

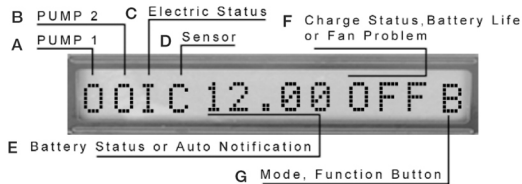
The Protector DualCom ePump

"Cheat Sheet"

Because of the sophistication of The Protector DualCom, we are providing this **Cheat Sheet** to help you quickly decipher any change from normal standby status.

If The Protector DualCom is indicating an error, you can clear the alarm yourself and resolve the condition. If you are unable to diagnose what the problem is and you do not clear the alarm, The Protector DualCom will phone and email you (assuming you have the system registered online and connected to your phone line) to tell you exactly what the alert condition is. In other words, if you want phone and email notifications **DO NOT CLEAR THE ALARM**. To try to diagnose the problem (or understand the error code) yourself, follow these instructions:

Under normal standby conditions, the green light will be flashing and the display will look like the following. The "B" in position G is flashing:



If the unit is NOT beeping and the display shows something different, the unit may simply be in a recharge or maintenance mode. If the unit has been beeping and the display looks any different than the example above, there is likely an alert condition. The list to the right explains what each display position's possible alerts are, what they mean, and the page number in the manual that you can find further information.

How to stop the unit from beeping:

Once you have read the above explanation and determined why the unit is beeping, you have two choices to quiet it. 1. If it is beeping because of power outage or pump activation, you may silence it for 24 hours by press/hold the function display button until 'S' appears. Let go and the unit won't beep for those 24 hours for 24 hours. Note: if you clear the alarm instead by selecting 'C', the unit will start beeping (and notify) again when the same error occurs.

Position A & B – A - Pump 1, B - Pump 2 (Page 8)

- 'O' Pump is off
- 'I' Pump is on
- 'A' or 'a' Pump was activated - Backup mode only
- 'F' or 'f' Pump Problem
- 'P' or 'p' Possible Plumbing Clog error
- 'V' or 'v' Possible Vapor Lock
- 'X' or 'x' Suspected Clog Error
- 'Y' or 'y' Suspected Vapor Lock
- 'R' or 'r' Pump has over 2500 hours

Position C - AC Input (Page 10)

- 'O' Input power is off

Position D - Sensors (Page 11)

- 'C' Sensors are connected & operating normally
- '1' Sensor1 is disconnected
- '2' Sensor2 is disconnected
- 'H' Sensor2 is activated (High Water Alert)
- 'D' Both Sensors are disconnected

Position E - Battery Status (Page 11)

- 'XX.XX' Battery voltage in Volts
Normal Voltage Readings '12.00-13.20'
- 'Disc' Battery disconnected
Displays when Battery is disconnected or Battery voltage is below 1.5 volts

'Rep...' Check or Replace Battery

Position E - Auto Notification (Pages 12)

- 'BUSY' Notification System Lines Busy
- 'INUSE' Phone line is In Use
- 'DIAL' Dialing Notification System
- 'CONND' Connected to Notification System
- 'INFOS' Error Information sent
- 'NLINE' No Phone Line Connected
- 'MFAIL' Internal Notification System Problem

Position F - Charge Status (Page 12)

- 'Off' Charge is OFF, battery is fully charged
- 'Fxx' Indicates the Full charge mode

- 'Txx' Indicates the Trickle charge mode
- 'Mxx' Indicates the Maintain Mode
- 'Dis' Charge is disabled
- 'ttS' The count in seconds when the charge system will start. This allows time for the battery to be reconnected before the charge starts again
- 'Fid' Charge system failed

Position F - Battery Life (Page 14)

The number displayed is the **approximate time remaining** until the battery is discharged enough that the pumps will no longer function normally.

Position F - Fan Problem (Page 13)

- 'Fan' Indicates a Case Fan Problem

Position G - Mode (Page 1)

- 'P' Primary Mode
- 'B' Backup Mode
- 'M' Manual Mode
- 'E' Emergency Mode

Position G - Function Button (Page 14)

Hold button until desired function letter appears.

- 'C' Clears alarms
- 'S' or 'U' Silence or UnSilence alarm
- 'U' Re-enable alarm
- 'T' Run manual self test
- 'N' Displays Serial Number
- 'A' Displays Firmware Revision and Option Code
- 'R' Battery Reset

Switch H - Pump Mode (Page 8)

- Primary** Switch in UP position
Mode on LCD blinking 'P'
- Backup** Switch in DOWN position
Mode on LCD blinking 'B'

Switch J - Override (Pages 8)

- On** Switch in UP position
Both Pumps turn on
- Off** Switch in DOWN position
Both pumps off and in Normal operating status

2. If it is beeping for any other reason, you may correct the error OR *disable* the alarm for 5 days by press/hold the function display button until 'D' appears. Let go and the ePump will not beep for any reason for 5 days. Once the alarm is silenced by either 1. or 2., notifications will still occur, and any errors will be indicated by flashing on the display.