

## Technical support: My pump is not running at all

To help you diagnose this problem with your pump we first need to establish whether the problem is with the solar panel or the pump.

First, please make sure that you have good levels of solar radiation, and the panels are orientated towards the sun with absolutely no shading.

To diagnose whether it is the panels that are at fault, put the panels into the sunshine and use a multi-meter to confirm that there is voltage coming from the panel connector, or plug something into the USB charger to see if that is working.

If the panels do have a voltage, then connect them to the pump and position them into the sun. Lift the motor up, so the pulley is free from the flywheel and turn the pump on. The pulley should start turning.

If the motor pulley doesn't spin and the radiation is good, there most likely is an electrical fault in the panel connector or pump switch box. Open the box and look for any loose wires or indications of burning. If you have a multi-meter available have a look at the following [video](#) to check voltage in several points inside the box to identify where the loose or broken connection is.

If you have checked all the above and still cannot get the pump to run, please contact our team via [support.futurepump.com](mailto:support.futurepump.com) and we will be in touch.