

STEP System Troubleshooting

This chart will help you troubleshoot problems with STEP (Septic Tank Effluent Pumping) systems.

To use this chart ...

- Look for the symptom or symptoms you are experiencing in the left-hand column.
- Check the row to the right of the symptom for causes. Causes are numbered in order of likelihood, with “1” being the most likely cause of the symptom.
- Address each cause in order of importance beginning with “1” until the causes have been corrected and the symptom is gone.

Symptom

Cause

	Main Circuit Breaker Tripped Off	MOA Switch OFF	Pump Circuit Breaker OFF	Poor Electrical Connections	Tangled or Inoperative Floats	Water in Junction Box	Improper Wiring	Inoperative Pump	Broken Discharge Plumbing	Pump Inlet Fouled	Improper Float Settings	Worn Pump Impellers	Valve Shut Off (Discharge Assembly or Service Connection)	Mainline Valve Closed	Vault Screen in Need of Cleaning	Siphoning	Mainline Pressure Exceeds Pump Capability	Exfiltration (Leaky Tank)	Infiltration (Leaky Tank)	Check Valve Installed Backwards	Inlet Tee Plugged	House Plumbing Plugged
Sewage Backed up in Home	1							5		4				6			7				2	3
Alarm Light On (High Level)	3	1	2	4	5		12	8	11	6		7	9	14			13		10			
Alarm Light On (Low Level)					1						4					2		3				
Alarm Light Dim						1																
Alarm Sounds Intermittently				1	3	2	4				5	6										
Pump Does Not Run	3	1	2	4	5		7	6														
Pump Runs, Does Not Pump								5	4	2		3	1	8			9		6	7		
Short Pump Cycles				2							3				1							
Excessive Pump Counts										2	4				3				1			
Control Box Breaker Trips				1		4	3	2														