS’s at most improvement and hardware stores) are the worst culprits. They constantly feed some amount of amperage into the battery. Even if the amperage is small, they will heat the battery, evaporating the fluids, warping the plates, and slowly destroy the battery (sometimes as quickly as 6 months).

Even “fully automatic” chargers either charge to a dangerously high voltage or they perpetually turn on and off between two pre-set voltage levels, possibly leading to the overheating and destruction found with trickle chargers.

A second element is that the charger is the only component of the BSPS that must work all the time, not just in an emergency. Reliability and a long life depend on the quality of components used in design and construction of the unit. We have spared no expense (parts were not selected based on price, etc.) to bring you this charger (and you probably paid a little more than for a “similar” charger). For example, the electronics are top quality, the wiring and assembly is completed by hand, and even the unique case designs are for maximum heat dispersion.

How Is This Charger Different?

Intelligence. Our programmers and designers have found that a multi-stage approach to charging allows a battery to retain far greater strength for a much longer period of time, and to allow for faster charging. For many years, multi-stage charging required far too many components to be feasible or cost effective for home use as a battery charger. But, utilizing microprocessor technology, cost and size have been reduced.

In brief, multi-stage charging is a four phase method that prevents a flooded cell battery from aging prematurely. This technology is also used in expensive equipment such as heart rate monitors and other medical equipment.

Instead of trickle charging or charging to a preset voltage over and over, the SmartCharge Pro goes through extensive calculations about the battery, monitoring through timers, tests, and temperature. The result is a system that will maintain a full charge but not heat the battery. This means you will not have to add water as often and can therefore rest assured that your battery is being charged by the charger, not destroyed. (We pause here to insist that you continue checking your battery, including water level, on a regular basis.)

Operating Instructions

1. Make sure you have a 12 volt battery.
2. Check battery posts for polarity. Battery will be marked by each post. POSITIVE (pos, p, or +) and NEGATIVE (Neg, N, or -).
3. Plug charger AC cord into a 120 VAC grounded outlet. (It is recommended that you plug into an outlet on a separate circuit from the one your electric sump pump is plugged in to.)
4. Connect POSITIVE (RED STRIPE or tag indicating positive) charger lead to POSITIVE battery post and connect NEGATIVE (ALL BLACK) charger lead to NEGATIVE battery post.
5. The RED, GREEN, and YELLOW lights should be lit followed by the YELLOW and GREEN lights turning off after a couple seconds. This process is so that you know all three LEDs work.
6. After a couple more seconds, the YELLOW light will illuminate indicating that the charger is now charging the battery. After some amount of time (determined by the size of the SmartCharge Pro unit and the amount of charge needed by the battery), the yellow light will enter a flashing mode for 30-60 minutes.
7. The GREEN light will come on when charging is completed.

The Lights

- **Red Light On** - Power On. Anytime the household current is on and the leads to the battery are polarity-correct, the red light will be illuminated.
- **Green Light On** - Fully Charged Battery. A constant green light indicates that the battery is at a full charge.
- **Yellow Light On** - Charging. Anytime the charger is feeding the battery with "juice" the yellow light will illuminate.
- **Red Light Flashing** - Voltage Low, Check Battery. This indicates that the SmartCharge Pro, through its various testing capabilities, has determined that the battery voltage is too low for a prescribed charging time. It is likely that the battery needs to be replaced because of its inability to hold a strong enough charge. However, first do the following:

1. First check that all connections are tight.



Picture #12



Picture #11

2. Next check the battery cells for proper water level and fill any low cells with distilled water.
3. Next, unplug the charger, plug back in, and check the SmartCharge Pro again after at least 24 hours.

4. If the red light flashes again it may be time for a new battery. Call (847) 438-6770 for service.

• **Yellow Light Flashing** - Voltage High, Unit In Maximum Charge Mode. Recheck In 1/2 hour. The SmartCharge Pro has entered one of the four phases of charging. **It is normal for this light to flash after Protector system has operated, or power or connection to battery has been interrupted.** However, if the light flashes for more than an hour at a time or enters a flashing mode more than once within a couple hours please check your battery as described in the previous paragraph.

Trouble Checklist

The charger is designed to work automatically. However, if a problem does occur, check the following:

Problem	Cause	Solution
No RED Light	Charger is not plugged in	Plug charger in
	AC outlet is dead	Test outlet by plugging in something you know works. If dead, check circuit or call electrician
No YELLOW light	Poor battery connections	Clean and reconnect terminals to battery posts.
	Battery is charged	Green light should be on
No GREEN light	Battery still charging	Wait

If some other combination of lights seems unusual, unplug and re-plug charger and double check that the LED's go through the process described in #5 above.

Signal Sensor

Mount the optional Signal Sensor alarm unit (see *picture #11*) to the PVC discharge pipe (above any check valves or rubber connectors) or to the spot designated on the charger (certain models only) (see *picture #12*). Locate the white plug coming from the pump switch. This plug “clicks” into the connector at the bottom of the Signal Sensor.

With the rocker switch on the Signal Sensor in the “Alarm Ready” position, the Signal Sensor alerts you audibly when the Protector system operates. The horn will sound on and off with the Protector pump turning on and off. With the rocker switch in either “Alarm Ready” or “Alarm Off” the LED light will illuminate the first time the Protector operates and stay illuminated until the “Reset Light” position on the rocker switch is depressed. If during a storm, the Protector is called into action but you would rather not hear the horn turning on and off, simply move the rocker switch to “Alarm Off” for the duration. It is also recommended that “Alarm Off” be selected if you are leaving for vacation or an extended period of time. That way the horn will not be using battery power (although minimal) during an outage, therefore reserving power for the pump.

Testing

Test by running water slowly into the pit. Test again. Be certain that the Protector will turn on and off at the water levels you feel most appropriate (see the note at the beginning of the installation section for help on how to determine these levels). Double check that all PVC joints are glued well, hose clamps are tight, electrical connections are tight, and wires are tie wrapped or taped neatly and free from entanglement.

Maintenance Section

Battery

The battery is the part of the system needing periodic maintenance. An unsealed battery (recommended) will need its water checked every couple months. If the water level is low, *distilled* water should be added to within one inch of overflow. You can also check the “specific gravity” of your battery with the glass hydrometer included with the Protector. Note: sealed batteries cannot be tested with a hydrometer.

Hydrometer instructions:

(Not to be used on maintenance free batteries)

Perform check with hydrometer before adding water to battery. If water was recently added, wait at least 24 hours before using hydrometer.

Pop caps off battery cells

Draw fluid from battery cells into tester.

Number of balls floating indicates condition of battery.

- 4 balls floating - Cell is at full charge.
- 3 balls floating - Cell is at 75-100% charge.
- 2 balls floating - Cell is at 50-75% charge.
- 1 ball floating - Cell is at 25-50% charge.
- 0 balls floating - Cell is dead.

We recommend replacing battery if more than one cell reads 50% or less. Even new batteries sometimes produce only 3 floating balls. Refasten caps to battery. Always rinse hydrometer with clean water.

IMPORTANT:

Please note that a hydrometer is an easy, convenient way to check your battery, but is not necessarily faultless. The most accurate test of a battery is with a load tester, volt meter, and a trained eye. Basement Flood Protector, Inc. recommends a thorough system check once every one or two years by a skilled technician. We want your system to operate at its full potential when you need it most!

Troubleshooting Section

• Pump won't run:

Bad connection in wiring

Switch not on or switch defective

• Pump humming, but not pumping water:

Possible jam in impeller. Remove red strainer (submersible models) from base of pump and clean out impeller.

• Pump pumps slow:

Wires are reversed (motor running in reverse)

Obstruction in pipe

Too long or high of a pumping length

• Brand new battery tests low on hydrometer:

It is normal for only 3 balls to float, even on new batteries. This does not mean your battery is bad.

• Charger question:

Consult the charger's system guide

Basement Flood Protector Inc.

Limited Warranty

Basement Flood Protector, Inc. warrants to the original retail purchaser that all of its pump and switch products are free from defective materials and workmanship for the period indicated below:

All pump and switch products are warranted for three (3) years from the date of purchase. Batteries have a 2-year prorated warranty. During the indicated period, the dealer is authorized, based on valid bill of sale, to make an immediate no-charge replacement. Alternately, the defective product may be returned directly to the factory, postage prepaid with the original bill of sale. Basement Flood Protector, Inc., at its option will either repair or replace the product and return it postage prepaid.

This warranty does not extend to products that prove to be operative or that have been subject to misuse or physical abuse, or to wiring or installation that is either improper or contrary to instructions provided. Alteration or repair, except at Basement Flood Protector's factory, voids this warranty.

No representative or other person is authorized to assume for Basement Flood Protector, any additional liability in connection with the sale of its products or to alter this warranty in any way. All implied warranties and incidental or consequential damages are disclaimed and/or limited to the full extent allowed by law. Some states do not allow the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. FOR WARRANTY SERVICE, WRITE TO:

Basement Flood Protector, Inc.
707 Rose Rd.
Lake Zurich, Illinois 60047

This warranty does not cover product problems resulting from:

- a) handling liquids hotter than 120°;
- b) handling inflammable liquids, solvents, strong chemicals or severe abrasive solutions;
- c) normal wear;
- d) user abuse, including immersing the control system;
- e) commercial or industrial use;
- f) improper connection or installation of the battery or BFP system.

This Limited Warranty becomes effective only if the numbered warranty card (below) is filled out and mailed to Basement Flood Protector within ten (10) days of purchase.

BASEMENT FLOOD PROTECTOR (REGISTERED TRADEMARK)

Limited Warranty #BFP

Limited Warranty #BFP

Please fill out the information below and return it to Basement Flood Protector, Inc.

3 Year Warranty

Owner's name _____ Address _____

City/State/Zip _____ Tel. # _____

Place of Purchase: Name _____

City/State/Zip _____ Tel. # _____

Date Purchased _____

Installed by: Name _____ Address _____

City/State/Zip _____ Tel. # _____

Type of Service: Residential Suburban Commercial or Industrial
 City Rural

Battery: Make _____ Model # _____ rated reserve capacity _____

My Protector Pump is installed with this AC sump pump: _____

Age (approx.) _____ Make _____ Model _____ H.P. _____ Discharge pipe/Size _____

Age of house _____

Do you have friends, neighbors, or relatives that would be interested in a Basement Flood Protector product?

Receive a \$20 gift from us if your referral purchases a system from us.

Name _____ Address _____

City/State/Zip _____ Tel. # _____

Name _____ Address _____

City/State/Zip _____ Tel. # _____

**Basement Flood
Protector** Inc.

BASEMENT FLOOD PROTECTOR, INC.
BATTERY SUMP PUMPS • WINDOW WELL COVERS
• BASEMENT WATERPROOFING

707 ROSE RD. • LAKE ZURICH, IL 60047-1542
(847) 438-6770

Dear Valued Customer:

Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs.

We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **Thank You.**

CUSTOMER QUALITY AUDIT

Were we responsive to your needs?

- Before the job Yes No
 During the job Yes No
 After the job Yes No

Was the job...

- started on time? Yes No
 completed on time? Yes No
 left clean? Yes No

Were our workers courteous?

- Yes No

Did we do everything we agreed to do?

- Yes No

Were you satisfied with the price and value of the job we did?

- Yes No

Were you pleased with the quality of our work?

- Yes No

Would you consider us for future projects such as foundation crack repair or drain tile systems?

- Yes No

We invite you to write in any additional comments...

General Comments: _____

REFERRALS: Name: _____ Phone Number: _____
 Name: _____ Phone Number: _____

Receive a \$20 gift from us if your referral purchases a system from us.

May we use your name as a reference on future jobs? Yes No

Name _____
 Signature _____ Date _____ Phone Number _____
 Address _____ City _____ State _____ Zip _____

Protect Your Family



Lifetime Warranty
(HD)

Nobody Makes a Better Cover Than Basement Flood Protector!
30 years experience since 1974!

- Options available • Escape Ladders
- Quick Lock™ Security Lock
- Light & Scene Liners



Prevents injuries to children & animals



Safety/Security Window Well Covers
(custom made to fit any size or shape)
Constructed of virtually unbreakable GE Lexan plastic and rust free aluminum angle.
Highest quality material and workmanship.



Light-enhancing Liners



Year Round Service With a Smile!

Simple Process:

1. You call us with your information.
2. We custom make the covers at your home, usually within 1 week.
3. You enjoy safe, secure, attractive covers for the life of your house.

