

GARDINER BACKPACK – TROUBLESHOOTING GUIDE

1. THE BACKPACK IS NOT WORKING – NOT PUMPING CORRECTLY

The backpack is not pumping at all – with switch in either position. Have you checked that the backpack has a pole plugged in? Is the pole connector fully pushed in? To double check this, if fitted with a Claber Aquastop remove the Aquastop and try pumping water again. If the water now flows, then it is the Claber Aquastop fitted that either has not had the pole connector pushed in fully or has developed a fault. To make this easier to connect, it is best not to leave the backpack under pressure without a pole connected.

Is the battery charged? What does the voltmeter show? When was it last charged? – If not sure then charge the battery first. Try plugging the charger in and see if the backpack now pumps. If it still doesn't, but the voltmeter lights up then the pump or pump wiring is at fault – Remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection from the voltmeter to the pump. If a loose connection is found, this can be repaired or please contact us for assistance.

If the pump and the voltmeter do not work with the charger plugged in, then check whether the fuse is blown? If so, replace and this should now work. If the fuse is OK and the pump and voltmeter do not work, then it is likely to be a loose/broken connection. Remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection from the battery to the pump. If loose connection is found, this can be repaired or please contact us for assistance.

Does it not work when switched in one of the switch positions?

If it only works in one position, which position? If it is not working on the flow controller position, then does it work when turning the flow controller on? If so there is no fault. If it still does not work in flow controller setting only (with dial turned on) then it is most likely that the flow controller has a loose connection or has a fault. Remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection from the flow controller. If a loose connection is found, this can be repaired or please contact us for assistance. If no loose connection is found, then it may be that the flow controller is at fault - please contact us for assistance.

If it works in flow controller setting and not in the standard on/off mode, then either the on/off switch has a loose connection or is faulty. Remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection from the on/off switch. If a loose connection is found, this can be repaired or please contact us for assistance. If no loose connection is found, then it will probably be that the switch is at fault - please contact us for assistance.

The pump is not turning off. This may be because of a leak inside the backpack - remove base of backpack and check for leaks after the pump. If it is leaking on the outlet, then the jubilee clip would need tightening to stop the leak. If pump still is not shutting off, then you can adjust the pressure switch. To do this undo the screw holding the pump feet in place, pull pump slightly out and then the central end screw on the pump will need undoing to make it more sensitive. Try unscrewing two turns at a time until the pump shuts off within 5-10 seconds. If this does not cure, then a new pump may be needed - please contact us for assistance.

The pump is not pumping very powerfully. Try using the backpack with the battery charger plugged in, if it now pumps well then either the battery is damaged or there is a poor connection between the battery and the pump which is causing a voltage drop. If the backpack is over 6 months old, it is more likely that the battery is damaged through over-use or poor charging. If you check all connections between the battery and pump and they are all good, then it is most probably a damaged battery and this would need replacement.

If the backpack still pumps slowly even with the charger plugged in, then it is either a wiring fault or a pump fault. To rule out a wiring fault remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection. If a loose connection is found, this can be repaired or please contact us for assistance. If no loose connection is found, then it could be a pump fault - please contact us for assistance if within the pump warranty (six months).

The pump is very noisy in use. To help us diagnose this fault please take a short phone video (under 10MB) of the backpack making the noise. Please contact us to arrange for details on how to upload this video to us for assessment and assistance.

2. THE BACKPACK IS LEAKING

Where is it leaking from?

If from the outside of the tank, please take a photo/short video of the leak and contact us for upload details. If the photo/video shows any impact damage or marks by the leak, then this would generally not be covered under warranty. If there is no visible accidental damage and if we can clearly see on photo the leak, we can supply replacement tanks.

If from the inside of the base of the backpack you will need to open the base to see where the leak is occurring. If the leak is from a hose, then usually tightening up the hose clamp will cure this. Tighten the hose clip affected. If it is from the outlet at the base of the tank outlet, then the leak in this case would be caused by either a loose fitting or swarf from the tank-hole not allowing the rubber O ring inside the outlet fitting to make a good seal. First of all, try tightening the fitting (hold the strainer from inside the tank) and tighten the base underneath with a spanner. If this doesn't work, then unscrew the outlet with a spanner whilst holding the strainer from inside the tank. Clean any rough edges to the hole or swarf across the rubber O ring and re-assemble, ensuring that the outlet is done up tight enough to seal.

If the leak is coming from around the lid, then check that the lid has not been cross-thread on to the tank. Check the seal is not damaged and is still correctly glued in place.

3. THE BATTERY IS NOT HOLDING ITS CHARGE OR IS NOT CHARGING

The battery is not charging – Is the charger light switching to green quickly after plugging – the battery may be fully charged, if the backpack is working then this will probably be the case and there is no fault. If the backpack is not working correctly then go on to the next step -

The battery is not charging – If the backpack is not working and the charger is switching to green quickly then check the backpack fuse (hold up to the light to look for a break) - if the fuse is OK, then there is probably a wire loose or a break between the charger input and the battery. To rule out a wiring fault remove the base by undoing the 6 screws, remove the 4 screws holding the battery tray and slide out the battery and check for a loose connection. If a loose connection is found, this can be repaired or please contact us for assistance.

4. SOMETHING HAS BROKEN

The on/off switch has broken – it no longer clicks between positions – This would need a new on/off switch fitting. Please contact us for assistance.

The strap/strap hook has broken. This would need a new strap fitting. Please contact us for assistance.