



FAQs

Shallow Well Jet Pumps

How deep of a well do I need for the Shallow Well Jet Pump to work?

The water level in the well needs to be 25 feet or less. The well can be deeper than 25 feet, but as long as the water level does not drop below 25 feet, a shallow well jet pump will work. The pump pumps the water from the water level not from the bottom of the suction pipe or well.

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

A few things you could check are:

- 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.
- 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.
- 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 foot valve or sandpoint if the pump struggles to pull water. Make sure there is enough water to supply the pump.
- 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 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 ruptured diaphragm/bladder in the pre-charged tank will cause the pump to turn on and off more frequently
- 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.
- The standard tank (no diaphragm or bladder) is waterlogged and has no air pressure
- Pipes are leaking causing the pressure to drop which will activate the pump.
- Foot valve or check valve is leaking causing a drop in pressure which will activate the pump.
- The pressure switch is not adjusted correctly

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)

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.

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.

