



Reef Pumps

Covers:

- Reef Pump [all models incl. those used in Reef Skim]
- Reef Pump Connect [all models incl. those used in Reef Skim Connect]
- Reef Pump Compact [all models]

FAQs & Troubleshooting

Q What size Reef Pump do I need?

A Check how much flow the drains on your aquarium can take, or the required flow rate that your piece of equipment needs. You need to consider the head height of the equipment/tank. This is the height from the pump to the water outlet, assuming a free path, i.e. nothing in the way such as filter media. You can use the performance curve to cross-reference the head height vs flow rate to see what you can achieve when the pump is at full power. This is with the Reef-Pump at full power, using the largest included hoesetail in the box. Reef Pumps are adjustable so sometimes it is better to buy a bigger pump and run it low. This way the pump will run quieter, and you will have headroom if you ever need more flow. A simple rule of thumb for most reef aquariums is to take the total volume of the system and multiply it by 10 to get the max flow of the required pump.

Q What speed should I set my pump at?

A Real world performance is based on many variables including length and diameter of pipe, curves/corners in pipework, fittings and finally height at which it is pumping to. Please refer to the pumps' performance curves to see full power performance at various head heights.

The below is a guide only and not absolute. Real world performance will vary, and this information should not be used to determine flow rates in critical applications.

- Reef Pump 500 – min 300 l/hr – approx. 22 l/hr increments
- Reef Pump 1000 – min 250 l/hr – approx. 37.5 l/hr increments
- Reef Pump 2000 – min 500 l/hr – approx. 75 l/hr increments
- Reef Pump 4000 – min 1500 l/hr – approx. 125 l/hr increments
- Reef Pump 6000 – min 2000 l/hr – approx. 200 l/hr increments
- Reef Pump 8000 – min 3000 l/hr – approx. 250 l/hr increments (Must use largest fittings to achieve more than 6,000l/hr max)
- Reef Pump 12000 – min 4000 l/hr – approx. 400 l/hr increments (Must use largest fittings to achieve more than 6,000l/hr max)

- Reef Pump Connect 2500 – min 750 l/hr to 2500 l/hr in approx. 92 l/hr increments
- Reef Pump Connect 3500 – min 1050 l/hr to 3500 l/hr in approx. 129 l/hr increments
- Reef Pump Connect 5000 – min 1500 l/hr to 5000 l/hr in approx. 185 l/hr increments
- Reef Pump Connect 7000 – min 2100 l/hr to 7000 l/hr in approx. 258 l/hr increments
- Reef Pump Connect 10000 – min 3000 l/hr to 10000 l/hr in approx. 369 l/hr increments

- Reef Pump Compact 500 – min 300 l/hr – approx. 22 l/hr increments
- Reef Pump Compact 1500 – min 900 l/hr – approx. 66 l/hr increments
- Reef Pump Compact 2500 – min 1500 l/hr – approx. 111 l/hr increments
- Reef Pump Compact 5000 – min 3000 l/hr – approx. 222 l/hr increments
- Reef Pump Compact 10000 – min 3500 l/hr – approx. 722 l/hr increments

This is based on using the largest pipework fittings in each box. User experience will vary.

Q My pump is noisy.

- A**
- Ensure no air is trapped in the impeller chamber.
 - Ensure the pump and all its internal components are clean and undamaged.
 - Ensure the pump isn't vibrating against a hard surface [e.g. glass or rockwork].
 - New pumps will become quieter as a biofilm naturally occurs over time, lubricating the parts.

Q How do I clean my Reef Pump?

A Use a new, sponge/scouring pad and a warm white vinegar bath followed by rinsing with plenty of R.O water. A bottle brush can be useful for hard-to-reach areas. The vinegar will help to dissolve calcium deposits.

Q My Reef Pump has stopped working. [Retailer help may be required for testing of individual components]

A It is rare that all 3 components will fail at once. The PSU, Controller and Pump must each be checked for functionality to ensure that the correct part is replaced.

- Check PSU is working, and mains cable is firmly inserted and connected properly.
- Check fuse in plug
- Check controller is working and the power cable from the PSU is firmly inserted and connected properly.
- Check Pump cable is connected firmly and correctly to the controller – Replace pump if PSU/Controller working correctly.
- Check that it's turned on at the mains and not on 'Feed Mode'

Q I can't connect to my Reef Pump Connect.

A Ensure that your device has Bluetooth turned on.

Q My impeller has broken. Can I get a new one under warranty?

A Impellers are a consumable item and do need to be replaced from time to time. They are not covered under warranty. Please note that skimmer pump impellers are different to standard pump impellers.

Q My controller and or PSU has failed for my Reef Pump can I use any other TMC controllers or PSU?

A Each controller is programmed specifically for the pump and application. The controller must be the correct rated unit for the model you have, including whether it is used as a skimmer pump or return pump. The PSU must have the same DC voltage and amperage [or higher amperage] as the original, as well as the same connector type. It recommended you only use the original PSUs and these are available as spares.

Q I can hear a clicking noise and my pump is not running correctly.

A Check impeller shaft for damage. Replace if necessary.

Q My Reef Pump/Reef Pump Connect controller shows an error code

A Err – 2 – Over current detected – Controller Fault – Replace controller

Err – 4 – Software over current – Controller Fault – Replace controller

Err – 6 – Pump motor error – Replace Pump

Err – 7 – Impeller jammed, Dirty, Running Dry or too much air detected – Clean or replace impeller. Attach the pump lower down in the aquariums so surface water air is not sucked in.

C-0 - Fail safe mode whereby the unit will run on a safety continuous power setting. This can be caused by the PSU over heating/ or the pump running dry and taking in air. Please check the PSU Power supply as this might need replacing.

Q My Reef Pump Compact controller shows flashing LEDs and the pump is not working.

A Please refer to the instruction booklet supplied, which is also available in electronic form on our website. This details the error codes that the flashing LEDs indicate.

Q There is a whirring noise coming from the pump.

A Due to the nature of the high speed and powerful flow of the DC motors, some whirring noise may be heard and is completely normal.

Q My pump appears slower than it used to be.

A Pump/Impeller needs cleaning and/or pipework causing additional friction from biofouling.

Spare Parts Lists

Reef Pump [parts for Reef Skim use]

Order Code	Description
9939SK	Reef Pump 1000 SK Impeller
9940SK	Reef Pump 2000 SK Impeller
9942SK	Reef Pump 4000 SK Impeller
9944SK	Reef Pump 6000 SK Impeller
9922SK	Reef Pump 1000 SK Controller
9923SK	Reef Pump 2000 SK Controller
9925SK	Reef Pump 4000 SK Controller
9927SK	Reef Pump 6000 SK Controller

Reef Pump

Order Code	Description
1377	Reef Pump 500 Impeller
1083	Reef Pump 1000 Impeller
9940	Reef Pump 2000 Impeller
9942	Reef Pump 4000 Impeller
9944	Reef Pump 6000 Impeller
9946	Reef Pump 8000 Impeller
9950	Reef Pump 12000 Impeller
1376	Reef Pump 500 Controller
1081	Reef Pump 1000 Controller
9923	Reef Pump 2000 Controller
9925	Reef Pump 4000 Controller
9927	Reef Pump 6000 Controller
9929	Reef Pump 8000 Controller
9933	Reef Pump 12000 Controller
1375	Reef Pump 500 Motor
1230	Reef Pump 1000 Motor
1232	Reef Pump 2000 Motor
1234	Reef Pump 4000 Motor
1236	Reef Pump 6000 Motor
1238	Reef Pump 8000 Motor
1239	Reef Pump 12000 Motor
1096	Reef Pump 500 PSU
1082	Reef Pump 1000 PSU
9934	Reef Pump 2000 PSU
9935	Reef Pump 4000 PSU
9936	Reef Pump 6000/8000 PSU
9938	Reef Pump 12000 PSU

Reef Pump Connect

Order Code	Description
1190	Reef Pump Connect 2500 Impeller
1190	Reef Pump Connect 3500 Impeller
1191	Reef Pump Connect 5000 Impeller
1191	Reef Pump Connect 7000 Impeller
1192	Reef Pump Connect 10000 Impeller
1194	Reef Pump Connect 2500 Controller
1195	Reef Pump Connect 3500 Controller
1196	Reef Pump Connect 5000 Controller
1197	Reef Pump Connect 7000 Controller
1198	Reef Pump Connect 10000 Controller
1210	Reef Pump Connect 2500 PSU
1210	Reef Pump Connect 3500 PSU
1211	Reef Pump Connect 5000 PSU
1211	Reef Pump Connect 7000 PSU
1212	Reef Pump Connect 10000 PSU

Reef Pump Compact

Order Code	Description
1400	Reef Pump Compact 500 Impeller
1401	Reef Pump Compact 1500 Impeller
1402	Reef Pump Compact 2500 Impeller
1403	Reef Pump Compact 5000 Impeller
1404	Reef Pump Compact 10000 Impeller
1405	Reef Pump Compact 500 Controller
1406	Reef Pump Compact 1500 Controller
1407	Reef Pump Compact 2500 Controller
1408	Reef Pump Compact 5000 Controller
1409	Reef Pump Compact 10000 Controller
1410	Reef Pump Compact 500 Motor
1411	Reef Pump Compact 1500 Motor
1412	Reef Pump Compact 2500 Motor
1413	Reef Pump Compact 5000 Motor
1414	Reef Pump Compact 10000 Motor
1096	Reef Pump Compact 500 PSU
	Reef Pump Compact 1500 PSU
9934	Reef Pump Compact 2500 PSU
9936	Reef Pump Compact 5000 PSU
9937	Reef Pump Compact 10000 PSU



UK
 Solesbridge Lane
 Chorleywood
 Hertfordshire
 WD3 5SX
 England

Call +44 01923 284151

Iberia
 Rua Cidade de Paris 6
 Parque Industrial do Arneiro
 2660-456 São Julião do Tojal
 Portugal

Call +351 219 739 140

www.tropicalmarinecentre.com

info@tropicalmarinecentre.co.uk

