

## PondoVac 3 / 4 Troubleshooting

Switch the Vacuum Cleaner on.  
(Always use a GFCI device when testing electrical products)

Does the unit power on?

No

Check the cable for any signs of damage. Check to make sure there is power at the outlet that the vacuum is plugged into

Still not powering on?  
**See the back of this page for details of how to contact OASE.**



Figure 3

Failure to have proper Amperage available can result in poor performance and or damage to the unit.  
**See back of this page for details of electrical recommendations**  
Still no or low suction?

Yes

Does the unit have low suction or no suction?

Please make sure the unit is elevated above the surface of the pond and discharge is at a decline.

Please check inlet and discharge hoses to make sure they are free of blockage and/or debris.  
Still no or low suction?

Please make sure rubber flaps on intake distributor are intact, laying flat, not torn and are free of blockage from debris or rocks.  
**(See example)**  
Still no or low suction?

Please make sure filter foam is free of debris and is not worn or damaged.  
**See back of this page to order OASE replacement parts.**  
Still no or low suction?

**Please see back of this page for details on how to contact OASE.**

Does the unit have intermittent suction?

This can be caused by faulty inlet valves (fig. 3) or the discharge rubber flap at the bottom of the inner chamber not being in the correct position. (fig. 2)

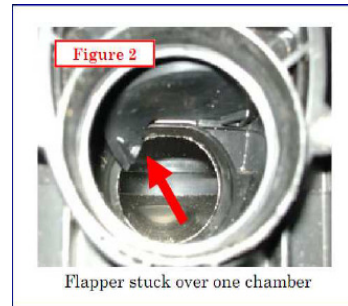


Figure 2

Flapper stuck over one chamber

Figure 2 incorrect;  
Figure 1 correct

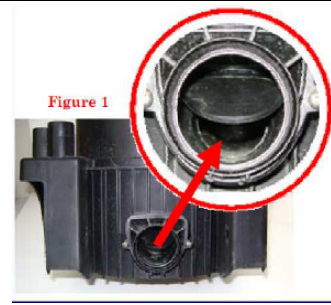


Figure 1

Still intermittent suction?

Please remove filter foam from vacuum distributor and verify that the floats are not stuck and move up and down freely.

Still intermittent suction?

Oase recommends a 20 amp dedicated GFCI electrical outlet to be installed near the pond. Please see installation manual for electrical specs of the unit.

Please do not use Electrical extension cords of improper size. Oase recommends 0-25' 12 gauge 26-50' 10 gauge

OASE extended warranties are only valid if registered. Guarantee certificate and proof of purchase are required to fulfill the guarantee.

The term of any guarantee starts from the original date of purchase. If a vacuum is replaced under guarantee, the guarantee does not start again.

Spare parts are readily available from OASE. Please visit [www.oase-parts.com](http://www.oase-parts.com) for spare parts orders.

Fill in the OASE service form. For warranties or returns please contact OASE.

At any time you can call the OASE technical helpline for help and advice at 1-866-OASE-HELP