

WATER PUMP NOT WORKING

Troubleshooting

Follow the troubleshooting steps in this guide if your trailer is equipped with an inTech factory installed generator.

Reference Documents:

- [Maintenance - inTech Plumbing Winterization Guide](#)

When the pump is running, but the pressure seems low:

1. Check the water pump strainer to make sure it is not clogged. The strainer is located on the inlet side of the water pump and is meant to keep contaminants from entering the pump and causing damage. Remove the inline strainer filter and remove any debris that may have accumulated. Reinstall the strainer filter after it has been cleaned. If the pressure is still low, the pump may be weak or damaged.



When you have no water pressure at all:

1. Ensure there is water in the tank – Check tank monitor panel status to make sure there is water in the tank.
 - a. After testing at the factory the water is dumped from the tanks using a bleeder valve on the tank. The bleeder valve is located underneath the trailer at the lowest point of the tank lines. Verify that the bleeder valve is closed. You can use this valve to drain the tanks for the winter, but it needs to be “closed” position to prevent water in the tank from draining before the pump can operate.
2. Ensure pump is running – Turn the Water Pump switch to the “on” position
 - a. A faucet **MUST** be “open” position for the pump to pressurize since it has to pull the air out of the system and a faucet must be open to purge the air out.
 - b. When you turn the water pump switch to the “on” position, you should be able to hear the water pump motor “hum”.
 - c. If the faucet is in the “open” or running position and you do not hear the pump running, check the appropriate 12V fuse or 120V breaker to ensure that the pump has power. The water pump switch should also illuminate when it is turned to the “on” position.
3. If the pump is running, but you still do not have water running at the faucet – Check to make sure the winterizing tap valve is switched correctly
 - a. There may be a valve located near the water pump that is a “redirect” that is used to change the draw from the water tank to an RV antifreeze container for winterization. Check the valve to make sure it is open to draw water from the holding tank and not the bypass container used for winterizing the system.
4. If Equipped with an Exterior Spigot – Try removing the anti-siphon fitting
 - a. There should be a green fitting on the end of the spigot, this may malfunction and not allow the faucet to work properly.

For information on winterizing please refer to the [inTech Plumbing Winterization Guide](#).

For warranty claims during the OEM Supplier warranty periods, please refer to the [Important Contact Numbers](#) section on our website for the appropriate OEM Warranty Claim Process.

For replacement parts outside of OEM Supplier warranty periods (most typically 1 year), please contact inTech Trailers for pricing, lead times and availability of parts.