

Deep well submersible pump

AR-HE-TWP1, AR-HE-TWP2, AR-HE-TWP3, AR-HE-TWP4, AR-HE-TWP5



Please follow all security measures in this user's manual to ensure a secure use.

CE

Thank you for trusting in AREBOS.

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Thank you for purchasing our product. Please read the operating instructions carefully before using the product for the first time. If you give the product to a third party, this instruction manual must also be handed over. Keep this manual for future reference. The drawings in this manual may not correspond to the physical objects. Please refer to the physical objects.

1. Introduction and safety instructions

1.1 Introduction

- These operating instructions are intended to familiarise you with the installation, use and maintenance of the appliance. To install the unit safely and correctly, please read the operating instructions **before** you start.
- Check the unit for any damage that may have occurred during transport. Immediately report any damage to the carrier by which the product was delivered.

1.2 Explanation of the symbols



By means of a CE marking, it can be recognized that a product complies with the legal requirements of European legal standards and therefore may be traded within the European Community.



Warning! Read the safety instructions carefully. The Failure to follow the safety precautions can result in serious injury or damage. Keep the operating instructions in a safe place.



Note: Pull out the mains plug!



Attention! Make sure the product is grounded!



Use caution when using this article.



Warning of electrical voltage!



This product **must not** be disposed of with household waste!

1.3 Important Notes

- Please read this manual carefully and be sure to observe all the instructions.
- Familiarize yourself with the device and its operation using these instructions.
- Observe the general safety instructions for your own safety.
- Always pass this instruction manual with the device if you hand it over to other people.
- Only use this unit when it is fully assembled.

1.4 Before usage

- The complex installation of the pump in your well as well as the electrical connection must be carried out by a competent specialist.
- Incorrect installation of the unit may cause damage to the pump.
- The pump must be installed in its well so that the suction area is always at least 7.9 in (20 cm) in the water.
- This pump can be fully installed under water, up to a maximum depth of 65.6 ft (20 meters).
- A dry running of the pump must be avoided.
- Only use this pump to promote clean fresh water.
- Check the functioning of the pump regularly if you do not use it for a long time.
- In order to be able to operate the pump properly, the safety regulations, information on assembly and operation in this operating manual must be carefully followed.

1.5 Proper use

- The deep well pump is designed for the promotion of clean water (household, horticulture, agriculture) from well structures.
- Please observe all specifications in the technical data and keep the maximum values specified there during installation and operation.
- The pump is waterproof and can be completely submerged in the water (up to a water depth of 65.6 ft/20m).
- Do not operate the pump in swimming pools or in the garden pond if there are persons in it.
- The device is not suitable as a permanent and automatic overflow protection of e.g. wells or for ground water regulation. Use a stationary wastewater lifting unit for building and property drainage.
- The unit is not suitable for continuous operation (e.g. as a circulation pump for ponds).
- The unit is not approved for use in swimming pools.
- The unit is not suitable for increasing the pressure on existing water pipe networks.
- The unit is not suitable for pumping drinking water.
- Please note that the water temperature must not exceed 35 ° C.
- The appliance must not be operated in frosty conditions.
- Unauthorised structural changes and additions or conversions to the unit are prohibited.

User's Manual – AREBOS Deep Well Submersible Pump

- The device must not be used for aggressive, abrasive, corrosive, flammable or explosive media, such as
 - Salt water
 - Sand water
 - Food
 - Detergents
 - Fuels (such as petrol, diesel)
 - Oils
 - Greases
 - Petroleum
 - Nitro thinner
 - Waste water from toilet or urinal

1.6 General Safety Instructions

- Your safety is of the most importance to us. Please make sure that you read this instruction booklet **before** attempting to install and use the appliance. If you are unsure of any of the information contained in this booklet, please contact the Retailer where you purchased your unit.
- **MARNING**: Read all safety and usage instructions. Failure to follow the safety information and instructions can cause electric shock, fire and/or serious injury. Keep all safety and usage instructions for future reference.
- **DO NOT** use the product until you read the instruction manual.
- Make sure you have read the instruction manual thoroughly and understand the contents before you start the installation.
- The instructions are in the interest of your safety.
- If the pump requires maintenance you should switch-off power supply firstly then take out of plug.
- Before you operate the pump, make sure that the grounding, the zero and the fault current protection circuit of your electrical system comply with the safety regulations and operate properly.
- All persons operating or maintaining this device must be familiar with the operating instructions and be informed of potential dangers.
- Children are not allowed to use the pump.
- Observe the general accident prevention and health and safety regulations that apply to you.
- Please install an electrical control unit before application.
- The double colour yellow and green wire of cable must be grounding safely.
- The manufacturer cannot be held liable if the pump is technically modified or if such changes cause damage.
- Pay attention to the environmental conditions under which you are working. Ensure adequate lighting during work.
- Do not use the device near easily flammable liquids or gases.
- Keep children away from the workplace.
- Ensure safe storage of the pump. Pumps that are not in use should be stored in a dry, highaltitude place or enclosed inaccessible.
- Do not overload the pump. The pumps work safer and better in specified power range.
- Only use the pump as intended.
- Do not use too weak pumps or attachment device for work that actually needs to be done with heavier pumps.
- Maintain your pump with care. Keep the pump clean, to be able to work better and safer.
- Ensure that the power supply is always disconnected when not in use, before maintenance

and during transport between the workstations.

- Make sure the switch is turned off when connecting to the power supply.
- Always be attentive. Pay attention to what you do.
- Get to work with reason.
- Before starting the pump, check for damaged parts.
- Check alignments, connections as well as attachment moving parts.
- Damaged guards and parts must be replaced by an authorized service center, unless otherwise specified in the operating instructions.
- Protect yourself from electric shock. Avoid contact with ungrounded parts, e.g. with water pipes.
- Only use approved connection cables.
- Only use connection cables that are splash-proof and designed for outdoor use.
- When servicing, use only approved spare parts.
- Never let the pump run unattended. Never leave the pump rather this complete has stopped.
- The pump must be supplied and protected by a residual current device with a rated residual current of not more than 30 mA.
- Before each use, check the device, connection cable and the plug for damages.
- Defective cables may not be repaired, but must be exchanged by a qualified specialist for a new one.
- Do not move the device by pulling on the electric cable, but with the handle.
- Check regularly that all nuts, screws and other fastening elements are tightened.
- Do not operate the pump when you are tired, sick or under the influence of alcohol or other drugs.
- Keep this manual in a safe place so that the information is always available to you.
- This device must not be used to pump aggressive, corrosive, combustible or explosive liquids.
- Do not pump salt water, detergents and foodstuffs with the pump.
- The power supply must be interrupted when entering the water to be pumped.
- Disconnect the power supply to the mains fuse better than any extension cable.
- The power cable of the pump must not be used to tie the pump or to carry it.
 If the pump is overloaded, it must be switched off and switched on again after a cooling phase.
- Do not leave the pump running for long periods with the drain closed.
- To avoid freezing under certain climatic conditions, the device must be stored in a dry state (i.e. completely empty).
- Do not use the device near flammable liquids or gases. Failure to do so may result in fire or explosion.

2. Technical specifications

Model	AR-HE-TWP1	AR-HE-TWP2	AR-HE-TWP3	AR-HE-TWP4	AR-HE-TWP5
Hose/Pipe	R 1-1/4" IG	R 1-1/4" IG	R 1-1/4" IG	R 2" IG	R 2" IG
Connection					
Rated capacity	370 W	750 W	1100 W	1100 W	2200 W
Power supply	230 V				
revolutions	2850 rpm				
Delivery height max.	34 m	67 m	94 m	46 m	72 m
Suction height	12.56 in (32	14.17 in (36	13.39 in (34	14.57 in (37	15.75 in (40
	cm)	cm)	cm)	cm)	cm)
Permissible water depth	20 m				
Delivery rate max.	4000l/h	4000l/h	4000l/h	9000l/h	9000l/h
Pump wheels	5 pieces	10 pieces	14 pieces	7 pieces	11 pieces
Temperature	35°C	35°C	35°C	35°C	35°C
range max	0.00		<u> </u>	0.00	0.00
Power line	Ca. 20 m				
Working pressure	Max. 3,4 bar	Max. 6,7 bar	Max. 9,4 bar	Max. 4,6 bar	Max. 7,2 bar
Weight	29.8 lbs (13.5	34.2 lbs (15.5	39.7 lbs (18	37.5 lbs (17	44.1 lbs (20
	kg)	kg)	kg)	kg)	kg)
Dimensions	Ø 4.02 x	Ø 4.02 x	Ø 4.02 x 36.26	Ø 4.02 x 32.36	Ø 4.02 x 41.1
pump	24.88 in (102	31.46 in (102	in (102 x 921	in (102 x 822	in (102 x 1044
	x 632 mm)	x 799 mm)	mm)	mm)	mm)
Protection	IP68	IP68	IP68	IP68	IP68
Total Dimensions	37.6 x 5.1 x	43.7 x 5.1 x	48.43 x 5.1 x	43.7 x 5.1 x	49.8 x 5.1 x
(L x W x H)	7.48 in (95,5	7.48 in (111	7.48 in (123 x	7.48 in (111 x	7.48 in (126,5
	x 13 x 19 cm)	x 13 x	13 x	13 x	x 13 x
		19 cm)	19 cm)	19 cm)	19 cm)

3. Installation

3.1 Notice!

- Installation can be a fairly complex operation.
 - It must therefore be carried out by competent and authorized installers.
 - **Caution:** During installation apply all safety regulations issued by the competent authorities and use common sense at all time.
 - Before installing the water pump, make sure that the power supply mains are earthed and complying with regulations.
 - Do not underestimate the risk of drowning if the installation hast to be performed in a well at a certain depth.
 - Make sure there are no toxic discharges or harmful gases present in the atmosphere.
 - If the installation involves welding, take all necessary precautions to avoid explosions.
 - Ensure that the well is free of sand and other deposits and that it is large enough for the pump to be lifted in and out.
 - **Caution**: If there is any doubt about the safety of the machine, do not use it.

3.2 Check the pump

- Unpack and check the pump that it is in perfect condition.
- Do not modify the components of the water pump.
- Check all of the rated values on the nameplate of the pump whether or not matching with the motor and whether the pump is in good condition.
- Notarize the shaft of the pump which is rotating freely.
- Firstly, check the nameplate of the pump according with the demands of application conditions, before installation.
- If there is any problem contact the manufacturer immediately, specifying the type of fault.

3.3 Check the motor

- Firstly, check the name plate for the model, power (HP or KW), voltage, phase and frequency which should accord with the requirement of your order form.
- Check the down-lead of the motor whether it is fastened and check the motor with the down-lead whether is in good condition and lossless.
- Use the DC megaohm meter with 500 or 1000 volt-ampere to measure the insulationresistance for each down-lead to the base plate of the motor. The insulation-resistance should be 20 megaohm at lowest which is for the motor but not for the down-lead.
- Take notes of the motor model, power (HP or KW), voltage, date code and series number in the recording sheet.

3.4 Well conditions

- The well where the multistage deep well submersible pump is installed, should be a straight well. You should keep a certain gap between the biggest out-diameter of the pump and the inside wall of the well. Make sure when the pump is operating in the stipulated depth, it cannot touch the wall of the well.
- Fit a steel pipe or a hard rubber pipe to the outlet and fix it by a hoop tightly. Fix the hanging rope with a hanging ring of the motor and prepare to hang up the pump, but strictly forbid to use a cable as a hanging rope. The submerged depth of the pump cannot exceed more than 15 meters and the distance from the bottom should be over 50 cm. You should install the dirt-stopping grid around the pump to prevent such as water weeds blocked the filter net, influencing the pump normal operating.
- The motor should be cold sufficiently. The well should provide with a gush quantity which stipulated by the name plate if the condition and structure of the well can not ensure the stipulated quantity water. If the temperature of water in the well exceeded 30°C, (86 F) you should reduce the load of the motor or increase the gush quantity to prevent over heat of motor.
- Install probes which will cut off the pump power supply before the water level drops to a level that leaves the pump exposed.

3.5 Power supply

- Affirm the voltage, frequence and kilo-electron-volt-ampere of power supply whether according with the requirements of the motor.
- The pump is necessary to connect with the earth wire of power supply if the rule of law requires it. The pump that is operating in a well, should connect with the earth wire. The pump should also be connected with the earth wire when the pump is operating out of a well.
- The voltage of power supply should be in the case of single-phase voltage 220/240V and be in the case of three-phase voltage 380/415 V. The voltage fluctuation is within 0.9-1.1 times the rated value.

• Avoid contact between the power supply and the pumped liquid.

3.6 Cable

- The cable should be suitable using in water and its size should endure the current of the motor. The cable should be accorded with the local standards.
- If it is far in distance to the power supply, you should use a bigger diameter cable. The insulation resistance of the motor stator winding should be over 5 megaohm.
- First you should hang up the pump and fix it firmly, then install a leakage protector at the end of the power cable and make a grounding connection by the grounding wire that is with double colour yellow and green or black to prevent electric shock (plug marked grounding).
- Fix the power supply cable to the delivery pipe so that it cannot be twisted. Allow for expansion of the delivery pipe by leaving a little stack between the clamps.
- When carrying out connection make sure that there is an efficient earth circuit.
- The earth wire must be longer than the live wires, and must be the first wire to be connected when the pump is being set up and the last to be disconnected during assembly.

3.7 Starting controller

- Each single phase three wires motor should equip a control box.
- Check that the data on the rating plate corresponds to the rated line values.
- The single-phase versions are supplied as standard with a control box which comprises capacitor, two-phase switch and an amperometer overload cut-out with manual reset.
- Check the electrical equipment installations and the control box which should accord with all of the safety rules and requirements of the motor where included the size of fuse or breaker and over-load protector. All of the metal pipe and control box should be connected with the earth wire of the power supply to prevent electric shock and they should conform to the safety rule of law both of national and regional.
- If the overload cut-out trips, check the cause of the overload before restart again.
- Caution: It is the installer's responsibility to perform the connections in compliance with the regulation in force the country of installation.

3.8 Pump/Motor installation

- If the pump is not coupled with the motor, you should check the installation surface both of the motor and the pump whether they are or are not polluted; the lacquer layer whether is uniforming.
- Assemble the pump with the motor together and make fitting face contracted each other, then uniformity tighten the screws, screw caps and so on, until they reached up to the stipulation of manufacture.
- Joint the down-lead of the motor with the cable tie-in of the power supply by tin or press out method. Pay attention to the insulation where you can use the water-proof adhesive tape or contraction pipe accorded to the installation requirements both of the motor and the pump.
- Put the down-lead shield cover of the pump on the down-lead of the motor. When assembling or installing the pump, please do not incise or extrude the down-lead.
- Inspect the pump shaft if you can touch it. The shaft should be rotating freely.
- Use the plastic and rubber pipe that with enough attention can fix the cable on the outlet water pipe where you keep intervals of 3 meters (10 feet).
- Assemble all of the pipe joints as tight as possible to prevent loosens because of the torque motor.
- The pump can be installed either using metal piping (which can be used to support the pump) or flexible piping.
- In the case of flexible piping, the pump must be supported by a cable made of material which

is not liable to deteriorate in the long term. The cable should be passed through the two grommets on the cover.

- Check the pump, the motor cable and the socket connection whether they are in good conditions. All of the screws connected, should be tightened.
- The motor should be idle for a few seconds after connected with the power supply to check whether the pump is correct for starting, operating and running direction.

3.9 Operating

- You should check all joints of water pipe to determine that water cannot soaked out of any pipe and any electric components. Inspect again the over-loading protector of the three-phase control according with the requirement.
- Start the pump to check the ampere value and the condition for water be discharged by the pump. If it is under normal conditions let the pump continuing operating until the water is clean and unblocked. If the water capacity is less when using the three-phase motor, the motor may run in reverse direction because of the phase order is reversible. You should close the power supply firstly under the case, then change the two down-leads of the motor each other to shift the rotating direction.
- When connecting the three-phase motor based on the instruction book of the manufacture, the average value of current balance should be in the range 5% if the value exceeded 5%. The non-balance will raise the temperature of the motor, causes over-loading and reduce the working life of the motor.
- After starting the motor use at least 15 minutes to check the output of the pump, the input of the motor, the lowest level of water and other characters. All above should be steady and accord with the stipulations.
- Check the pump performance, whether it is operating in the normal range. Otherwise, the pump is in abnormal condition, so the motor is heated, and can burn.
- In the event of detection of irregularities, such as non-ordinary noises, lack of water or intermittent flow, you should stop the motor immediately and find out the reasons. You should take care of lower water level during pump operation so the pump cannot come out of water level. The pump body should work also at frost conditions and prevent frost breakage when the air temperature is below 4°C.
- Be sure not to wash, swim and pasture domestic animals in water within the working area for about two square meters. It is strictly forbidden to touch the pump by hand under the power on condition, to avoid accident.

3.10 Plan

- Never lower the pump all the way to the bottom of the well, this will prevent dirt from being sucked in. The distance (h1) should be at least 19.69 in (50 cm).
- Position the pump in the well shaft and make sure that the suction area is always at least 7.87 in (20 cm) in the water (h2).
- The control box with the on/off switch must not be installed in the well shaft. Mount this outside in a dry area.
- Observe the connection requirements in the safety instructions and have the electrical connection carried out by a qualified specialist.



4. Cleaning and maintenance

4.1 Maintenance

- Attention! Before doing anything such as disconnect the system, unplug and so on, you should ensure that there is no possibility of connections.
- Repairing the pump by non-manufacturer authorized personnel will void the warranty and may result in accidental operation of potentially hazardous equipment.
- **Caution:** Any tampering may lead to performance being reduced and danger to persons and/or things.
- Clean and maintain your device regularly. This ensures efficient operation and a long service life.
- Attention! Certain cleaning agents or solutions can damage the plastic parts on the device, e.g. petrol, chlorine-based cleaners and household cleaners. Avoid the use of such detergents.
- Sand and other abrasive substances in the pumped liquid lead to faster wear and reduced performance.
- If the water level drops below the intake area, your discharge line may become drained. When restarting, it may take some time before the water is pumped through your pressure line again.
- It is recommended to empty the pump completely and take it out of the well at low temperatures, forest hazards or long periods of non-use.
- The pumps do not require any maintenance as long as the following precautions are taken: where there is the risk of freezing or the pump is not sufficiently submerged, the pump should remove from the water, emptied and kept in a dry place.
- Do not submerge the pump in water for a long time when unused. It should be running in clean water for a few minutes to both inside and outside of the pump, then put it in a room with good ventilation.
- The pump was equipped with a thermal protector which has both of temperature and current protections such as: temperature is too high, current is too big, voltage is too low and short of phase, then the power supply will be cut off automatically to protect the motor. When the pump stops operation because of some trouble, should cut off the power and find out the reasons. After the trouble removed, the pump can run again.
- If some problems appear both of pump and motor, they should be repaired by experienced technicians otherwise we have not any responsibility.
- You are advised to check the following periodically: the condition of the cables and grommets, especially at their attachment points.
- Check all screws and nuts regularly, retighten them if necessary.
- Store the pump dry.

4.2 Cleaning

- Clean the device with a damp, soft, lint-free cloth. Ensure that no moisture can come into contact with electrical components. Do not use aggressive cleaning agents such as cleaning sprays, solvents, cleaners containing alcohol or abrasive cleaners to moisten the cloth.
- Rinse the device with clear, hand-hot water.

4.3 Troubleshooting

• **Notice!** Before carrying out check or doing any maintenance, clear the system by disconnecting the voltage and unplug the pump from the socket.

Problem	Causes	Solution	
	- Power voltage is too low.	 Adjust the power voltage and waiting the 	
		voltage is stable, then start the pump.	
	- Open circuit.	- Find out the reason and remove it.	
Have not water	- Impeller is locked.	- Disassemble the pump and clean the	
pumping out	- Cable broken or switch and plug	impeller.	
	are damaged.	- Change a new one.	
	- The cable is short of a phase.	Charles witch an emotion beaudand askin	
	- Stator winding is blown.	- Check switch, operation board and cable.	
		- Send to the maintenance department to	
	- The net of filter is blocked.	change the stator winding. - Clean the net of filter.	
	- Three phase motor is running in	- Clean the net of filter. - Proper connect the power cable in right	
Capacity is not	reverse direction.	direction.	
enough	- Impeller is worn.	- Change a new impeller.	
chough	- The rotor of squirrel-cage motor	- Send to the maintenance department to	
	is broken.	change a new rotor.	
	- Output is too high. Delivery head	- Adjust the throttle valve to decrease	
	is too high.	capacity.	
	- Excessive wear of the impeller	- Clean away the foreign substance.	
	which is blocked by foreign		
Motor is supper	substance.	 Adjust the voltage or waiting until the 	
heating	- The voltage is too low.	voltage is stable, then start the motor.	
		- Change a right diameter and good quality	
	- The cable is too long or poor	cable.	
	quality.	- Drying the motor.	
	- The motor has got damp.	- Change a new bearing.	
	- The bearing of motor is worn.		
	- Wrong connect for ground wire		
	or cable broken. - Seal is worn and tear to make the		
	phase short by leaking water		
	from the seal.	- Send the pump to the maintenance	
Stator winding is	- The pump is running under over	department of our company to change	
burned	load.	the stator winding.	
	- A part of mechanical is blocked.		
	- Cable is damaged and winding		
	had got dump.		

5. Transport and Storage

• **Note!** If you store or transport the device improperly, the device may be damaged. Observe the information on transport and storage of the device.

5.1 Transport

- Observe the following instructions before each transport
- Unplug the power cord from the power outlet by holding the power plug.
- Do not use the power cord as a pull cord.
- Do not carry the unit by the connecting cable or hose.

5.2 Storage

- Observe the following storage conditions when not in use:
- Dry and protected from frost and heat.
- In an upright position in a place protected from dust and direct sunlight.
- If necessary, protected from dust penetration by a cover.
- Check whether there is any residual water in the appliance and drain it if necessary, to prevent rust formation.
- Place a protective cap on the pressure port to protect the inside of the device from dust and dirt.
- If you do not use the device for a longer period of time, it must be thoroughly cleaned after the last use and before each use. As a result of deposits and residues, start-up difficulties may occur.

6. Environmentally friendly disposal

6.1 Disposal and packaging

• The packaging of your unit consists of materials that are necessary to guarantee effective protection during transport. These materials are fully recyclable and therefore reduce the environmental impact. Dispose of the packaging in a bin for recyclable materials.

6.2 Disposal of old equipment

• Old appliances must be disposed of in accordance with the guidelines and regulations of the local waste disposal authority. Check with your local administration for the address of the nearest recycling centre and deliver your appliance there.



The symbol of the crossed-out dustbin on a Waste electrical or electronic equipment indicates that it must not be disposed of with household waste at the end of its life. Collection points for waste electrical and electronic equipment are available free of charge in your area. You can obtain the addresses from your city or local government. You can find out about other return options created by us on our website <u>www.arebos.de</u>.

The separate collection of Waste electrical or electronic equipment is intended to enable the reuse, recycling or other forms of recovery of Waste electrical or electronic equipment and to avoid the negative consequences of disposal on

the environment and human health.

Our customer service number: Tel. +44 (0) 208 068 5604 Fax: +49 (0) 931 4523 2799 / E-Mail: <u>info@arebos.de</u>

Canbolat Vertriebs GmbH • Gneisenaustraße 10-11 • 97074 Würzburg

EU Declaration of Conformity

We,

Canbolat Vertriebs GmbH, Gneisenaustraße 10-11, 97074 Würzburg, Germany,

Hereby declare that the product named below, seen its design and construction as well as according to our sales, has been complied with the relevant and basic health and safety EU-requirements.

Product	Deep Well				
	Submersible	Submersible	Submersible	Submersible	Submersible
	Pump 370 W	Pump 750 W	Pump 1100 W	Pump 1100 W	Pump 2200 W
EAN	4260551587498	4260551587504	4260551587511	4260551587528	4260551587535
Model	AR-HE-TWP1	AR-HE-TWP2	AR-HE-TWP3	AR-HE-TWP4	AR-HE-TWP5

Should the appliance be modified without our consent, this declaration of conformity will lose its validity.

Directives This device complies with the following EU/EC directives: 2006/42/ EC Machinery Directive 2014/30/ EU EMC Directive 2014/35/ EU Low Voltage Directive

Date/Manufacturer Signature/Location:

KART

Signature: Dipl.-Inform. (Univ.) Korhan Canbolat, Managing Director

Representative of these instructions for use/technical data: Dipl.-Inform. (Univ.) Korhan Canbolat, Managing Director

Office address: Canbolat Vertriebs GmbH Gneisenaustraße 10-11 D-97074 Würzburg

Return address can be found in the imprint: https://www.arebos.de/impressum/

VAT identification number: DE 263752326 Court of the Commercial Register is Würzburg, HRB 10082 WEEE Reg.-No. DE 61617071 Würzburg, 03.11.2021