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## Frequently Asked Questions

### 1. What do you mean by quad pumps? Is this one pump with four pickups?

The multiple pump systems have dedicated pumps for each of the individual pickups. Example: The quad pump (four pump) system has four independent motors with diaphragm pumps for each of the four inputs to the pump. The outputs are joined inside the enclosure to allow easier plumbing of a single discharge hose.

### 2. What is the maximum distance a low-profile bilge water pickup can be run from the BILGE-B-DRY pump, and from the pump to an overboard discharge?

Thorough testing has proven that a maximum run of 25 feet from the pickup to the pump is acceptable. This is not a limitation - it is only what has been tested to date. The pump to overboard discharge run is not defined and no limitations have been observed.

### 3. What is the maximum suction or head height?

The maximum demonstrated total vertical height is 8 feet, as demonstrated on a sailboat with a pickup placed five feet below the BILGE-B-DRY pump in the keel and additional three feet vertical rise from the pump to the overboard discharge. This is not a limitation - it is only what has been tested to date.

### 4. Why does my BILGE-B-DRY run at different times than selected in the Schedule?

- a. If power was disconnected from BILGE-B-DRY, the internal clock resets to 8:00 AM. Once you connect again with the Mobile App, the internal clock will be restored to your local time.
- b. The BILGE-B-DRY internal clock can "drift" over time. To update, re-connect to BILGE-B-DRY with the Mobile App and the internal clock will be updated automatically.

### 5. Why is my BILGE-B-DRY pump running, but no longer pumping water?

Water flow may be restricted due to debris or petroleum.

- a. If your bilge experienced a significant oil spill, the pickup filter will become oil saturated, restricting water flow. Please replace the filter material.
- b. Excessive pumping of oil, diesel or fuel will cause a "viscosity-lock" of the rubber diaphragm inside the pump and may require replacement of the BILGE-B-DRY pump. Please refer to Troubleshooting procedure.

### 6. My mobile device or tablet will not connect to my BILGE-B-DRY?

- a. Verify your fuse has not blown or circuit breaker tripped
- b. Ensure Bluetooth is enabled on your mobile device
- c. Ensure you have NOT paired to the device. Bluetooth pairing is not required and will prevent connection.
- d. Force close the mobile app and restart
- e. If still unable to connect, remove power from your BILGE-B-DRY unit and re-apply power after 15 seconds and try again.
- f. Verify you see the light as shown in the Troubleshooting section. If you do not see the light and are unable to connect, please reach out via our [warranty page](#) to obtain an RMA.