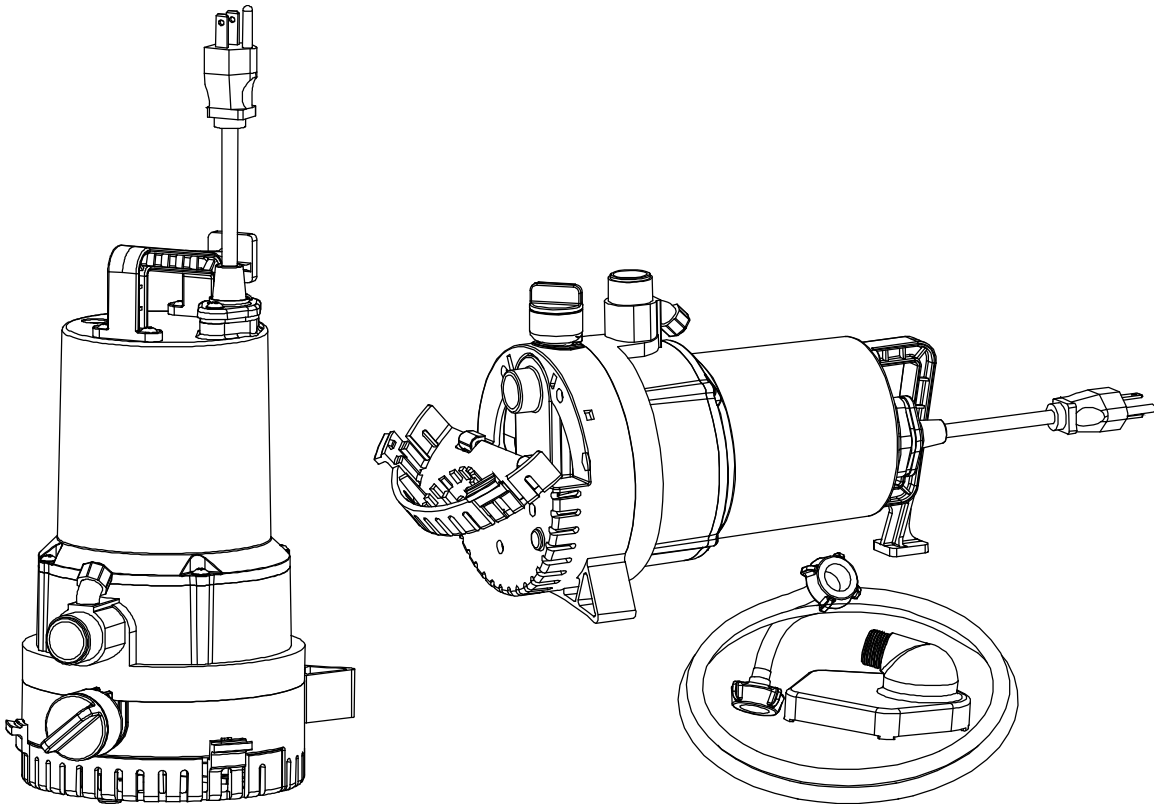
Westinghouse

OWNER'S MANUAL

2-IN-1 UTILITY PUMP



Model# WH25UP21

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PERFORMANCE

Model		HP	Discharge Flow (GPH)						Max. Lift
			0 ft.	5 ft.	10 ft.	15 ft.	20 ft.	25 ft.	
WH25UP21	Submersible Utility Pump Function	1/4	1,600	1,500	1,300	950	700	210	30 ft.
	Non-Submersible Transfer Pump Function	1/4	950	840	730	600	400	170	30 ft.

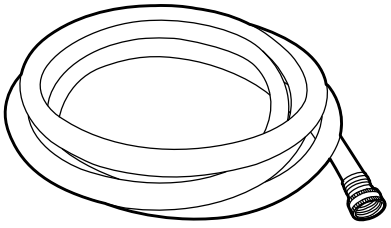
PRE-INSTALLATION

APPLICATION

- This pump can be used as a submersible utility pump. It is suitable for draining or removing water from the following: hot tubs, stock tanks, flooded basements, water gardens, flat roofs, pool covers, window wells.
- This pump can be also used as a non-submersible transfer pump. It is suitable for draining or removing from the following: water heaters, boats, waterbeds, clogged sinks, aquariums, wash machines, utility sinks.
  WARNING: Risk of pump failure, property damage and bodily injury. Before using this pump to drain a hot water heater, be sure to read the manufacturer's instructions. The water temperature in the water heater must be cooled down to 95°F or lower before draining with this pump.

DO NOT USE THIS PUMP: with flammable liquids or in salt-water marine areas; as a sump, sewage, or effluent pump; to recirculate water or run continuously for fountains and water features.

MATERIALS REQUIRED (NOT INCLUDED)



3/4" Garden Hose (25 ft. max. length)

SPECIFICATIONS

Power supply	115V, 60 HZ., 10 Amp Circuit minimum
Liquid Temp. Range	32 to 95°F (0- 35°C)
Discharge	3/4 in. garden hose thread
Power Cord	SJTW, 18AWG/3C, 10 ft.

SAFETY INSTRUCTIONS

DANGER: Indicates a hazardous situation that, if not avoided, will result in death or serious injury.

1. Do not pump flammable or explosive liquids such as oil, gasoline, kerosene, ethanol, etc. Do not use in the presence of flammable or explosive vapors. Using this pump with or near flammable liquids can cause an explosion or fire, resulting in property damage, serious personal injury, and/or death.
2. ALWAYS disconnect the power to the pump before servicing.
3. Do not touch the motor housing during operation. The motor is designed to operate at high temperatures. Do not disassemble the motor housing.
4. Do not handle the pump or pump motor with wet hands or when standing on a wet or damp surface, or in water before disconnect the power.

WARNING: indicates a hazardous situation that, if not avoided, could result in death or serious injury.

1. Release all pressure and drain all water from the system before servicing any component.
2. Secure the discharge line before starting the pump. An unsecured discharge line will whip, possibly causing personal injury, and/or property damage.
3. Extension cords may not deliver sufficient voltage to the pump motor. Extension cords present a life threatening safety hazard if the insulation becomes damaged or the connection ends fall into water. The use of an extension cord to power this pump is not permitted.
4. Wear safety goggles at all times when working with pumps.
5. This unit is designed only for use on 115 volts (single phase), 60 Hz, and is equipped with an approved 3-conductor cord and 3-prong grounded plug. Do not remove the ground pin under any circumstances. The 3-prong plug must be directly inserted into a properly installed and grounded 3-prong, grounding-type receptacle. Do not use this pump with a 2-prong wall outlet. Replace the 2-prong outlet with a properly grounded 3-prong receptacle (a GFCI outlet) installed in accordance with the National Electrical Code and local codes and ordinances. All wiring should be performed by a qualified electrician.
6. Protect the electrical cord from sharp objects, hot surfaces, oil, and chemicals. Avoid kinking the cord. Do not use damaged or worn cords.
7. Failure to comply with the instruction and designed operation of this unit may void the warranty. ATTEMPTING TO USE A DAMAGED PUMP can result in property damage, serious personal injury, and/or death.
8. Ensure that the electrical circuit to the pump is protected by a 10 Amp fuse or circuit breaker.

CAUTION: indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

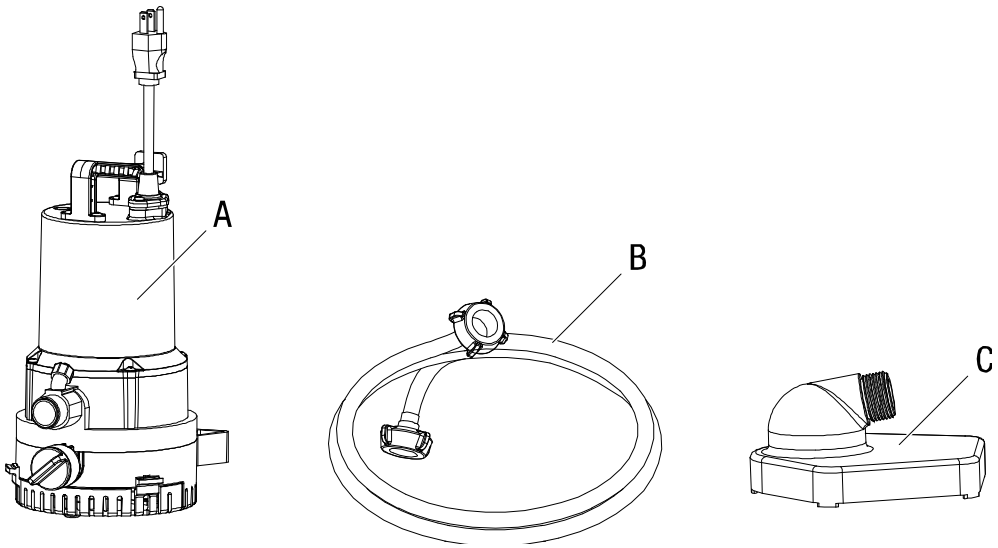
1. Do not lift the pump by the power cord.
2. Know the pump and its applications, limitations, and potential hazards.
3. Secure the pump to a solid base. This will aid in keeping the pump in a vertical orientation. This is critical in keeping the pump operating at maximum efficiency. It will also help prevent the pump from clogging resulting in premature failure.
4. Periodically inspect the pump and system components to ensure the pump suction screen is free of mud, sand, and debris. Disconnect the pump from the power supply before inspecting.
5. Follow all local electrical and safety codes, along with the National Electrical Code (NEC). In addition, all Occupational Safety and Health Administration (OSHA) guidelines must be followed.
6. Do not run the pump dry. Operating the pump without water will cause damage to the seals and the pump to fail, which voids the warranty.

IMPORTANT: indicates best practices not related to personal injury.

1. The motor of this pump has a thermal protector that will trip if the motor becomes too hot. The protector will reset itself once the motor cools down and an acceptable temperature has been reached. The pump may start unexpectedly if it is plugged in.

2. Ensure the electrical power source is adequate for the requirements of the pump.
3. Before using the pump, check the hose for holes or excess wear, which could cause leaks, and ensure the hose is not kinked or making sharp angles. A straight hose allows the pump to move the greatest amount of water quickly, and also check that all hose connections are tight to minimize leaks.
4. This pump is made of high-strength, corrosion-resistant materials. It will provide trouble-free service for a long time when properly installed, maintained, and used. However, inadequate electrical power to the pump, dirt, or debris may cause the pump to fail. Please carefully read the manual and follow the instructions regarding common pump problems and remedies.

PACKAGE CONTENTS



Part	Description
A	Pump
B	Suction hose
C	Suction strainer

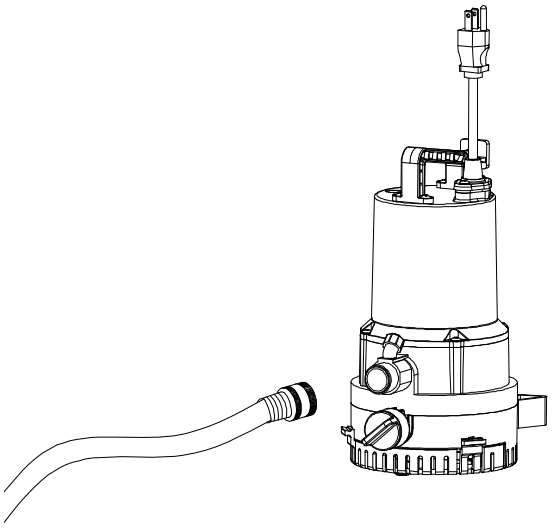
SUBMERSIBLE UTILITY PUMP INSTALLATION

DANGER: Always use the handle to lift the pump. Never use the power cord to lift the pump. To avoid skin burns, unplug the pump and allow time for it to cool after periods of extended use.

DANGER: Always disconnect power source before attempting to install, service, or maintain the pump. Never handle a pump with wet hands or when standing on wet or damp surface or in water. Fatal electrical shock could occur.

1. Connect the Garden Hose

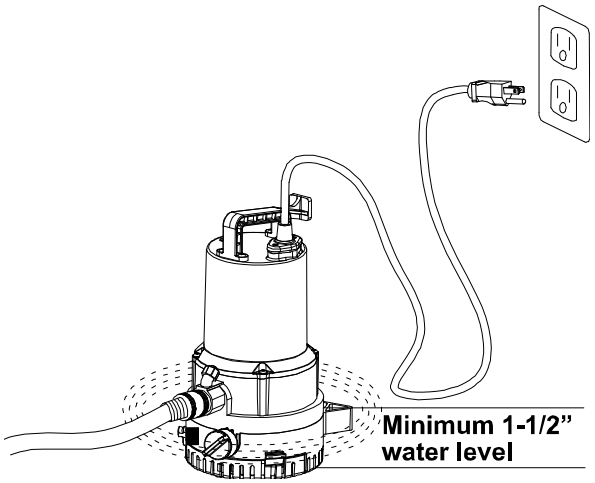
Attach a 3/4 in. garden hose to the pump outlet. Use a garden hose that is no longer than 25 ft.



2. Plug in the Pump

Place the pump on a hard surface in water that is at least 1-1/2 in. deep. Do not place the pump directly on sand, dirt, or mud. Plug the pump into a properly grounded 115V GFCI outlet. Be sure the plug is secure and will not fall into the water. The pump should start immediately.

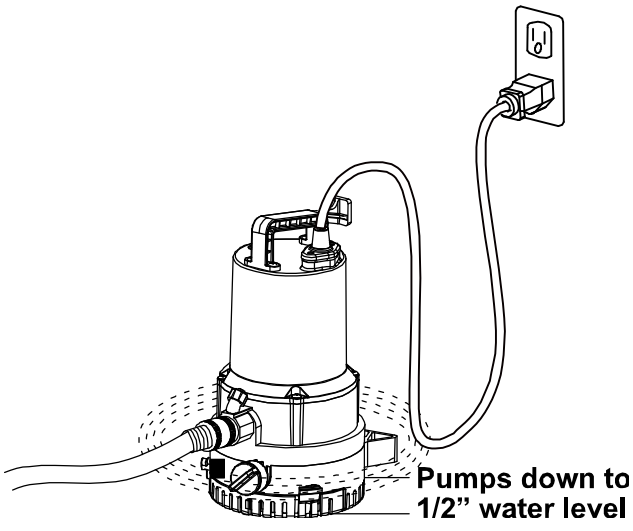
If you need to pump water that is less than 1-1/2 in. deep, use the Transfer function of the pump with the Suction Strainer – see next page.



3. Operating the Pump

Allow the pump to run and monitor its progress. Unplug the pump when it has removed water down to approximately 1/2 in. **CAUTION:** Do not run the pump dry. Operating the pump without water will cause damage to the seals and will cause the pump to fail, which voids the pump’s warranty.

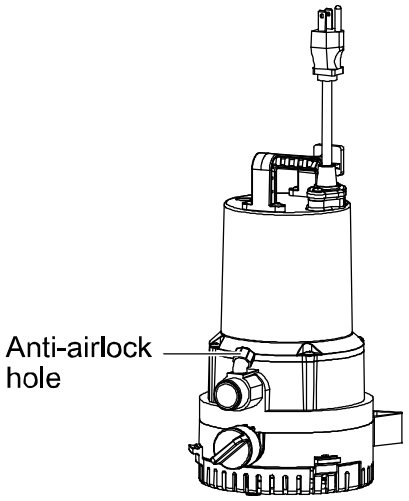
The pump may still run even when it is not pumping water. Monitor the pump’s progress and promptly unplug the pump before it runs dry to avoid damaging the motor.



AIRLOCK

This pump is a centrifugal utility pump, designed to efficiently remove water. However, it cannot move air. If air is trapped inside the pump (a condition called “airlock”), the pump cannot pump water out even though the pump is completely submerged. This pump has an anti-airlock hole. Air flows out through the anti-airlock hole, eliminating the airlock so that the pump can operate properly. If debris blocks the anti-airlock hole, unplug the pump, clean out the anti-airlock hole, and restart the pump. Alternately, drain the water out of the garden hose, keep the end of the hose out of the water, and plug in the power cord, restarting the pump.

CAUTION: This hole is for anti-airlock purposes. Leakage of air or water is NORMAL. **DO NOT BLOCK THIS HOLE!**

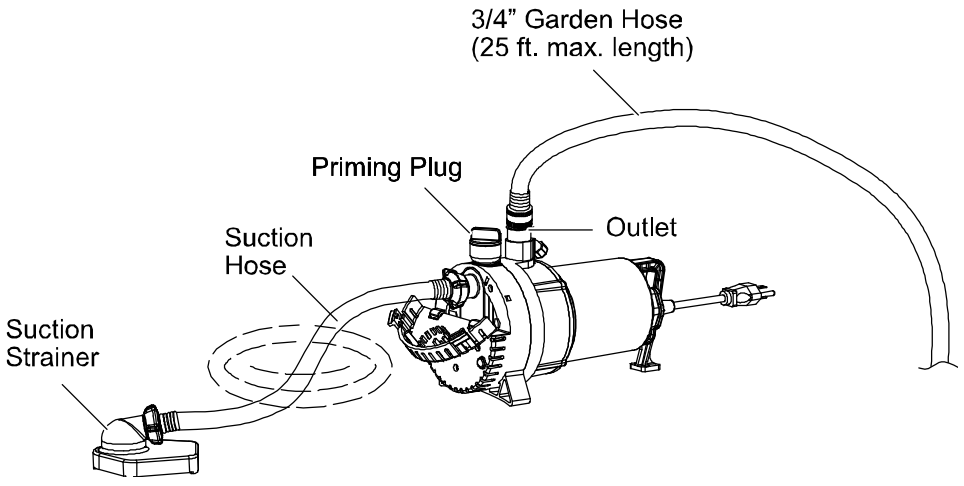


NON-SUBMERSIBLE TRANSFER PUMP INSTALLATION

DANGER: Always disconnect power source before attempting to install, service, or maintain the pump. Never handle a pump with wet hands or when standing on wet or damp surface or in water. Fatal electrical shock could occur.

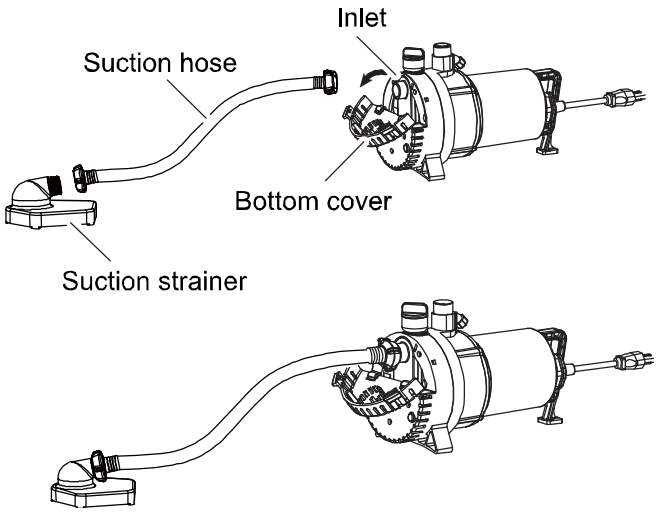
CAUTION: Always use the handle to lift the pump. Never use the power cord to lift the pump. To avoid skin burns, unplug the pump and allow time for it to cool after periods of extended use.

The following drawing shows a typical installation. Use the Suction Strainer and Suction Hose included in the package. The Suction Strainer has a built-in check valve.



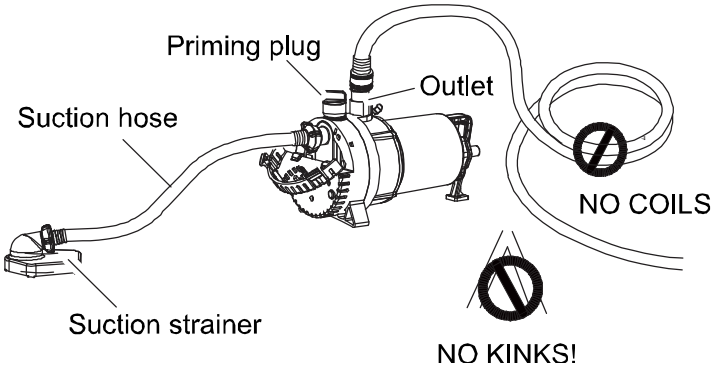
1. Connect the Suction Strainer and Suction Hose

Attach the Suction hose included with your pump to the Suction Strainer. Make sure the gaskets in the Suction hose are airtight or the pump will not pump water.
Lay the pump on its side and open the bottom cover.
Attach the other end of the Suction hose to the pump inlet.



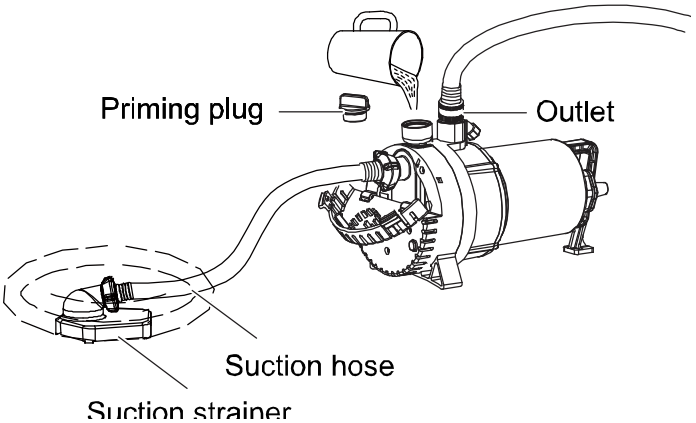
2. Attach the Garden Hose

Attach a 3/4 in. garden hose to the pump outlet. Use a garden hose that is no longer than 25 ft. Keep both the Suction hose and Garden hose as straight as possible. The end of the Garden hose should be OUT of the water.



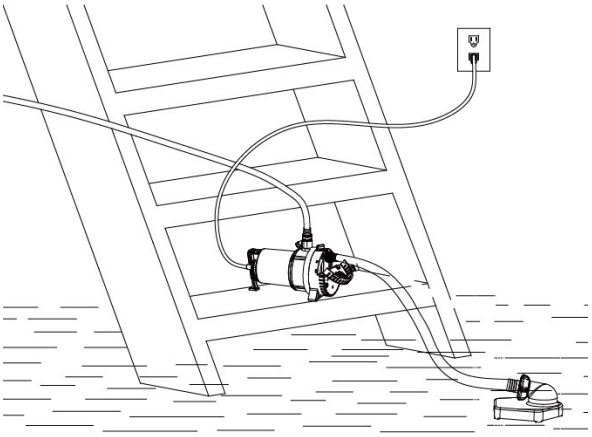
3. Prime the Pump

Unscrew the priming plug. Fill with water until the suction hose is completely filled and overflowing with water. Tighten the priming plug.



4. Operating the Pump

Place the Suction Strainer on a level surface IN the water. The garden hose and pump should be OUT of the water.
Plug the pump into a properly grounded 115V GFCI outlet. The pump should start within 30 seconds. Monitor the pump's progress and unplug the pump before it runs dry.
NOTE: If the pump is not pumping water in 30 seconds, unplug the pump. Check the connections on the two ends of the Suction hose to make sure there are no air leaks. Repeat the priming instructions.



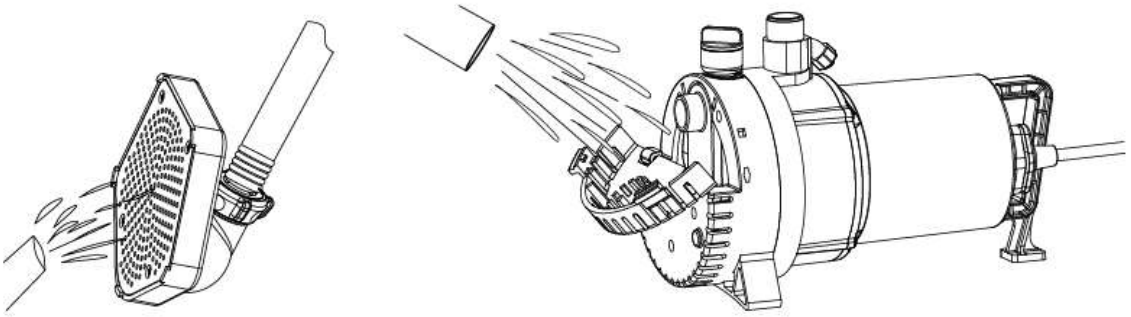
CARE AND CLEANING

CAUTION: Always use the handle to lift the pump. Never use the power cord to lift the pump. To avoid skin burns, unplug the pump and allow time for it to cool after periods of extended use.

Do	Do Not
☐ When the power is disconnected, inspect the pump suction screen and remove all debris, then plug the pump back into the grounded (GFCI) outlet.	☐ Do not disassemble the motor housing. This motor has NO repairable internal parts, and disassembly may cause leakage or dangerous electrical wiring issues. ☐ Do not lift up the pump by the power cord.

To clean a pump clogged with debris:

- ☐ Unplug the pump from electrical power.
- ☐ Remove debris from the screen.



TROUBLESHOOTING

Possible Causes	Corrective Action
Pump does not start or run	
1. The circuit breaker has tripped.	1. Reset the circuit breaker by switching the breaker to the "ON" position.
2. The plug is disconnected.	2. Make sure the plug is securely connected.
3. The plug is corroded.	3. Clean the prongs of the plug.
4. The motor has failed.	4. Replace the pump.
Submersible Utility	
Problem 1: Pump does not pump water	
1. The screen is blocked.	1. Clean the screen.
2. The hose is bent, kinked, or coiled too tightly.	2. Straighten the hose.
3. There is trapped air inside the pump, a condition called "airlock".	3. Clean the anti-air lock hole and make sure it is not blocked.
4. Pump inlet is blocked by debris.	4. Open the bottom cover to clean out the debris.
Non-Submersible Transfer	
Problem 1: Pump does not prime	
1. The suction line has air leaks.	1. Tighten the hose connection. Replace the hose washer if needed.
2. Debris has collected on the strainer.	2. Clean debris from the strainer.
3. Pump needs to be primed or re-primed	3. Refer to the owner's manual for priming instructions.
4. The suction strainer is not attached to the inlet hose when removing surface water.	4. Attach the suction strainer to the inlet hose.
5. Suction strainer is floating in the water.	5. Suction strainer needs to be flat on the bottom surface of whatever you are draining.
6. The suction strainer is higher than the inlet of the pump.	6. Make sure that the suction strainer is positioned lower than the inlet of the pump.
7. The suction hose is not filled with water.	7. The suction hose needs to be completely filled and overflowing with water.
Problem 2: Flow rate is too low	
1. The hose is kinked or coiled tightly.	1. Straighten the hose.
2. The strainer or hose is blocked.	2. Clean the strainer or hose.
3. The discharge hose is too long.	3. The hose length should be no longer than 25'.
4. Wrong Garden hose on outlet/discharge.	4. Use standard garden hose, not "expandable" hose.

WARRANTY

WESTINGHOUSE RESIDENTIAL PUMPS

LIMITED PUMP WARRANTY

LIMITED WARRANTY

Westinghouse Residential Pumps warrants the products covered by this Limited Warranty to be free from defects in material or workmanship for the periods set forth below.

- 1/4 HP 2-in-1 utility pump (WH25UP21 860012064106) – 1 year from date of purchase

Subject in all respects to the terms and conditions set forth in this Limited Warranty, during the applicable warranty period, Westinghouse Residential Pumps will repair or replace to the original consumer any portion of the subject product which proves defective due to defective materials or workmanship.

The determination of whether to repair or replace defective product or components shall be in the sole and absolute discretion of Westinghouse Residential Pumps. Westinghouse Residential Pumps may elect to inspect any product claimed to be defective under this limited warranty to confirm applicability of this limited warranty.

THIS WARRANTY SETS FORTH WESTINGHOUSE RESIDENTIAL PUMPS SOLE OBLIGATION AND CONSUMER'S EXCLUSIVE REMEDY FOR DEFECTIVE PRODUCT.

GENERAL TERMS AND CONDITIONS; WARRANTY EXCLUSIONS

This Limited Warranty shall not apply to damage due to acts of God, normal wear and tear, normal maintenance services and the parts used in connection with such service, damages caused by lightning strikes or other acts of nature, power surges or conditions beyond the control of Westinghouse Residential Pumps. This Limited Warranty shall not apply to products which, in the sole judgment of Westinghouse Residential Pumps, have been subject to negligence, abuse, accident, misuse, tampering, alteration, improper installation, operation, maintenance or storage.

This Limited Warranty will be VOIDED if any of the following conditions are found to have occurred:

- Commercial or industrial use of the product.
- The product is not installed in accordance with applicable codes, ordinances, and good trade practices.
- The product is not operated or maintained in accordance with the printed instructions provided.
- The product is used for purposes other than those for which it was designed and manufactured.
- The product is connected to voltage other than indicated on nameplate or labels.
- The product is exposed to abrasive or corrosive substances including but not limited sand, gravel, cement, grease, plaster, mud, tar, oil, gasoline, solvents.
- The product has been used for pumping liquids below 32°F or above 95°F.
- The product has been allowed to operate dry (liquid supply cut off).

Westinghouse Residential Pumps shall NOT be responsible or liable for the cost of field labor or other charges incurred by customer in removing or reinstalling any product, part, or component.

THIS LIMITED WARRANTY DOES NOT COVER REPLACEMENT PARTS FOR FAILURE DUE TO NORMAL WEAR AND TEAR. THIS LIMITED WARRANTY DOES NOT COVER THE COST OR VALUE OF DAMAGED PROPERTY, INCLUDING ANY PROPERTY AFFECTED BY WATER OVERFLOW, SEEPAGE OR FLOODING.

LIMITATIONS

Westinghouse Residential Pumps only obligation, and user's only remedy, shall be the replacement and/or repair by Westinghouse Residential Pumps of the product as described above. WESTINGHOUSE RESIDENTIAL PUMPS SHALL NOT BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR LOST PROFITS, INJURY TO PERSON OR DAMAGE TO PROPERTY, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL LOSS), ARISING OUT OF THE USE OR THE INABILITY TO USE THE PRODUCT, AND THE USER AGREES THAT NO OTHER REMEDY SHALL BE AVAILABLE TO IT. Before using, the user shall determine the suitability of the product for user's intended use, and user assumes all risk and liability in connection therewith.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDY DESCRIBED IN THIS LIMITED WARRANTY IS AN EXCLUSIVE WARRANTY AND REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES OR REMEDIES, ORAL, WRITTEN, STATUTORY, EXPRESSED OR IMPLIED, WHICH OTHER WARRANTIES AND REMEDIES ARE HEREBY EXPRESSLY EXCLUDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE EXTENT EITHER APPLIES TO A PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIODS OF THE EXPRESSED WARRANTIES GIVEN ABOVE. Any oral statements about the product made by Westinghouse Residential Pumps, its representatives, or any other parties do not constitute warranties and shall not be relied upon by the user.

NO AGREEMENT VARYING OR EXTENDING THE FOREGOING WARRANTY AND RELATED REMEDIES WILL BE BINDING UPON WESTINGHOUSE RESIDENTIAL PUMPS UNLESS IN WRITING, SIGNED BY A DULY AUTHORIZED OFFICER OF WESTINGHOUSE RESIDENTIAL PUMPS.

WESTINGHOUSE RESIDENTIAL PUMPS LIABILITIES IN CONNECTION WITH THE ORDER TO WHICH THIS LIMITED WARRANTY RELATES, WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY OR OTHERWISE, SHALL NOT EXCEED THE TOTAL PURCHASE PRICE OF THE PRODUCT.

Some jurisdictions do not allow limitations on how long an implied warranty may last and so the above limitation may not apply to you. The above limitation or exclusion of incidental or consequential damages may not apply to you if you are in a state that does not allow the limitation or exclusion of incidental or consequential damages.

If any term in this Limited Warranty is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

WARRANTY CLAIM SUBMISSIONS

All claim submissions under this Limited Warranty should be marked "WARRANTY CLAIM SUBMISSION" and must include a description of the defect, digital photos depicting the defect, and copies of documentation evidencing product purchase date (such as a sales receipt or invoice). WARRANTY CLAIMS MUST BE SUBMITTED WITHIN THIRTY (30) DAYS FROM THE PRODUCT'S DEFECTIVE PERFORMANCE. CLAIMS SUBMITTED AFTER SUCH THIRTY (30) DAY PERIOD WILL NOT BE ELIGIBLE FOR WARRANTY SERVICE.

WARRANTY CLAIMS MUST BE SENT TO:

Westinghouse Residential Pumps
4400 Easton Commons
Suite 250
Columbus, OH 43219
Phone: (833) 594-0444
Email: support@respumps.westinghouse.com