

Ion Genesis® Pump Controller

Digital Level Control with Pump Alternation
and High Water Alarm

OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 1 of 8



MARKS & MEANINGS



DANGER: This sign warns that the failure to follow the directions given could cause serious risk to individuals or objects.



WARNING: This sign warns the operator that the failure to follow an instruction may damage the pump and/or the system.

INTRODUCTION

Thank you for purchasing an Ion Genesis® controller. Take the time to read the instructions carefully before using this appliance. We strongly recommend that you keep this instruction manual in a safe place for future reference.

The Ion Genesis® is a residential sump pump controller for 1 or 2 pumps that includes redundant water level sensors, a configurable water level/pump turn-on setting, 2-pump alternation, pump failure sensing, local audible/visual alarm notification, and optional remote alarm notification. The Ion Genesis® is capable of running only one pump at a time.



WARNING: This product is for use with manual pumps only. A manual pump is a pump that runs when plugged into an outlet. Sensors are supplied with this unit for control.



WARNING: This pump controller is for use in one sump pit only.

Indicators

The front panel has lights, a display, and a sounder to offer direct feedback to the homeowner.

Buttons

The front of the controller has buttons labeled “RESET/TEST” and “PUMP TURN ON LEVEL”.

The RESET/TEST button has two functions and may be depressed at any time.

1. This can be used for pump troubleshooting.
2. The controller will remember how many pumps are available for future use. When pushed, it runs the first pump temporarily, followed by the second pump if it exists. This button *must* be pushed once after removing or adding any pumps.

The PUMP TURN ON LEVEL buttons set the water level at which a pump turns on. This level is measured in inches, up from the middle of the lower water sensor (see the Installation section). When the water level is pumped down to the middle of the lower water sensor, the running pump is turned off. This setting *only* pertains to the lower water level sensor.

SAFETY PRECAUTIONS



WARNING: To prevent fire or shock hazard, do not expose this product to rain or moisture. This product has a NEMA-1 rated enclosure for use in an indoor environment. Never spill liquid of any kind on the product.



DANGER: Risk of electric shock. To reduce risk of electric shock, do not remove cover. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.



DANGER: To prevent electric shock, ensure product is connected to a grounded outlet. The electrical outlet should be properly wired to a dedicated 15 amp circuit breaker. Proper short-circuit and overload protection must be provided at the distribution panel. Install in accordance with all local and national electrical codes. Recommended mounting is above floor level. For best performance, do not use electrical extension cords.

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OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 2 of 8

INSTALLATION



WARNING: The water level sensors have integrated vent tubes in their cords. Never expose the plug ends of the cords to water, dirt, or moisture. Be especially careful during installation.

1. See Figure 1, page 2. Clamp the two water sensors to any head pipe in the pit, one water sensor above the other with one near the bottom of the pit and one at the very top. The bottom water sensor must be mounted above all pump intakes and will be used for day-to-day operation; the top one will be used as a backup for high water level sensing. Again, note that when the water is pumped down to the middle of the lower water sensor, the running pump will turn off. If the water rises to the middle of the top water sensor, the controller will cue audible, visual, and any remote alarms.
2. Mount the controller box to the wall in a place where its cord can reach a dedicated 120 volt AC electrical outlet (rated for at least 15 amps), and where the water sensors' and pumps' cords can reach the controller box.
3. See Figure 2, page 2. Connect the water sensors to the controller box, ensuring that each sensor plugs into its correct connector. The lower sensor plugs into the jack labeled "DIGITAL LEVEL SENSOR" and the higher sensor plugs into the jack labeled "HIGH WATER SENSOR". Securely fasten the cables in a manner to relieve unnecessary force on the connectors.
4. Plug a pump into the outlet marked "PUMP 1" on the controller box. If there is a second pump, plug it into the outlet "PUMP 2" on the controller box.
5. If connecting a home alarm system to the Ion Genesis®, make the connection to the 6P6C jack labeled "REMOTE ALARM CONTACT". The center most pins (# 3 and 4) are used for this circuit, and are normally closed (N/C) under normal conditions. These pins electrically open in an alarm condition (see Alarms section).

Figure 1

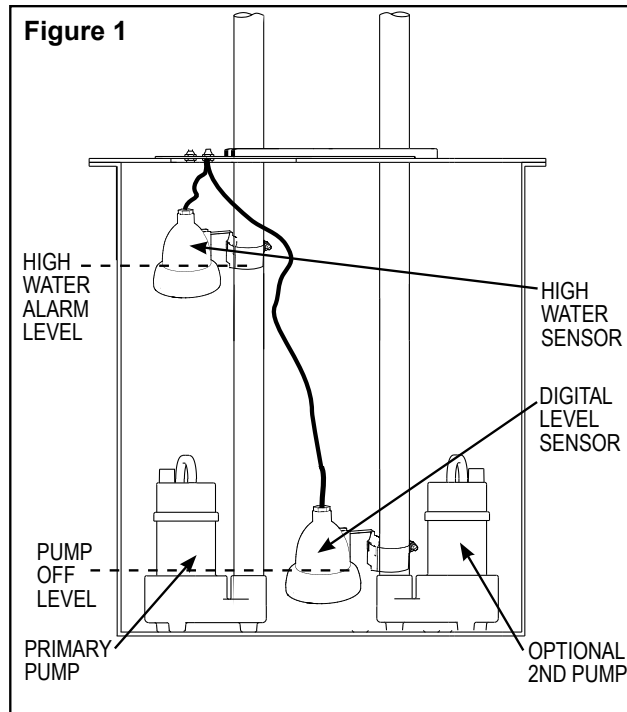
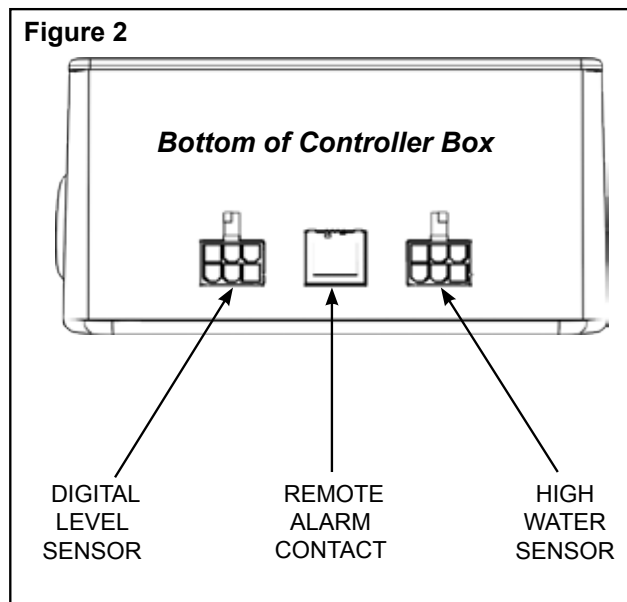


Figure 2



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OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 3 of 8

SETUP

Plug the Ion Genesis® into the electrical outlet. The controller will automatically sense the connected pumps at this time by running each briefly. If they do not run, push the RESET/TEST button to ensure the controller “counts” each pump plugged into it. (Each pump must run temporarily for it to be counted.) If they still do not run, or the controller states they are absent (unplugged), call for service.

Using the PUMP TURN ON LEVEL buttons, set the desired water level (Setpoint) at which a pump should turn on. This level is measured in inches, up from the middle of the lower water sensor (DIGITAL LEVEL SENSOR, see Figure 1, page 2).

Typical Installation



WARNING: This setting must be set below the bottom of the HIGH WATER SENSOR.

Note: This setting *only* pertains to the lower water level sensor, and will be retained in memory in the event of a complete power failure.

The water level within the pit is monitored and displayed as “Level”. When the water level is pumped down to the middle of the lower water sensor, the pump is turned off.

It is recommended that the system be tested by filling the pit with water using a hose. The first pump should turn on and empty the pit of water. If a second pump is installed, filling the pit again should cause the second pump to run.

To test the alarm functions, simply apply gentle pressure with a finger to the underside of the top level sensor (HIGH WATER SENSOR). The controller should cue audible and visual alerts, and engage any alarm dialers and/or external devices that may be connected for remote notification.

OPERATION

General

The Ion Genesis® controller continuously monitors the pit's water level (“Level” on the display) and will turn the pump on whenever the Level rises above the turn-on height (“Setpoint”) configured during setup. The pump will be turned off after the water is pumped down to the middle of the lower water sensor (DIGITAL LEVEL SENSOR). If there is a second pump installed, it will be put in sequence and run the next time a pump is called for. This alternation keeps wear even between the pumps over time. Additionally, if one pump experiences a problem, the controller will automatically try the alternate pump.

NOTE: The controller only runs one pump at a time.

Ion Genesis® Pump Controller

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OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 4 of 8

Alarms

Under any of the following conditions, the controller will enter a state of alarm:

- A pump has been continuously running for five minutes.
- A pump has been called but is not evacuating the pit.
- An abnormal pump current has been detected.
- A level sensor fault has been detected.
- The pit water level reaches the HIGH WATER SENSOR.

Once in an alarm state, the controller will notify the homeowner that there may be trouble by initiating audible and visual cues, and by opening the alarm contacts.

Remote Alarm

The Ion Genesis® controller will break (electrically open) the REMOTE ALARM CONTACT during an alarm state or power failure. This contact may be connected to another device installed in the home, a home monitoring service, or an optional phone dialer.

See Installation Step 5 for more information pertaining to the REMOTE ALARM CONTACT.

SPECIFICATIONS

Voltage:	120 VAC, 60 Hz
Output Capacity (per outlet):	15 A (max) 12 FLA, 72 LRA 1/2 HP
Remote Alarm Contacts:	Normally closed (open during alarm state) 30 VAC/DC @ 1 A MAX
Temperature Range:	0 °C to 40 °C (32 °F to 104 °F)
Audible Alarm:	80 dB at 10 ft.
Enclosure:	NEMA-1 UL94V-0 ABS
Mounting Hardware (Controller):	(4) #10 screws
Mounting Dimensions (Controller):	8.25" x 3.50"

ACCESSORIES



Ion® StormPro® 35AC
Battery backup for AC pumps rated to 5.5 amps.



SUMPRO® 100
Battery backup for AC pumps rated to 12 amps.



Phone Dialer

Can be programmed with up to nine phone numbers to call in case of high water or other alarm.

For operation or installation instructions for these accessories, call 800 323-1665.

Ion Genesis® Pump Controller

Digital Level Control with Pump Alternation
and High Water Alarm

OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 5 of 8

TROUBLESHOOTING

Symptom	Cause	Measures
Power light not illuminated and display is blank.	Tripped breaker.	Reset breaker.
	Faulty outlet.	Check outlet/wiring.
Pump(s) run but will not pump down water.	Restricted pump or pipe.	Clear pump or pipe.
	Failing pump.	Compare water output to similar pump.
	Bad check valve.	Check for proper operation of check valve.
	High incoming water flow.	Pump(s) undersized for incoming water flow, replace with higher capacity pump(s).
Pit empty but pump won't shut off.	The DIGITAL LEVEL SENSOR is mounted too low in the pit.	The lower sensor (DIGITAL LEVEL SENSOR) must be mounted above all pump intakes. Remount sensor higher.
Remote contact not working.	Faulty wiring.	Use ohmmeter to test continuity of terminals. You should see continuity in normal operation, activate high water alarm - you should measure an open. Consult a qualified electrician for all wiring problems.
Display shows "5 Minute Pump Run Fault".	A pump has been constantly running for longer than 5 minutes. Pump(s) is at least temporarily undersized for incoming water flow, the head pipe is restricted, or a pump is failing.	Watch pit's water level closely, check for any restrictions, or replace pump(s) ensuring that the new pump has proper flow capacity for incoming water flow.
Display shows "Pump Faulted".	A pump's electrical current draw is higher or lower than expected.	Replace the faulty pump, plug pump into outlet, or press RESET/TEST to reinitialize controller.
Display shows "Sensor Faulted".	One of the water level sensors is unplugged or faulted.	Unplug then reconnect both water level sensors. If condition persists, replace the failing sensor.
Display shows "High Water Level".	The water level in the pit has reached the HIGH WATER SENSOR. Either a pump(s) is at least temporarily undersized for incoming water flow, the head pipe is restricted, or a pump is failing or has failed.	Make sure a pump is running. If not, press the RESET/TEST button, and check again. If still not running, call for service. Otherwise check for any restrictions, or replace pump(s) ensuring that the new pump has proper flow capacity for incoming water flow.
	The PUMP TURN ON LEVEL setting is set too high.	The PUMP TURN ON LEVEL setting needs to be set below the height of the HIGH WATER SENSOR. Follow the instructions in the Setup section.

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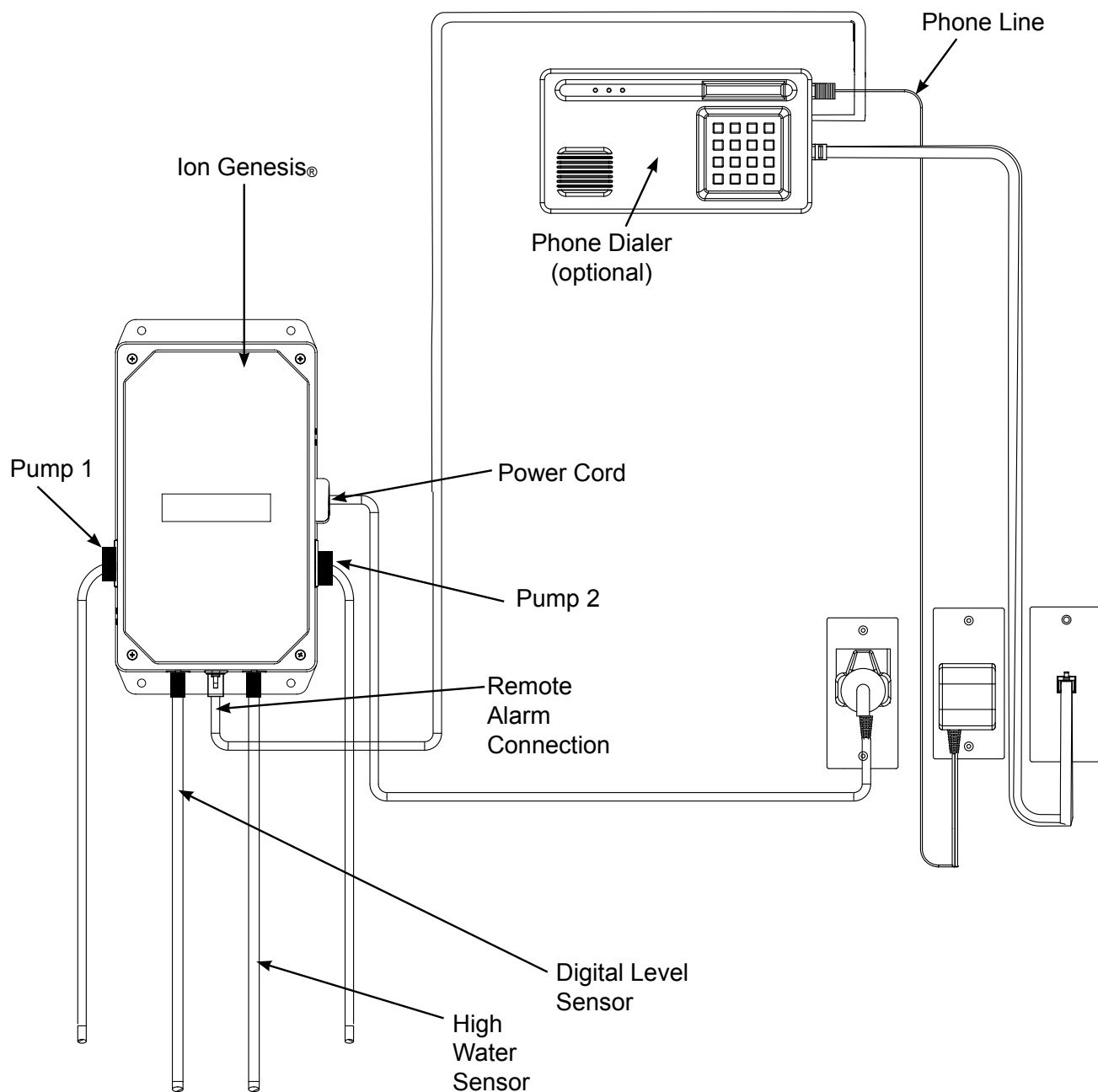
OPERATION MANUAL

Dated: 10/06/2015

Document Name: IonGenesis_OM

Page 6 of 8

ION GENESIS® AND DIALER INSTALLATION



3 Year Residential Warranty

1. Coverage and Term. Metropolitan Industries, Inc. ("Metropolitan") warrants to the original purchaser (the "Buyer") of each StormPro/Sumpro product (the "product"), that any part thereof which proves to be defective in material or workmanship within three (3) years from date of manufacture, will be replaced at no charge with a new or remanufactured part, F.O.B. factory. Buyer shall be responsible for all freight charges and all costs of field labor or other charges incurred in the removal and/or reinstallation of any product, part or component thereof.

2. Exclusions. **THE WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS AND EXCLUSIONS:**

(a) The Warranty excludes products or workmanship which becomes defective as a result of: (i) earthquake, fire, storms, the elements or any other acts of God; (ii) normal wear and tear from use; (iii) accident, misuse, abuse or neglect; (iv) modifications made by Buyer or any third party, other than **Metropolitan**; and (v) Buyer's failure to properly install, maintain, service and/or operate the product under normal conditions and according to manufacturer's instructions.

(b) **Metropolitan** shall not be responsible for, and the Warranty shall not cover, extended damage which occurs because of Buyer's failure to notify **Metropolitan** promptly in writing of apparent defects.

(c) Any part or component designated as manufactured by anyone other than **Metropolitan** shall be covered only by the express warranty of the manufacturer thereof.

(d) The Warranty shall lapse upon Buyer's failure to fully comply with the terms and conditions of its contract with **Metropolitan**, including Buyer's failure to pay the purchase price for the product or any portion thereof. Buyer's subsequent compliance with the terms and conditions of any such contract, will not cause the term of the Warranty to extend beyond the time period set forth above.

(e) No actions taken by **Metropolitan** to correct a defect in a product shall extend the Warranty beyond the period set forth above. **Metropolitan** shall not be obligated to remedy any defect, where otherwise required pursuant to the Warranty unless and until Buyer notifies **Metropolitan** in writing of the defect and then only if such notification is made prior to the expiration of the period set forth above.

3. Process of Claims and Repairs. **Metropolitan** agrees that if the product or any part or component thereof shall fail to conform to the terms of this Warranty, **Metropolitan** shall replace such nonconforming product, part or component at the original point of delivery and furnish instruction for its disposition. Any transportation charges involved in such disposition and all costs of field labor or other charges incurred in the removal and/or reinstallation of any product, part or component thereof shall be the responsibility of Buyer.

4. Limitation on Liability. Notwithstanding any provision to the contrary, **Metropolitan's** entire liability under this Warranty shall not in the aggregate exceed, and Buyer's exclusive and sole remedies are, to the extent permitted by law, shall be to secure replacement of the defective product. **UNDER NO CIRCUMSTANCES SHALL METROPOLITAN BE LIABLE UNDER THE WARRANTY FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING LOST PROFITS, REVENUE, USE OR ECONOMIC ADVANTAGE).**

5. Express Waiver of Any Other Warranties. **THE EXPRESS WARRANTY SET FORTH IN THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY METROPOLITAN, OR ANY OTHER PARTY, IN CONNECTION WITH ANY PRODUCT PURCHASED FROM METROPOLITAN. NEITHER METROPOLITAN, NOR ANY OTHER PARTY, MAKES ANY OTHER EXPRESS OR IMPLIED WARRANTY WHICH IS NOT SET FORTH HEREIN, AND METROPOLITAN HEREBY DISCLAIMS AND BUYER HEREBY WAIVES ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

6. Not Transferable. The Warranty may not be transferred and shall be void on the sale or other transfer of the product.

7. Products and Warranty Subject to Change. **Metropolitan** reserves the right to make revisions to its products and their specifications, and to revise this Warranty and related information without notice.

