

Salamander Pumps



System Information
User Guide

System information

To be able to resolve your problem as quickly and easily as possible, we need some further information.

Understanding how the pump has been installed helps us to diagnose the cause of the problem. This guide will help you to gather the photographs and measurements we need.

Please send the images and measurements to tech@salamanderpumps.co.uk with your reference number or serial number as the subject.

WE WILL REQUIRE THE FOLLOWING INFORMATION:

- 1. What outlets your pump is boosting the water to.**
- 2. Photos and measurements:** See section A-0

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What is the pump supplying?

We need to know what outlets the pump is boosting the water to.

Please provide photos of all the outlets the pump is boosting the water to, such as a shower head, tap, toilet, bath or wash basin.

If you're not sure if the pump is supplying a particular outlet, you can check by turning on the outlet and if the pump turns on then we know the pump is supplying this outlet.

Example images:



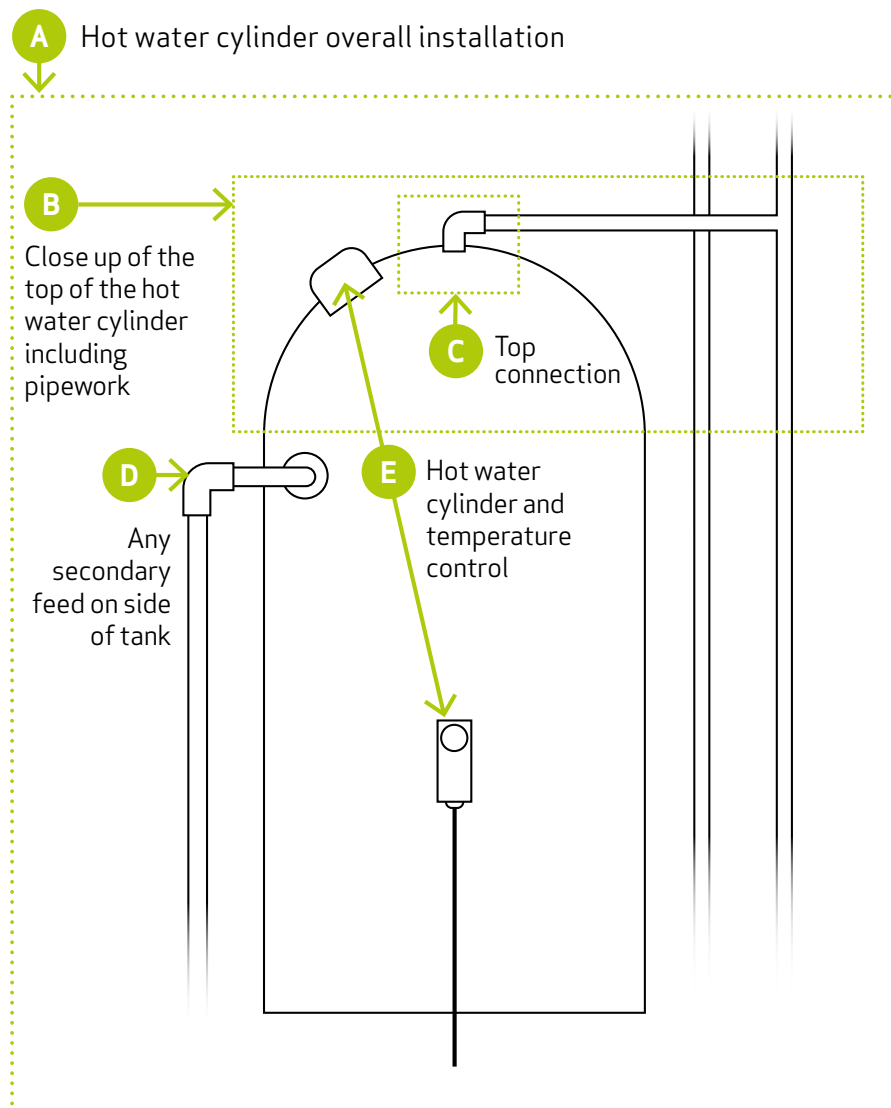
Hot water cylinder

We need to get an overview of the hot water cylinder installation.

Below is an illustration of what we need you to supply and on the following pages are example photos.

Each letter represents the images or measurements you need to collect:

- A) A photo of the overall hot water cylinder installation.
- B) A photo of the top of the hot water cylinder including pipework - from the dome and above.
- C) A photo of the top connection on the hot water cylinder.
- D) A photo of any side connections on hot water cylinder.
- E) A photo of the hot water cylinder temperature control.



Hot water cylinder

A A photo of the overall hot water cylinder installation.

Stand back from your hot water cylinder and take a photograph of the entire cylinder including the surrounding area and pipework. Please remove anything obscuring the view, such as towels or boxes.

Example images:



B A close up photo of the top of the hot water cylinder including pipework.

Please take this from the dome of the hot water cylinder and above.

Example images:



Hot water cylinder _____

C A photo of the top connection on the hot water cylinder.

Example images:



D A photo of any side connections on the hot water cylinder.

Example images:



Hot water cylinder

E A photo of the hot water cylinder temperature control.

Take a close-up photo of the temperature controls for the hot water cylinder. E.g. Thermostat on cylinder, immersion or thermostatic mixing valve.

Example images:

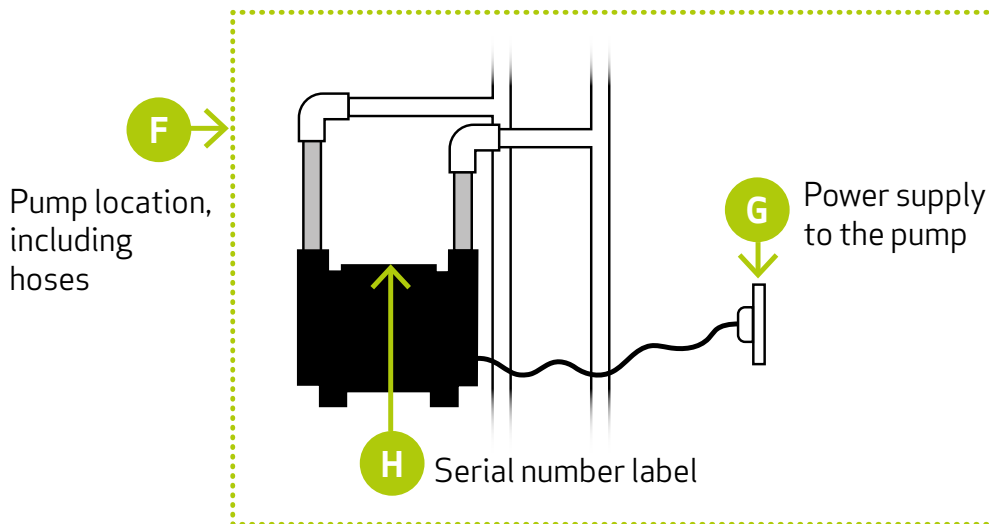


The pump

We need to understand where and how the pump has been installed.

Below is an illustration of what we need you to supply. Example photos follow.

- F) A photo showing the pump in its location, including the hoses.
- G) A photo of the electrical supply to the pump.
- H) A photo of the serial number label on the pump.



F A photo showing the pump in its location, including the hoses.

Example images:

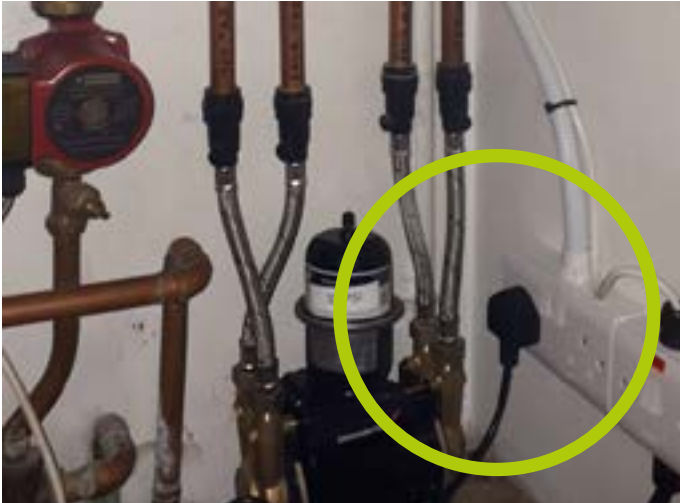


The pump _____

G A photo of the electrical supply to the pump.

E.g. Plug socket or fused spur.

Example images:

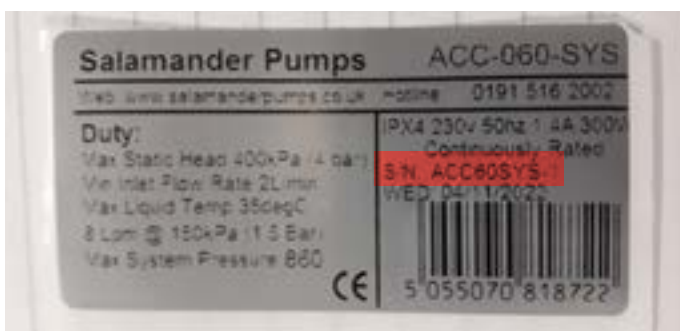


H A photo of the serial number label on the pump.

Depending on the type of pump, the serial number label will either be found on the top of the pump or on the vessel attached to the top of the pump.

The label will look like the images shown below, the highlighted digits are the serial number. Please be aware the colour and size may vary.

Pumps manufactured before February 2021:



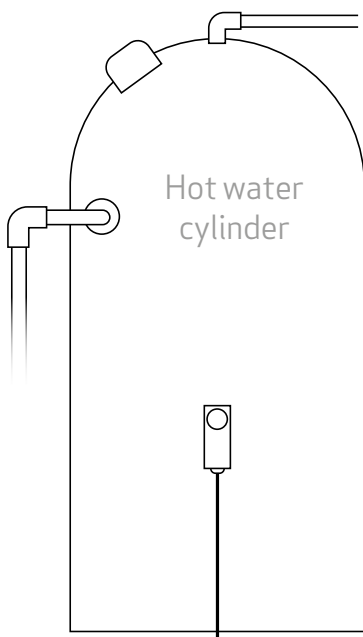
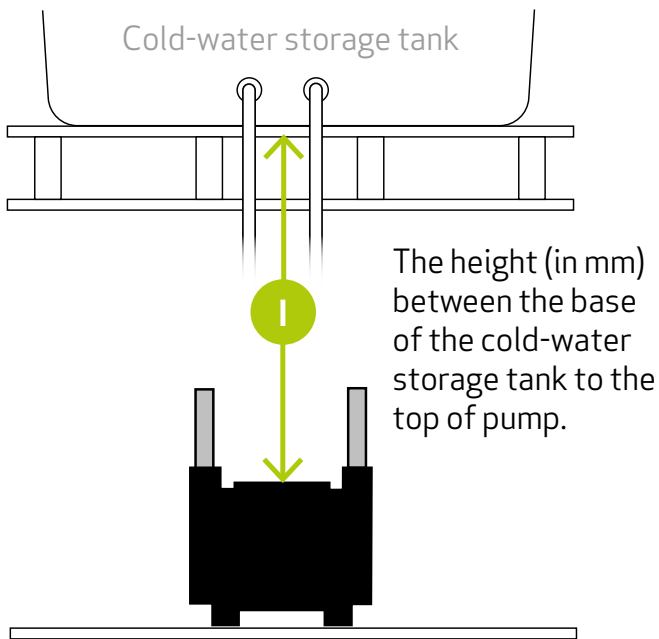
Pumps manufactured after February 2021:



The pump _____

I Only required if the pump is located above the hot water cylinder. The height (in mm) between the base of the cold-water storage tank and the top of the pump.

This measurement needs to be taken from the base of the cold-water storage tank to the top of the electrical box on the pump, **not the pressure vessel**.

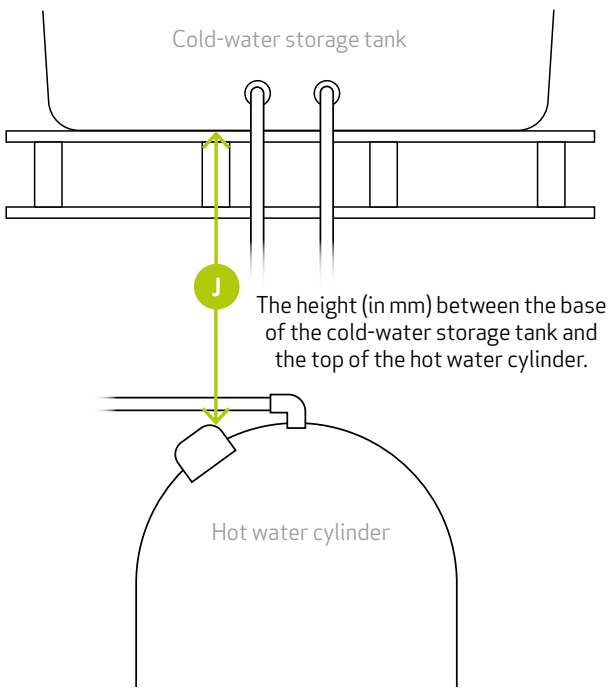


The pump _____

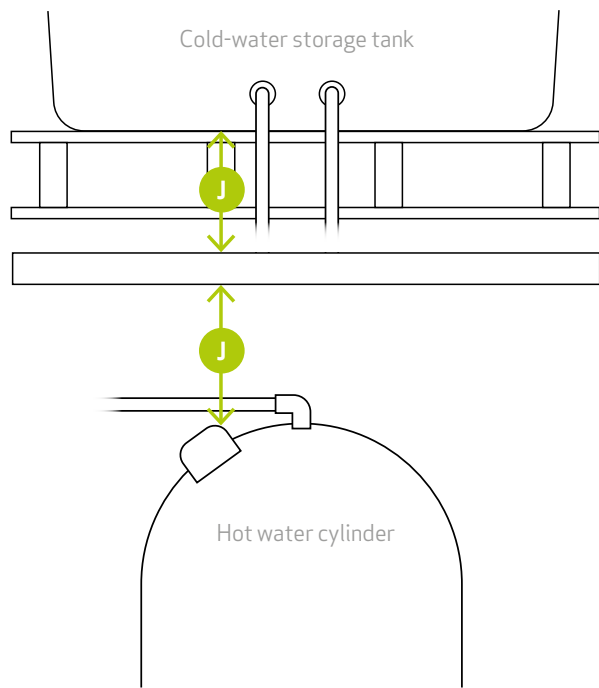
J The height (in mm) between the base of the cold-water storage tank and the top of the hot water cylinder.

Below is an illustration of what we need you to supply.

If they are on the same floor:



If they are on different floors measure the height from the top of the hot water cylinder to the ceiling, and then measure from the floor to the base of the cold-water storage tank and add together:

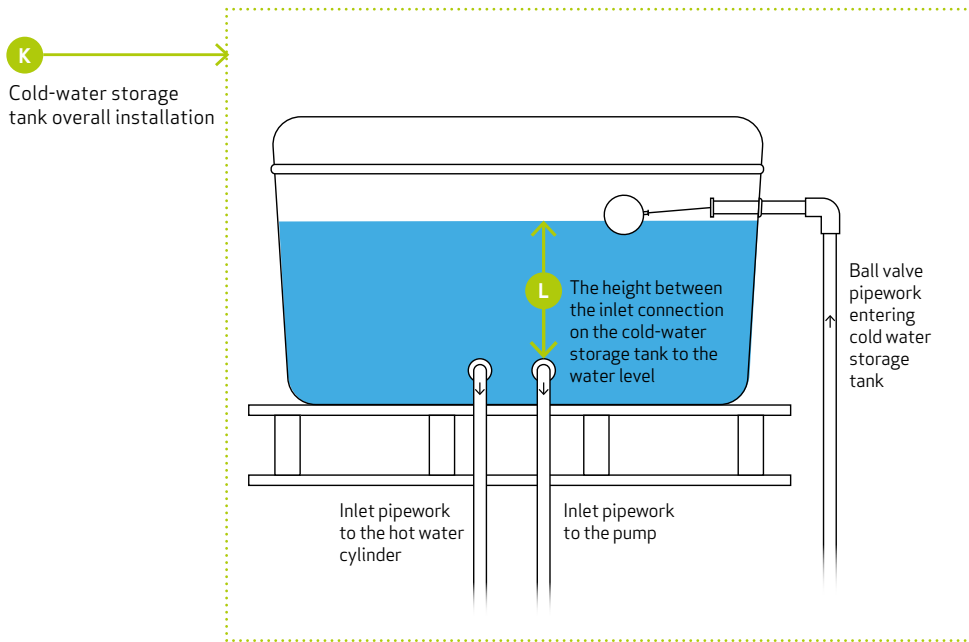


Cold-water storage

Next we need to learn about the cold-water storage.

Below is an illustration of what we need you to supply and example photos:

- K) A photo of the overall cold-water storage tank including pipework.
- L) A measurement of the distance between the inlet connection on the cold-water storage tank to the water level.



K A photo of the overall cold-water storage tank including pipework.

Example images:



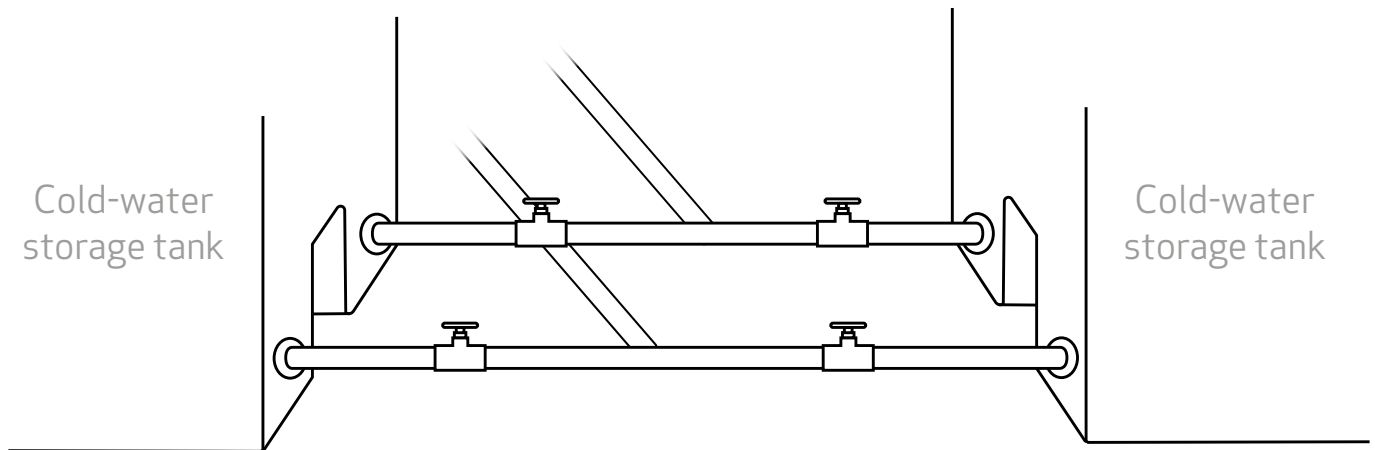
L The height (in mm) between the inlet connection on the cold-water storage tank to the water level.



Cold-water storage

- M** A photo of the pipework linking multiple tanks together. **Only required if the system includes linked cold-water storage tanks.**

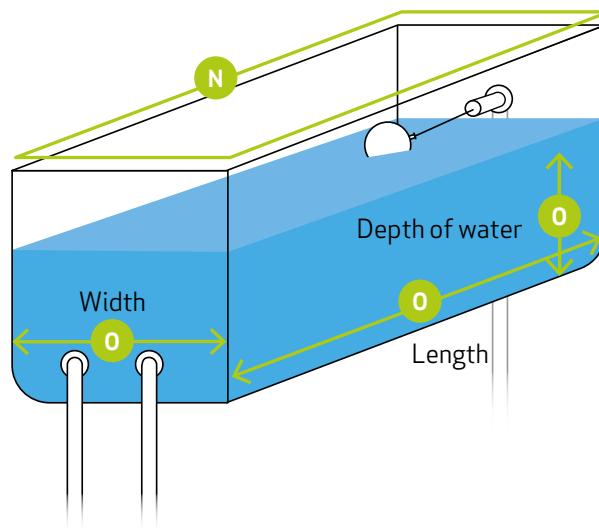
Example image:



Cold-water storage

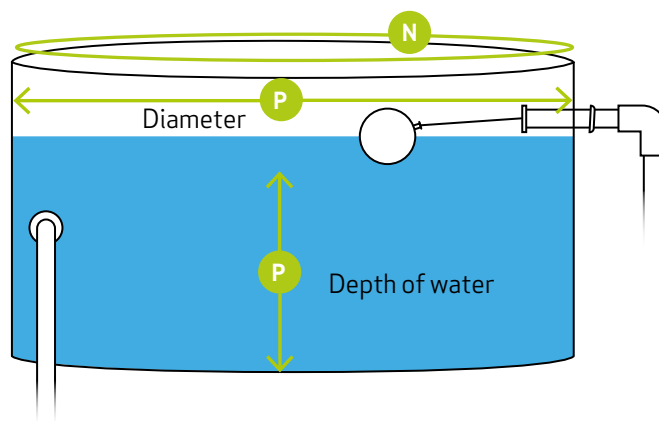
For square or rectangular cold-water storage tanks:

- N) A photo of the inside of the cold-water storage tank including the ball valve pipework.
- O) The width and length of the cold-water storage tank and the depth of the water.



For round cold-water storage tanks:

- N) A photo of the inside of the cold-water storage tank including the ball valve pipework.
- P) The diameter of the cold-water storage tank and the depth of the water.



Example images:

