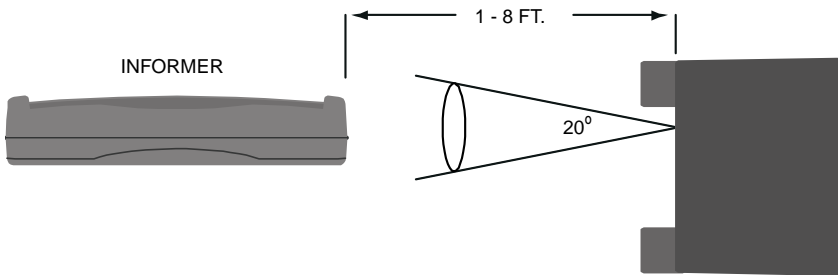


# OPERATING INSTRUCTIONS FOR SYMCOM'S INFORMER DIAGNOSTIC TOOL

## INFORMER OPERATION

The Informer is a handheld diagnostic tool for use with single-phase PumpSaver<sup>®</sup> and PumpSaver<sup>®</sup>Plus models equipped with infrared LED transmitters. The Informer receives and displays data sent from the PumpSaver<sup>®</sup>, which can be helpful for troubleshooting the system.

1. Verify power is applied to the system and the PumpSaver<sup>®</sup> has been calibrated. (Refer to the PumpSaver<sup>®</sup> installation manual for calibration instructions.) The green RUN light should be illuminated, indicating conditions are good and data is being transmitted.
2. Press the ON button to activate the Informer, and point it toward the PumpSaver<sup>®</sup>. The green COMM STATUS light will turn on, indicating data is being received.



**Figure 1: Informer Operating Distance**

3. Use the SCROLL buttons to view the PumpSaver's various operating parameters. If the data signal is interrupted, the Informer will hold the last values it received before communication was lost.
4. The Informer will automatically turn off if the scroll buttons are not pressed for 2 minutes.

**NOTE:** Simultaneously pressing both scroll buttons will display the firmware revision number and also initiate the auto-off sequence.

**NOTE:** A battery check is performed each time the Informer is turned on. "Low Battery!" will appear indicating it should be replaced.

I-INFORMER-PSP-B



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## **OPERATING PARAMETERS**

By using the scroll buttons, each of the PumpSaver's operating parameters can be displayed. The following are screen examples and descriptions of each parameter (shown in the order they are displayed when using the scroll down button).

**NOTE:** PumpSaver®Plus screens will be hidden when communicating with standard PumpSavers.



		S	y	m	C	o	m	,		I	n	c	.			
		M	o	d	e	l	:					2	3	3	-	P

**Model Screen:** Displays the PumpSaver® model number.

L	i	n	e	:					2	.	3	0		k	W
2	3	0		V	A	C			1	2	.	0		A	

**Summary Screen:** Displays the present line voltage, current and kW measurements.

L	i	n	e		P	w	r	:			3	.	0	0	
T	r	i	p		P	t	:		(		2	.	4	0	)

**Low-Power Trip Screen:** Displays the line power and low-power (underload) trip point.

**Line Power.** Displays the power drawn by the pump motor.

**Low-Power Trip Point.** If the line power drops below the low-power trip, the PumpSaver® will shut the pump off (after the trip delay). A low-power trip provides more sensitive underload detection than can be achieved using current alone.

L	i	n	e	A	m	p	s	:	1	2	.	0
T	r	i	p	P	t	:	(	1	5	.	0	)

**Overload Trip Screen:** Displays the current drawn by the pump motor and the overload trip point.

**Line Amps:** This feature eliminates the need for an ammeter, and will help determine if the pump is drawing acceptable amperage.

**Overload Trip Point:** This level will be 125% of the current seen by the PumpSaver® at the time of calibration. If the amperage drawn by the pump motor exceeds this level, the PumpSaver® will trip on overload (after the trip delay). Excessively high or low voltage, a worn pump, or a jammed impeller may cause overload.

L	i	n	e	V	o	l	t	s	:	2	3	0		
C	a	l	.	V	o	l	t	s	:	(	2	3	0	)

**Calibration Voltage Screen:** Displays the line and calibration voltages.

**Line Voltage:** Displays the line voltage to the pump motor. If the voltage displayed is less than 190VAC or greater than 265VAC on a 230 volt system, or is less than 95VAC or greater than 132VAC on a 115 volt system, the power company should be contacted.

**Calibration Voltage:** Displays the line voltage at the time the PumpSaver® was calibrated, providing a point of reference when line voltage fluctuations are a problem. If a large difference in voltage exists (greater than 15%) between line voltage and calibrated voltage, the power company may need to be contacted.

R	s	t	D	l	y	S	e	t	:			3	0	m	
R	s	t	D	l	y	:			1	2	m		1	8	s

**Restart Delay Screen\*:** Displays the restart delay setting and the restart delay time remaining before the PumpSaver®Plus will reset.

C	T		S	i	z	e	:					n	/	a
P	u	m	p	S	t	a	r	t	s	:		2	1	3

**CT Size and Number of Pump Starts Screen\*:** Displays the size of the CT used (if applicable), and the number of pump starts\*\*.

T	o	t	a	l	R	u	n	T	i	m	e	:		
			2	7	d		1	6	h		3	3	m	

**Total Run Time Screen\*:** Displays the total run hours\*\* of the motor.

\*PumpSaver®Plus models only.

\*\*Run hours, number of pump starts, and fault history can be cleared—refer to the PumpSaver®Plus installation instructions for details.

F	I	t	#	1	:										
D	r	y		W	e	l	l								
F	I	t	#	1	:			1	.	6	0		k	W	
2	3	0		V	A	C				9	.	6	0		A
F	I	t	#	1		T	i	m	e	:					
			3	2	d			4	h			5	7	m	

**Fault History Screens\*:** Displays the last 20 faults\*\* of the PumpSaver®Plus (standard PumpSaver® models and older Informers will only display the **last fault** information). The fault screens display kW, line voltage, and Amps of the motor at the time of each fault; along with a time stamp.

M	a	x	.		A	m	p	s	:			1	7	.	0
M	i	n	.		A	m	p	s	:				9	.	0
M	a	x	.		V	o	l	t	s	:			2	4	0
M	i	n	.		V	o	l	t	s	:			2	1	5

**Minimum/Maximum Value Screens:** Displays the highest and lowest recorded current and voltage since the PumpSaver® was last calibrated. (Recalibrating the PumpSaver® will reset these values.)

**Minimum Current:** Displays the lowest current draw of the pump. This parameter may be used in combination with the *Maximum Current* value to indicate how much load fluctuation the pump motor is experiencing. Too much fluctuation may indicate gas pockets in the well, a worn pump end, or a large differential in head pressure.

**Maximum Current:** Displays the highest current draw of the pump. This parameter may indicate momentary surges seen by the pump motor too short in duration to trip the PumpSaver®.

**Minimum Voltage:** Displays the lowest voltage present while the pump was running. A voltage less than 90% of the nameplate rating of the pump motor may cause the PumpSaver® to trip on overload.

**Maximum Voltage:** Displays the highest voltage present while the pump was running. A voltage greater than 110% of the nameplate rating of the pump motor may cause the PumpSaver® to trip on overload. If nuisance tripping is frequent due to voltage fluctuations, the power company may need to be contacted.

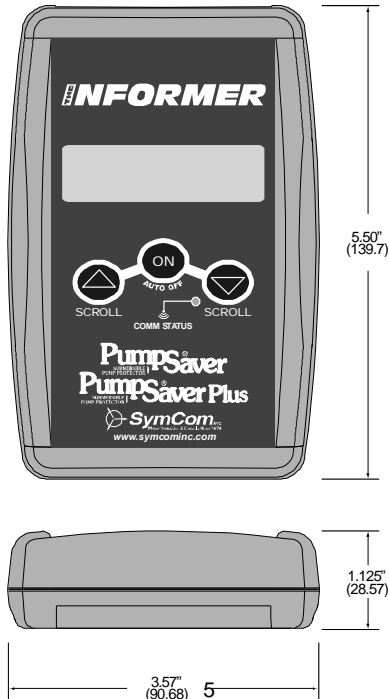
\*PumpSaver®Plus models only.

\*\* Run hours, number of pump starts, and fault history can be cleared—refer to the PumpSaver®Plus installation instructions for details.

## TROUBLESHOOTING GUIDE

<p>The Informer does not activate when the ON button is pressed.</p>	<p><b>Battery Polarity Reversed</b> - Verify the + and – terminals on the battery match the markings inside the battery compartment.</p>
<p>The COMM STATUS light is off and all display values remain at zero.</p>	<p><b>Low Battery</b> - Replace the battery.</p> <p><b>Weak Signal</b> – Ensure the Informer is aimed directly at the PumpSaver's infrared LED and is within the operating distance (See Figure 1).</p> <p><b>PumpSaver® Not Transmitting</b> - Verify the PumpSaver® is energized and the green RUN light is illuminated.</p> <p><b>Sunlight</b> - Verify the sun is not shining directly onto the Informer's infrared receiver.</p>
<p>The COMM STATUS light is blinking.</p>	<p><b>Weak Signal</b> – Ensure the Informer is aimed directly at the PumpSaver's infrared LED and is within the operating distance (see Figure 1).</p> <p><b>OR</b> If using an older Informer (version 1.xx or earlier) with a PumpSaver®Plus, this is a normal condition.</p>
<p>The displayed values fluctuate radically.</p>	<p><b>Weak Signal</b> – Ensure the Informer is aimed directly at the PumpSaver's infrared LED and is within the operating distance (see Figure 1).</p>
<p>The Informer displays values even after communication is lost.</p>	<p><b>This is Normal</b> - The Informer holds the last values it received before communication was lost.</p>

## DIMENSIONS



## INFORMER SPECIFICATIONS

<b>Power</b>	
Input	9 Volts dc (requires one 9-volt alkaline battery)
Consumption	0.25 Watt max.
Automatic shut-off	2 minutes
<b>Communication</b>	
Signal	Infrared
Range	1-10 ft.
<b>Accuracy</b>	
Voltage	±2%
Current	±2%
Power	±4%
<b>Resolution</b>	
Voltage	1.0VAC
Current	0.1 Amp AC
Power	0.01kW
<b>Display</b>	
Size	Liquid crystal 2 rows x 16 characters
<b>Keypad</b>	
Mechanical Life	Three 0.5" buttons 50,000 actuations
Overlay Material	Polyester
<b>Enclosure</b>	
Dimensions	5.50" H x 3.60" W x 1.13" D
Weight	6 oz. (w/out battery)
Material	Black polycarbonate
<b>Operating Temperature</b>	0-60°C

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