

Technical support: My pump is not sucking any water

One of the most common, and often easiest to resolve, support cases is a pump not sucking water.

This guide will show some key things to check before you submit a support case to support.futurepump.com

Step 1: Please check the following:

- Have you [primed the pump](#)? If not, please pour a cup of water into the pump cylinder and then start the pump
- Is the suction hose underneath the water surface?
- Is the suction lift less than 7m?

If the pump is primed, the hose is under the water and the lift is less than 7m, the most common issue causing no suction is an air leak on the suction side.

To rule this out, please check the following:

- Check for any hole or leakage in suction hose by filling it with water and lifting the hose pipe from both the ends – look for any water leaving a hole in the hose
- Check the air-vessel is properly tightened to the air-vessel adapter
- Ensure the hose nipple is properly inserted inside the air-vessel – it is a tapered connection which needs to be inserted and twisted to secure it in the pump
- Check the air-vessel is properly inserted inside the bottom cylinder
- Confirm that the wing bolts holding the cylinder cover on are tightened, they only need to be hand tight

If you cannot find any leakage here, the issue is inside the pump. Have a look at [our videos](#) on how to disassemble the pump and inspect the valves and piston seal.

If you have tried everything, please submit a support case to our team at support.futurepump.com and we will be in touch.