

VIVOHOME

THANK  
YOU!

**NOTE:**

To continuously improve its products, VIVOHOME reserves the right to modify this information without prior notification.

For any questions regarding assembly, please watch the video on the product page or contact our customer service. Our customer service will gladly assist you with any additional questions, comments, or concerns.

Thank you for using VIVOHOME products in your home!

Thank You for Purchasing from

VIVOHOME

Made in China

VIVOHOME

HOW-TO

USER MANUAL



**Submersible Sewage/  
Effluent Pump**



Assembly is EASY!

WE WANT  
YOU TO  
ENJOY LIFE  
AT HOME

GO TO THE PRODUCT LISTING PAGE FOR  
AN INSTRUCTIONAL VIDEO!

## CONTENTS

Specifications .....	1
Safety .....	2
Identification Key .....	7
Assembly & Installation .....	7
Care & Maintenance .....	10
Storage .....	12
Troubleshooting .....	13
Warranty .....	15



SKU	VH1341	VH1342
Max. Flow Rate	4680GPH	5220GPH
Horsepower	3/4 HP	1.0 HP
Voltage Rating	120V	120V
Current Rating	7.0A	8.0A
Discharge	2inch (5.08cm)	2inch (5.08cm)
Max. Discharge Head	16.5ft. (5.03m)	24ft. (7.32m)
Solids (Max)	3/4inch (1.9cm)	3/4inch (1.9cm)
Housing Material	Cast Iron	Cast Iron
Impeller Material	Plastic	Plastic
Flow Rate @ 5 feet	4530GPH	4940GPH
Flow Rate @ 10 feet	4015GPH	4290GPH
Flow Rate @ 15 feet	2958GPH	3300GPH
Flow Rate @ 20 feet	---	2311GPH
Float Switch	Tethered	Tethered
Cord Length	14.4ft. (4.38m)	14.4ft. (4.38m)



**WARNING!** Read and understand all instructions before using your equipment. The operator must follow basic precautions to reduce the risk of personal injury and/or damage to the equipment.

Keep this manual for safety warnings, precautions, operating or inspection and maintenance instructions.

#### HAZARD DEFINITIONS

Please familiarize yourself with the hazard notices found in this manual. A warning indicates that there is a possibility of property damage, injury, or death if certain instructions are not followed.

**DANGER!** This notice indicates an immediate and specific hazard that **will** result in **severe personal injury or death** if the proper precautions are not taken.

**WARNING!** This notice indicates a specific hazard or unsafe practice that **could** result in **severe personal injury or death** if the proper precautions are not taken.

**CAUTION!** This notice indicates a potentially hazardous situation that **could** result in **minor or moderate injury** if precautions practices are not taken.

**NOTICE!** This notice indicates that a specific hazard or unsafe practice **will** result in **damage to equipment or property** but will not result in personal injury.

#### WORK AREA

1. Operate in a safe work environment. Keep your work area clean, well-lit and free of distractions. Ensure lights are positioned to prevent working in the shade.
2. Keep anyone not wearing the appropriate safety equipment away from the work area.
3. Store unused tools properly in a safe and dry location to prevent rust or damage. Keep tools locked up and out of the reach of children.
4. Do not install or use in the presence of flammable gases, dust or liquids.

## PERSONAL SAFETY

**WARNING! Wear personal protective equipment approved by the Canadian Standards Association (CSA) or the American National Standards Institute (ANSI).**

## PERSONAL PROTECTIVE EQUIPMENT

1. Always wear impact safety goggles that provide front and side protection for the eyes. Eye protection equipment should comply with CSA Z94.3-07 or ANSI Z87.1 standards based on the type of work being performed.
2. Wear gloves that provide protection based on the work materials or to reduce the effects of tool vibration.
3. Wear protective clothing designed for the work environment and tool.
4. Non-slip footwear is recommended to maintain footing and balance in the work environment.

## PERSONAL PRECAUTIONS

Control the tool, personal movements, and the work environment to avoid personal injury or damage to the tool.

1. Do not operate any tool when tired or under the influence of drugs, alcohol or medication.
2. Avoid wearing clothes or jewelry that can become entangled in the moving parts of a tool. Keep long hair covered or tied back.
3. Do not overreach when operating a tool. Proper footing and balance will enable better control in unexpected situations.

## SPECIFIC SAFETY PRECAUTIONS

**WARNING! DO NOT let comfort or familiarity with product (gained from repeated use) replace strict adherence to the tool safety rules. If you use this tool unsafely or incorrectly, you will suffer serious personal injury.**

1. Use the correct tool for the job. This tool was designed for a specific function.
2. Do not modify or alter this tool or use it for an unintended purpose. Do not use the tool if any parts are damaged, broken or misplaced.
3. Repair or replace the parts.  
Wear safety glasses when working with pumps.

4. Do not run the pump if there is no water in the system.
5. Do not use pumps in water over 40°C (104°F). Avoid draining hot water tanks into sump pits.
6. Do not operate this device with anything other than a 120-volt power source.
7. Connect this product to a grounded circuit equipped with a Ground Fault Circuit Interrupter (GFCI).
8. Do not install the pump in any location classified as hazardous by the National Electrical Code, ANSI / NFPA 80-1984 or the Canadian Electrical Code.
9. Do not use pumps for pumping mud, sand, cement, fats, salt, oils, combustible or explosive substances or chemicals.
10. The appliance is intended for pumping rainwater, wastewater from toilets, fresh water, mains water and chlorinated swimming pool water.
11. The pump must not be used for potable water supply or for the delivery of foodstuffs.
12. The device is not suitable for commercial or industrial use.
13. The pump is not suitable for continuous operation (such as permanent circulation in filter systems).
14. Be alert to the risk of fire or explosion. Do not pump flammable or explosive fluids such as gasoline, fuel oil, kerosene, etc.
15. Do not use in a flammable and / or explosive environment.
16. Before installing this product, have the electrical circuit checked by an electrician to ensure proper grounding.
17. Do not lift the pump by the power cord.
18. Make sure the power source to the pump is disconnected before installing or servicing the pump.
19. Check the voltage on the motor nameplate and make sure it matches the voltage of the electrical current supply.
20. Do not expose the pump to freezing temperatures. Freezing could cause severe damage and will void the warranty.
21. Do not insert fingers or other objects into the pump or motor openings.
22. Do not run the pump dry. Dry running can overheat the pump, (causing burns to anyone handling it) and will void the warranty.
23. The pump normally runs hot. To avoid burns when servicing the pump, allow the pump to shut down and cool for 20 minutes.
24. Always inspect the pump before use. Do not use a damaged pump. Have the pump serviced by a qualified service technician.

## ELECTRICAL SAFETY

**WARNING! Hazardous voltage can shock, burn or kill. Observe the following safety precautions when installing, operating or servicing this pump.**

1. Do not allow the plug on the end of the electrical cord to be submerged.
2. Do not use extension cords. They are a fire hazard and can reduce the voltage sufficiently to prevent pumping and / or damage the motor.
3. Do not handle or service the pump while it is connected to the power supply.
4. Ground the motor before connecting to an electrical supply.
5. Failure to ground the motor can cause severe or fatal electrical shock.
6. Do not ground to a gas supply line.
7. To avoid dangerous or fatal electrical shock, turn off the power to the motor before working on electrical connections.
8. The supply voltage must be within 10% of the nameplate voltage. Incorrect voltage can cause fire or seriously damage the motor and void the warranty. If in doubt, contact a licensed electrician.
9. Follow all national electrical code and local codes for all wiring.
10. Do not handle a pump or pump motor with wet hands, or when standing on a wet or damp surface or in water.
11. Always disconnect the power source before performing any work on or near the motor or its connected load.
12. Protect yourself against electric shocks when working on electrical equipment. Avoid body contact with grounded surfaces. There is an increased chance of electrical shock if your body is grounded.
13. The fuse must be a residual current circuit-breaker with a measured residual current of no more than 30 mA.
14. If the device is not in use, make sure that the plug is removed from the power source.
15. Make sure that the device is switched off before connecting the power cord.
16. Make sure that the device is switched off before unplugging it.
17. Disconnect the power supply before moving or transporting the device.
18. Do not install or switch on the pump if there are people or animals in the medium, or if they have contact with the medium being pumped (such as swimming pools).

**WARNING! A qualified electrician should perform all wiring.**

## POWER CORD

1. Do not operate this tool if the power cord is frayed or damaged as an electric shock may occur, resulting in personal injury or property damage.
  - a. Inspect the tool's power cord for cracks, fraying or other faults in the insulation or plug before each use.
  - b. Discontinue use if a power cord feels more than comfortably warm while operating the tool.
  - c. Have the power cord replaced by a qualified service technician.
2. Keep all connections dry and off the ground to reduce the risk of electric shock. Do not touch plugs with wet hands.
3. Prevent damage to the power cord by observing the following:
  - a. Never use the cord to carry the tool.
  - b. Do not pull on the cord to disconnect the plug from an outlet.
  - c. Keep the power cord clear of the tool and the tool's work path while in operation. The cord should always stay behind the tool.
  - d. Keep the cord away from heat, oil, sharp edges or moving parts.
4. Do not allow people, mobile equipment or vehicles to pass over unprotected power cords.
  - a. Place power cords away from traffic areas.
  - b. Place cords in reinforced conduits.
  - c. Place planks on either side of the power cord to create a protective trench.

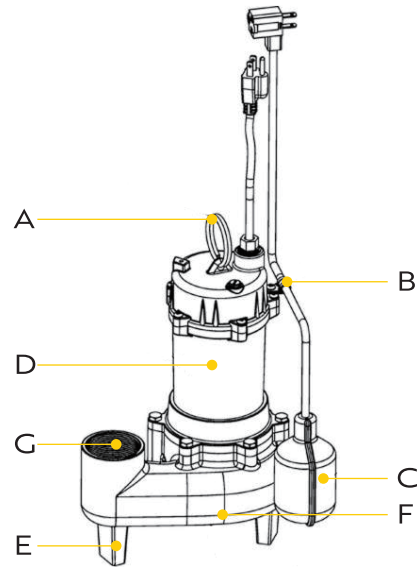
## UNPACKING

**WARNING! Do not operate the tool if any part is missing. Replace the missing part before operating. Failure to do so could result in a malfunction and personal injury.**

Remove the parts and accessories from the packaging and inspect for damage.

Make sure that all items in the identification key are included.

# Identification Key



- A. Carrying Handle
- B. Float Switch Height Adjustment
- C. Float Switch
- D. Pump Casing
- E. Feet
- F. Suction (Underside)
- G. Pressure Connection

# Assembly & Installation



## HOSE CONNECTION

**IMPORTANT! All threaded connections must be sealed with thread sealing tape.**

1. Attach a sufficiently long and strong rope to the handle before the first use. The pump is submerged into the liquid on this holding rope and can also be carried with it as well as with the handle.

**IMPORTANT! In case of continuous use of the pump with the rope, the condition of the rope must be checked regularly as it can decay and break over time.**

2. Connect the pressure pipe to the pressure connection. For occasional use, use a suitable water hose. The use of rigid pipes with a non-return valve is recommended for use at a fixed location. This prevents the return flow of liquid when switching the pump off.

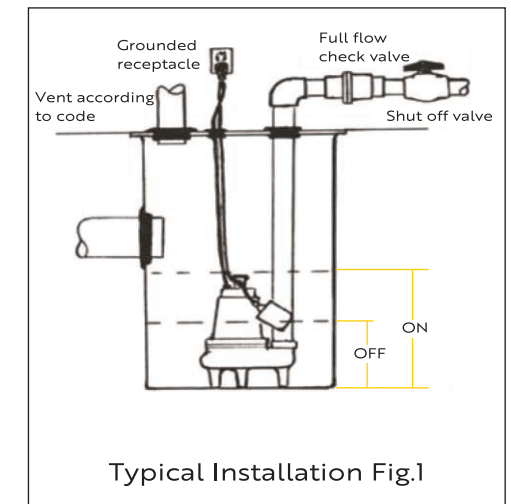
**IMPORTANT! When using a hose, screw a suitable hose adapter onto the pressure connection. Push the hose firmly onto the hose adapter and secure with a hose clamp.**

## FLOAT SWITCH ADJUSTMENT

The cut-in / cut-out height of the pump can be adjusted by shortening the length of the float cord.

## LOCATION

1. The pump needs an area of at least 19.7 X 19.7 inches (50 X 50 cm). The float switch must be able to move freely so that it functions properly.
2. Make sure to locate the pump in a stable position (especially for automatic operation).
3. Make sure that the pump is located in a way that ensures the inlet openings at the suction base are unobstructed. Place the pump on a brick or cement, do not place the pump directly on open earth or gravel.
4. Do not use the power cable or float switch to carry or hang the pump. When submerging the pump, use a rope fastened to the pump's carrying handle.



## OPERATION

1. Submerge the pump at an angle into the liquid to be pumped so that no air pocket forms on the underside of the appliance. Suction would be prevented by this air pocket. Once the pump is submerged, it can be righted again.
2. Leave the pump on the bottom of the liquid source. Use a strong rope attached to the carrying handle of the pump for lowering.
3. Tighten the end of the rope firmly after lowering.

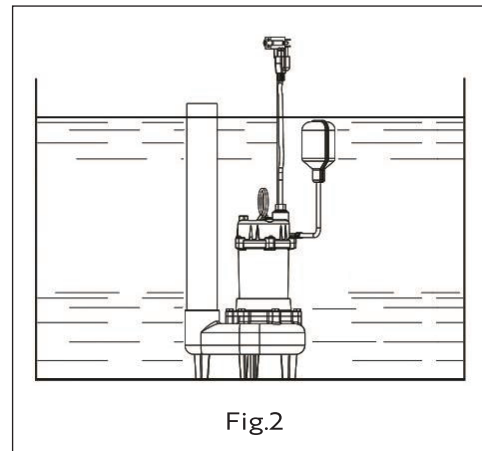
**NOTE: The pump can also be operated while suspended on a rope.**

**CAUTION! Do not operate the pump without a pressure hose.**

**CAUTION! Avoid allowing the pump to twist around its longitudinal axis.**

4. After the pump has been connected to the main power supply, the pump will begin operating.

**CAUTION! The float switch must be able to move so that the submersible pump cannot run dry.**



## OPERATING TIPS

1. Dry-running operation causes increased wear and is to be avoided. Therefore, the pump must be immediately switched off when water fails to flow.
2. After having pumped chlorinated swimming pool water or other liquids leaving residues, the pump should be rinsed with clean, clear water.
3. Sand and other abrasive materials in the liquid will cause increased wear and reduce the pump's output.
4. Avoid running the pump for more than 10 minutes at a time.

**IMPORTANT! This flat suction height is only reached in case of manual operation, but not in case of automatic operation.**

5. If the pump becomes air locked, shut the power off for approximately 1 minute then restart the pump. Repeat several times to clear the air from the pump.

## SECTION E

# Care & Maintenance



**WARNING! Disconnect the main plug before carrying out any work on the device.**

**WARNING! Make sure that the device and connected accessories are depressurized before carrying out any work on the device.**

**WARNING! All gaskets must be replaced after each disassembly of components.**

1. Maintain the tool with care. A tool in good condition is efficient, easier to control and will have fewer problems.
2. Make certain that the power source conforms to the requirements of your equipment.
3. When wiring an electrically driven device, follow all electrical and safety codes, as well as the most recent Canadian Electrical Code (CE) and the Canadian Centre for Occupational Health and Safety (CCOHS).
4. Always disconnect the pump from the power source prior to repairs. Always reconnect the pump to the power source after the repairs.
5. Inspect the tool fittings, alignment, hoses, and power supply cord periodically. Have damaged or worn components repaired or replaced by an authorized technician. Only use identical replacement parts when servicing.
6. Only use accessories intended for use with this tool.
7. Maintain the labels and nameplates that carry important information. If they are unreadable or missing, contact VIVOHOME for replacements.

**WARNING! Only qualified service personnel should repair the tool. An improperly repaired tool may present a hazard to the user and/or others.**

## CLEANING

Regular and simple cleaning based on the level of pollutants in water can effectively extend the service life of the pump. Submerge the pump in a container with clean water and switch it on for a short time to rinse the inside of the pump.

## CLEANING THE SUCTION AREA

When the flow rate is abnormal, clean the impeller through the suction port. Alternatively, remove the screws that fix the vortex chamber and remove any debris tangled around the shaft, impeller, or vortex chamber.

**IMPORTANT! This pump cannot cut and crush fiber debris, and should avoid containing fiber debris in sewage, otherwise it may clog the water pump.**

## MAINTENANCE SCHEDULE

### BEFORE EACH USE

1. Perform a visual inspection of the pump casing and cables for damage.
2. Check the float switch for damage by lifting and shaking it to ensure the free movement of the contained metal balls.

## LUBRICATION

**NOTICE! NEVER use a penetrating oil to lubricate the tool. Penetrating oil may act as a solvent that can break down the grease and cause the tool to seize up.**

## SECTION F

# Storage



The pump should not be stored outside. The pump could get damaged from rain and ice. Keep the pump in a cool, dry place. Do not expose the pump to direct sunlight.

## REMOVAL FROM STORAGE

Before using the pump for the first time, soak it in water to prevent any dirt from clogging the pump.

## DISPOSAL

Dispose of damaged equipment at an appropriate facility.



Please contact us if the tool does not function properly or parts are missing. You may also visit a qualified technician to service the tool as needed.

Problem(s)	Possible Cause(s)	Suggested Solution(s)
Pump does not run.	No power.	Check the cables, plug, socket and fuse.
	Motor overheats.	Liquid temperature is too high, eliminate the cause of overheating.
		Blocked by foreign contaminants, eliminate the cause of overheating.
	Ground Fault Circuit Interrupter (GFCI) is activated.	Switch on the GFCI, if it happens again, contact a qualified service technician.
Pump runs but does not pump liquids.	Suction opening is blocked.	Remove the blockage.
	The pump draws in air.	Keep the pump at an angle while submerging.
		Switch the pump on and off several times in order to expel the air.
The pump is blocked by foreign contaminants.	Clean the pump.	
The pump runs very loudly.	The pump is drawing in air.	Ensure there is sufficient liquid present.
		Keep the pump at an angle while submerging.

Problem(s)	Possible Cause(s)	Suggested Solution(s)
The delivery rate is too low.	The delivery height is too great.	Reduce the delivery height to the maximum height (see Specifications).
	The pressure line diameter is too small.	Use a pressure line with a larger diameter.
	The pressure line is blocked.	Remove the blockage.
	The pressure opening is blocked.	Remove the blockage.
	The pressure line is kinked.	Straighten the pressure line.
	The pressure line leaks.	Seal the pressure line, tighten the threaded connections.



The VIVOHOME warranty program is our commitment to you. We are committed to providing you with a high-quality product that meets your needs and expectations. To demonstrate our confidence in the durability and performance of our products, we offer the following warranty.

### **WARRANTY COVERAGE**

This warranty program applies to any orders, purchases, receipts, or use of any products sold by VIVOHOME and is valid for a period of 1 year from the date of purchase. However, please note that this warranty period is only valid for the original order. If you receive a replacement order during the warranty period, it will not include a separate warranty period.

### **WARRANTY EXCLUSIONS**

This warranty does not cover damage resulting from misuse, accident, unauthorized modification, or any other circumstances not directly related to the manufacturing and design of the product, including but not limited to:

- Parts lost during use.
- Normal wear and tear of products or parts.
- Incorrect installation (such as using the wrong voltage) or assembly.
- Exceeding the bearing capacity of the product.
- Use under extremely harsh conditions.

- Improper cleaning or maintenance.
- Damage caused by any reason other than the intended use of the product.
- Indirect loss or damage caused by the product.

### **HOW TO MAKE A WARRANTY CLAIM**

If you find any defects that affect the use of the product or if the product stops working and cannot be repaired during the warranty period, please contact our customer service team at our email or via Amazon & app's direct messaging service as soon as possible. Provide the following information to expedite the process:

- Order number
- Images and/or videos illustrating the issue
- A detailed description of the problem

VIVOHOME will provide technical support, replacement, refund, or other solutions based on the nature of the issue. If you wish to return the original package for any reason, please contact us for confirmation before proceeding. You can expect to receive a response within 48 hours.

Thank you for choosing VIVOHOME. We are committed to ensuring the quality and satisfaction of your purchase. If you have any questions or need assistance, please do not hesitate to contact our customer service team.