
CM10-1/CM10-2 Troubleshooting

If the pump is humming but not circulating water, the most common cause is **debris lodged in the impeller**. This prevents the impeller from turning. If the pump is left powered on while jammed, the motor can overheat and fail.

Important: A seized pump due to debris is considered a maintenance issue, not a warranty issue.

Safety First

1. Turn off the Pollution Control Unit.
 2. Disconnect power to the pump before performing any maintenance.
-

Step 1 – Check for Debris (Most Common Cause)

1. Remove the pump cover/access panel.
 2. Inspect the pump basket and impeller area.
 3. Remove any debris such as:
 - Food particles
 - Grease buildup
 - Stones
 - Metal fragments
 - Other foreign objects
 4. Verify the impeller can rotate freely.
-

Step 2 – Test the Pump

Restore power briefly.

If the pump operates normally:

- The blockage has been cleared.
- Resume normal operation.

If the pump hums but does not spin:

Proceed to Step 3.

Step 3 – Rotate the Impeller by Hand



(844) GO SMOKI / (844) 467 6654 | info@smokiusa.com
www.smokiusa.com

With power disconnected:

- Try rotating the impeller or motor shaft by hand.

If it turns freely:

- Inspect the impeller for damage.
- Inspect the motor coupling if equipped.
- Check the start capacitor.

If it does NOT turn:

- The motor bearings may have failed.
 - The pump may require repair or replacement.
-

Step 4 – Electrical Inspection (Qualified Personnel Only)

If the impeller spins freely but the motor only hums:

- Inspect the start capacitor.
 - Replace if defective.
 - Inspect the motor coupling and shaft for damage.
-

Preventative Maintenance

To maximize pump life:

- Inspect the pump regularly for debris.
 - Remove buildup before it reaches the impeller.
 - Never allow the pump to continue humming without pumping.
 - Shut off power immediately if abnormal noise or humming occurs.
-

Important Warranty Information

Pump failures caused by debris blocking the impeller are **not covered under warranty**. Operating the pump while the impeller is jammed can burn out the motor. If a returned pump is sent to the manufacturer for evaluation, debris-related motor failure will typically be classified as maintenance-related (user-caused), not a manufacturing defect.

