

# BHI

## 1/250 HP 100-240 VOLT PLASTIC CONDENSATE PUMP OPERATION MANUAL BHI-PC-24A



Please read this instruction carefully before using this product,  
and keep this manual carefully for future reference

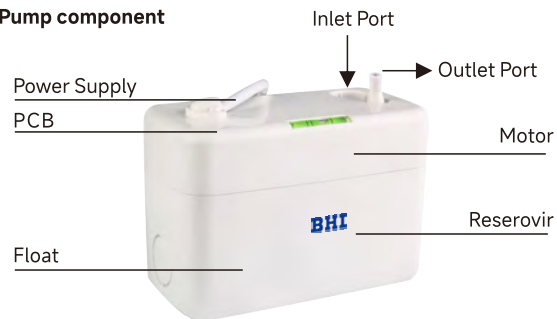
### CONDENSATE PUMP

Thank you for buying your condensate pump. This manual gives instructions on the correct installation. It is important that you follow these instructions carefully.

#### 1.Important notes

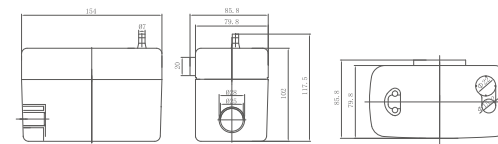
1. Before carrying out any operation on the pump, make sure the installation is disconnected from the power supply.
2. The pump has been evaluated for use with water only.
3. Risk of electronic shock. This pump has not been investigated for use in swimming pool or marine areas.
4. If the cord is damaged, it must be replaced with a special cord or assembly available from the manufacturer or its service agent.
5. Do not run this pump dry.
6. Always ensure the metal magnet in the float is facing upward. Always ensure the reservoir is sitting flat and horizontal.
7. The pump is ideal for most working and living environments. It is not recommended where the environments is oily or particularly dusty.
8. Acceptable for indoor use only.
9. This condensate pump is non- submersible

#### 2.Pump component



### CONDENSATE PUMP

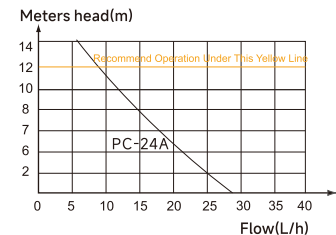
#### 3. Dimension drawing



#### 4.Technical specification

Model	BHI-PC-24A
Voltage	100-240V~/50-60Hz
Discharge head	10m(33 ft)
Rated	Non continuous
Flow rate	24L/h
Tank capacity	200ml
Mini splits up to	8KW(30,000tu/hr)
Sound level	19dB(A)
Ambient temperature	0°C~50°C(32°F~122°F)

#### 5.Maximum recommended head(m)

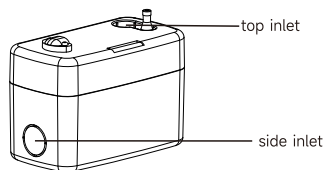


Model	Performance(l/h@head)					
	0m	2m	4m	6m	8m	10m
PC-24A	28	24	20	18	16	12

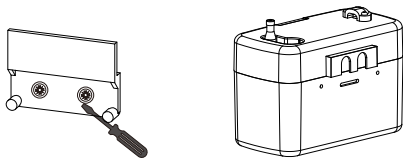
## CONDENSATE PUMP

### Installation

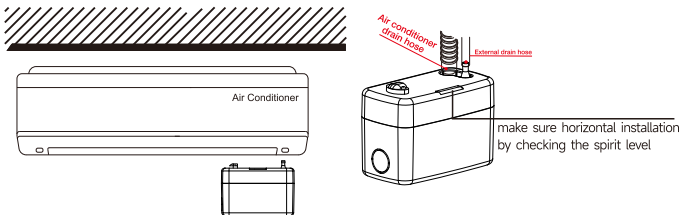
1. Make sure the power is cut off
2. There are two inlet ports for choosing, one is above the pump another is on the right of the pump, Please choose a suitable ports to connect. The size of inlet port is O.D.20MM



3. Fix the Mounted plate. The screw is available.



4. Insert the system's drain pipe to the pump's inlet port, connect the outlet pipe. Do not bend the pipe. Make sure the pipe size should be I.D 6mm.



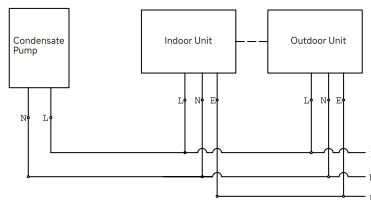
5. Connect the power supply. There are 2 line of cable, connect the 2 line as following drawing:



## CONDENSATE PUMP

### WARNING

Please note the distinction between the power line and signal line, wrong wiring will result in damage to the drain pump and ensure consistent product identification voltage.



6. If the pump can't work normally, the system will be cut off automatically, please contact the qualified person to maintain it.

### 7. Troubleshooting

Problem	Cause	Action
Pump runs all the time	1. Installation is not horizontal	Adjust the tank make it level
	2. There is sludge inside tank	Clean the inside of tank and float
Pump makes loud noise	1. The water is siphoning back in the pump	Check whether the outlet pipe is lower than pump thus result in siphoning, raise the condensate pump position
Pump can't start working	1. Installation is not horizontal	Adjust the tank, check water level
	2. The power can't reach pump	Check power supply
	3. The voltage isn't correct	Check the voltage

### 8. Important service guide:

Flush the pump through with anti-bacterial wash and clean both filters every 6 months or more often if required, to avoid sludge build up. Take great care to replace the float with the magnet facing upwards.



## CONDENSATE PUMP

### Terms & Conditions

#### LIMITED WARRANTY STATEMENT

##### Best Houseware, Inc Product End User ONE (1)-Year Limited Warranty

Subject to the terms and conditions set forth below, Best Houseware, Inc Warranties the products purchased from Best Houseware, Inc or from Best Houseware, Inc authorized reseller/retailer to be free defects in material or workmanship for "ONE (1) Year from date of purchase under normal consumer use during the respective Warranty Period set forth below.

The Limited Warranty is valid only on Products purchased and used in the lower continental United States (not including Alaska, Hawaii, or Puerto Rico). Cosmetic blemishes or imperfections that do not affect functionality of the Product are not covered under this Limited Warranty.

If the Product becomes defective during the warranty period, Best Houseware, Inc will repair or replace the Product at its discretion.

##### A. 30-days return Policy

##### B. Obtaining Warranty Service

To receive instructions for obtaining repair or replacement warranty services as well as general troubleshooting, you may call 1-626-427-3298 (Mon-Fri, 9am-5pm/PST) or email us at support@bhair.com to begin the RMA process. Best Houseware, Inc will attempt to resolve technical issues over email or via phone. If a resolution is not possible, Best Houseware, Inc shall issue a Return Merchandise Authorization (RMA) number for a Return. RMA numbers are valid for fifteen (15) days from the date of issuance and void thereafter.

##### You must also:

1. Submit proof of purchase in the form of a dated bill of sale, receipt, or invoice placed within the return package and a full detailed description of the defect found.
2. You must return the Product to Best Houseware, Inc or to Best Houseware, Inc Authorized Service Provider in a suitable packaging that provides adequate degree of protection against damage during transit to the location specified by Best Houseware, Inc. Costs associated with the packaging and shipping for warranty service shall be at your expense. You are also responsible for insuring any Product returned and assume the risk of lost or damaged packages.
3. All returned Products must be accompanied by a valid RMA number located on the exterior of the package.

##### C. Exclusive Remedy

During the Warranty Period, Best Houseware, Inc will, at its option and as your exclusive remedy for breach of this Limited Warranty or any implied warranties:

- Repair or replace a defective Product, or
- In the event an exact replacement is not available, a model of equal or better value will be sent at no cost to you.
- Any replacement parts will be new or refurbished and the serviced unit will be warranted for the remainder of the original Warranty Period, or thirty (30) days from the date of shipment of the Product back to you, whichever is longer.

## CONDENSATE PUMP

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- Is modified or tampered with;
- Is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defective materials or workmanship;
- Serial number is defaced, altered, or removed;
- Is damaged during shipment;
- Is not used in accordance with the user instruction materials packaged with the Product;
- Is repaired, modified, or altered by other than Best Houseware, Inc authorized repair centers.

Best Houseware, Inc reserves the right to refuse and return, freight collect, Products (i) that are not covered by Best Houseware, Inc Warranty; or (ii) for which there is no trouble found. Product delivered to Best Houseware, Inc or a Best Houseware, Inc Authorized Service Provider with an expired RMA may be refused and returned, without prior notice, to the Customer freight collect.

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## CONDENSATE PUMP

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## RETURNING POLICY

1. Our 30-Days Money Back Guarantee assures our customers that they will receive all orders promptly and exactly as described. In addition, it allows customers to return new and unused products in their original factory condition for any reason within 30 days from the date of purchase. No restocking fee and hassle free!
2. Please note that all returns must be pre-approved by Best Houseware, Inc and have a Return Merchandise Authorization (RMA) number. Unauthorized returns will not be accepted. Buyers are responsible for round-trip shipping costs, appropriate packing, insurance and returning the item in new and re-sellable condition. Used items (opened items) will not be accepted for Return.
3. We only replace the returned item with an identical item, or issue a full store credit for the value of the item, or issue a refund for the value of the item. If your purchase was made during a free shipping method, we will also deduct the shipping charge (as calculated by [www.fedex.com](http://www.fedex.com) / [www.fedex.com](http://www.fedex.com) published rate) from the total amount.
4. Under no condition will Best Houseware, Inc be liable for any damages, and in particular will not be liable for special, indirect, consequential, or incidental damages, or damages for lost properties, revenue or use, arising out of or related to the Best Houseware Inc account or the information contained within it, whether such damages arose in contract, negligence, tort, under statute, in equity, at law or otherwise. The sole and exclusive maximum liability to arising from any product sold on Best Houseware, Inc website shall be the price of the product ordered.

### Best Houseware, Inc

**1269 W 9th Street, Upland, CA 9786 USA**

**Phone : 1-626-427-3298 (Mon-Fri, 9am-5pm/PST)**

**Email : [support@bhair.com](mailto:support@bhair.com)**