

Troubleshooting DEF Pump Systems



LEGACY OF RETAIL
FUEL TRANSFER SOLUTIONS

1. Inspect for Clogs and Blockages:

- **Crystallization:** Look for white, chalky residue around the pump, hoses, nozzles, or tank opening. This is a common sign of DEF crystallization.
- **Nozzle:** Ensure the nozzle itself isn't clogged.
- **Hoses and Lines:** Look for kinks, damage, or visible crystallization within the hoses.
- **Suction Tube/Pickup Screen:** Check the suction tube inside the DEF tank for any debris or crystallization blocking the intake screen.
- **Cleaning:** Disconnect Power: Ensure the pump is disconnected from any power source before cleaning. Remove crystallization from components by dissolving it with warm water. Use a cleaning brush if necessary that is dedicated for use with DEF to avoid contamination. Rinse components with distilled or deionized water. Flush the cleaning fluids out by running DEF through the system prior to returning the pump to dispensing service.

2. Listen to the Pump:

- A normal DEF pump should have a consistent hum.
- If you hear a straining or grinding noise, it could indicate a blockage, a failing motor, or internal damage. Clean or replace as required.
- If you hear nothing, refer to electrical checks.

3. Check Electrical Connections and Power:

- **Power Supply:** Verify that the pump is receiving power.
- **Wiring:** Inspect all electrical connections for corrosion, loose wires, or damage. Repair or replace as required.
- **Motor:** Listen for the pump motor running. If it's not making any sound, it could be an electrical issue or a seized motor. Repair or replace as required.

Live Support

If you need further assistance, contact Great Plains Industries Product Support in Wichita, Kansas.

8 a.m. - 5 p.m. CST (2 p.m. - 10 p.m. GMT)
Monday - Friday

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