K2 PUMPS
PERFORMANCE AT ITS PEAK®

FAQs

Convertible Jet Pumps: Shallow Well Setup

Do I need to use the pressure regulator that sits on top of the pump outlet?

No, the pressure regulator is not needed. It is only used in deep well applications.

Why isn't water being moved by the pump into the pressure tank?

A few things you could check are:

a. K2 Jet Pumps are self priming AFTER they are initially primed. To prime the pump properly, the pump housing and suction line should be completely filled with water before turning the pump on. Make sure a foot valve or a check valve has been installed on the suction line of your system. This will maintain prime when the pump turns off.
b. Pump voltage: K2 Jet Pumps are dual voltage and come preset at 230V. If you have a 115V connection, make sure you change the pump voltage from 230V to 115V (see owner's manual). Warning: Do NOT change the voltage to 115V if you have a 230V connection. This will result in a pump motor failure.
c. Check the foot valve at the bottom of the well (or sandpoint) - If the previous pump struggled to pull water or ran dry, chances are the replacement pump will not work until the previous issues are resolved. Change out the foot valve or sandpoint if the pump struggles to pull water. Make sure there is enough water to supply the pump.
d. Check the water level in the well. If the water level has fallen below 25 feet, the pump will not work. If there have been drought conditions in your area, it is possible the water level has dropped below 25 feet.

My pump runs great but why isn't the pressure increasing?

The pump moves water from the source of water and pumps it to a pressure tank. Ensure the water is shut off in your home and the pressure in the tank has been set at 28 PSI which is 2 PSI below the turn on with the 30-50 pressure switch. To accurately check the air pressure in your tank, turn the power off to the pump and drain all the water out of the system. Using a tire gauge, you can then check the pressure in the tank. If you have adjusted the turn on PSI of your pressure switch, the pressure in the tank should be 2 PSI below the turn on. If the pressure in the tank is not increasing, the pump is not pumping water into the tank.

My water is very corrosive and my pump fails every couple of years due to rust. What can I do?

K2 manufactures a corrosion-resistant, thermoplastic jet pump for highly corrosive water, models: WPS05003K. (1/2 Shallow Well) WPS07503K (3/4 HP Shallow Well)

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Convertible Jet Pumps: Shallow Well Setup

My jet pump is starting and shutting down quite often, is there something wrong?

Too frequent starting and stopping of a jet pump could be due to one or more of the following:

a. A ruptured diaphragm/bladder in the pre-charged tank will cause the pump to turn on and off more frequently
b. The air charge is too low in the pre-charged tank. To accurately check the air pressure in your tank, turn the power off to the pump and drain all the water out of the system. Using a tire gauge, you can then check the pressure in the tank.
c. The standard tank (no diaphragm or bladder) is waterlogged and has no air pressure
d. Pipes are leaking causing the pressure to drop which will activate the pump.
e. Foot valve or check valve is leaking causing a drop in pressure which will activate the pump.
f. The pressure switch is not adjusted correctly (look inside the pressure switch cap for instructions on how to raise or lower cut-on and cut-off pressure). The pressure switch is preset from the factory at 30-50. When pressure drops below 30 PSI, the pump turns on; when the pressure reaches 50 PSI, the pump turns off.

My pump runs great but the minute it reaches 50 PSI, the pressure gauge jumps wildly from 0 to 50 and the pump rapidly turns on and off. Why is this happening?

This usually happens when the check valve is in the wrong place. There should be only one check valve or one foot valve and it needs to be on the intake side of the pump. There should be nothing blocking the output to the pressure tank.

I purchased a convertible jet pump and am using it in a shallow well setup. The pump isn't pushing enough water into the tank or is failing to turn off. What should I do?

This can happen when a pressure regulator has been added to the top of the pump. A pressure regulator is for deep well applications only, not shallow well. Please remove the pressure regulator completely. For a shallow well setup, nothing should be between the output of the pump and the pressure tank so the pump can appropriately read the tank pressure.

Where can I find parts for the Shallow Well Jet Pumps?

Please give us a call at 844 242-2475 and we can assist you.

Intermediate Installation

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FAQs

Convertible Jet Pumps: Deep Well Setup

Can I use the same ejector that was on my previous pump on this pump?
No, the lines need to be pulled up and the ejector replaced with the K2 ejector included with the pump. This is also a great opportunity to replace the foot valve.

Why isn't water being moved by the pump into the pressure tank?
A few things you could check are:

a. K2 Jet Pumps are self-priming AFTER they are initially primed. To prime the pump properly, the pump housing and suction line should be completely filled with water before turning the pump on. Make sure a foot valve or a check valve has been installed on the suction line of your system. This will maintain prime when the pump turns off.
b. Pump voltage: K2 Jet Pumps are dual voltage and come preset at 230V. If you have a 115V connection, make sure you change the pump voltage from 230V to 115V (see owner's manual). Warning: Do NOT change the voltage to 115V if you have a 230V connection. This will result in a pump motor failure.
c. Check the water level in the well. If the water level has fallen below the maximum pumping depth of the pump, the pump will not work. If there have been drought conditions in your area, it is possible the water level has dropped.

My pump runs great but why isn't the pressure increasing?
The pump moves water from the source of water and pumps it to a pressure tank. Ensure the water is shut off in your home and the pressure in the tank has been set at 28 PSI which is 2 PSI below the turn on with the 30-50 pressure switch. To accurately check the air pressure in your tank, turn the power off to the pump and drain all the water out of the system. Using a tire gauge, you can then check the pressure in the tank. If you have adjusted the turn on PSI of your pressure switch, the pressure in the tank should be 2 PSI below the turn on. If the pressure in the tank is not increasing, the pump is not pumping water into the tank.

I changed the Venturi tube for my deep well application, but the ejector doesn't fit back on the pump, what happened?
The ejector and its new venturi do not attach to the front of the pump. For deep well installations, the ejector goes down into the well.

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Convertible Jet Pumps: Deep Well Setup

My previous pump did not have an ejector in the well and an ejector that size would not fit down my well. What do I do now?

K2 Convertible Jet Pumps are designed to work with wells with a minimum diameter of 4 inches. It is possible your deep well application requires a 2" packer jet system which is designed for 2" well casing. The K2 Convertible Jet Pumps will not work in this application.

My jet pump is starting and shutting down quite often, is there something wrong?

Too frequent starting and stopping of a jet pump could be due to one or more of the following:

a. A ruptured diaphragm/bladder in the pre-charged tank will cause the pump to turn on and off more frequently
b. The air charge is too low in the pre-charged tank. To accurately check the air pressure in your tank, turn the power off to the pump and drain all the water out of the system. Using a tire gauge, you can then check the pressure in the tank.
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Do I need to use the pressure regulator that sits on top of the pump outlet?

Yes, the pressure regulator is needed in deep well applications to adjust the drive pressure.

Intermediate Installation