wipcool®
TWÓJ KLUCZ DO KOMFORTU

OPERATING MANUAL · ENGLISH

P16

Condensate pump

Read this manual before use. Keep it with the unit for its entire service life.



Read the manual
Safety and connection rules before the first start-up.

Service and warranty
Service requests and warranty terms at wipcool.eu.

Documents online
Manual, data sheet and declaration of conformity at wipcool.eu.

CONTENTS

How to use this manual

Find the chapter you need. The numbers on the right are the pages of this booklet.

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MEANING OF SYMBOLS



Separate collection of WEEE

Do not dispose of used equipment with household waste.



CE marking

Manufacturer's declaration of conformity with EU requirements.



Read the manual

Safety and operating rules before starting work.

Wipcool P16/P32 user manual

Wipcool P16 and P32 condensate pumps are used to drain condensate from air conditioners. A separate tank with an electronic level sensor controls the pump.

The user manual is an integral part of the product. Please read this manual carefully and follow all instructions closely.

General information

Wipcool products are designed for professional use by qualified air conditioning and refrigeration engineers. As the manufacturer, Wipcool stipulates that our equipment should only be operated by appropriately qualified and trained personnel.

- Comply with all local safety regulations and general safety standards when using the Wipcool P16/P32 condensate pump.
- Keep the user manual near the device so that it is readily accessible to personnel at all times.
- Before use, qualified personnel should read the user manual carefully and understand all the instructions it contains.
- The manufacturer accepts no liability for any damage resulting from improper use, failure to follow the user manual, lack of personnel qualifications or any unauthorised modifications to the device.
- The general terms and conditions of sale contained in the sales documents apply.

Symbols and conventions

Symbols and markings used on the device and in the manual:

01



Notice - risk of damage to the device or an incorrect work result.

02



Dangerous voltage - risk of electric shock.

03



Before starting work, carefully read all safety and installation instructions.

04

CE

Indicates that the product meets the health, safety and environmental standards applicable in the European Union.

05 **RoHS** The product meets the requirements for the restriction of hazardous substances.

06



Do not dispose of the device with household waste.

Safety information

WARNING

Disconnect the power supply to the pump and air conditioner before installation, maintenance or servicing.

WARNING

The pump is not waterproof. Do not install it outdoors or in a location exposed to flooding.

- Do not install a damaged pump. Coil any excess power and alarm cable so that it is not damaged during installation.
- Do not place electrical equipment or valuable items below the pump. A power failure or leak may damage them.
- Before starting the pump after cleaning the air conditioner, remove any chemical residue from the evaporator fins.
- Secure the inlet, suction and drain hose connections with cable ties. Avoid joining sections of these hoses with connectors.

CAUTION

The condensate inflow must not exceed the pump capacity. Excessive inflow causes continuous operation and may damage the motor, while a sudden large inflow may cause overflow.

Technical specifications

Parameter	P16	P32
Power supply	230 V~ / 50 Hz	
Maximum flow rate	16 l/h	32 l/h
Max. suction lift	2 m	
Max. head	10 m	
Tank capacity	35 ml	
Maximum cooling capacity of the air conditioner	8.8 kW	13.2 kW
Noise level at 1 m	19 dB(A)	21 dB(A)
Operating ambient temperature	5–50 °C	
Storage temperature	5–50 °C	
Drain hose (internal diameter × external diameter)	6 × 9 mm	
Pump dimensions (L × W × H)	126 × 47 × 53 mm	
Tank dimensions (L × W × H)	85 × 40 × 48.3 mm	

Device diagram

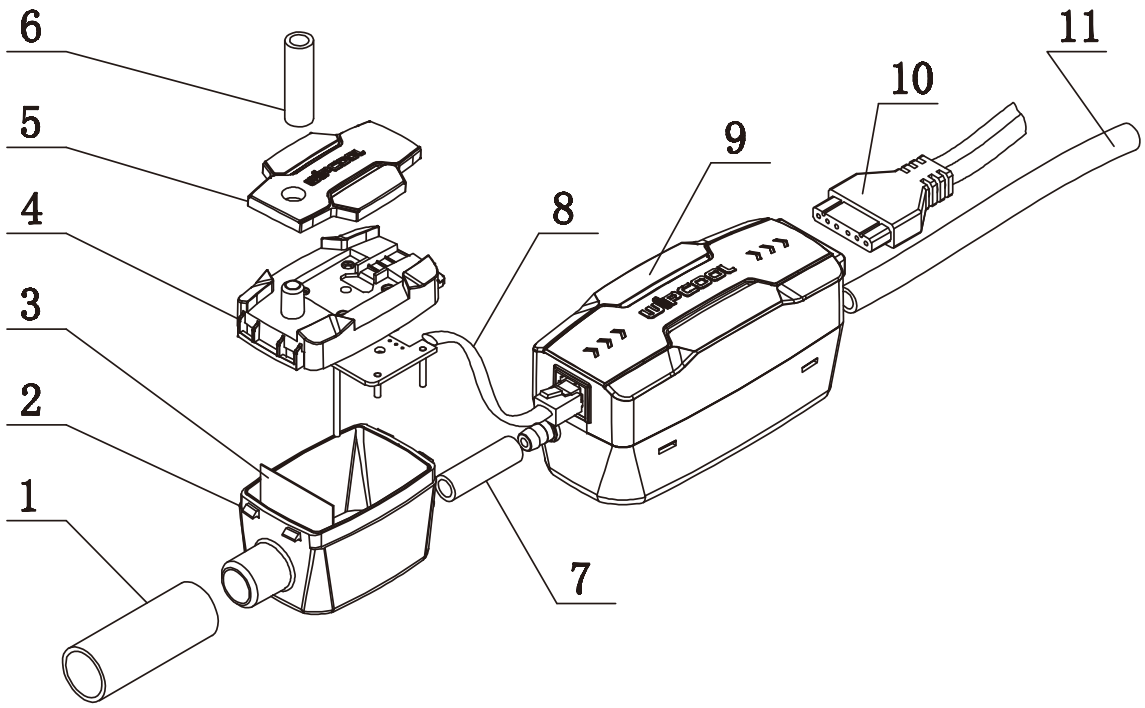


Figure 1. P16/P32 pump components.

No.	Name
1	Inlet hose
2	Tank
3	Filter
4	Tank lid
5	Tank lid cover
6	Vent tube Ø6 mm, 20 mm long
7	Suction hose 6 × 9 mm, 1.5 m long
8	Level sensor cable
9	Condensate pump
10	Power and alarm cable
11	Drain hose

The level sensor is located in the tank. The indicator lights are on the pump body. The green light indicates pump operation and the red light indicates a high condensate level alarm.

Pump dimensions

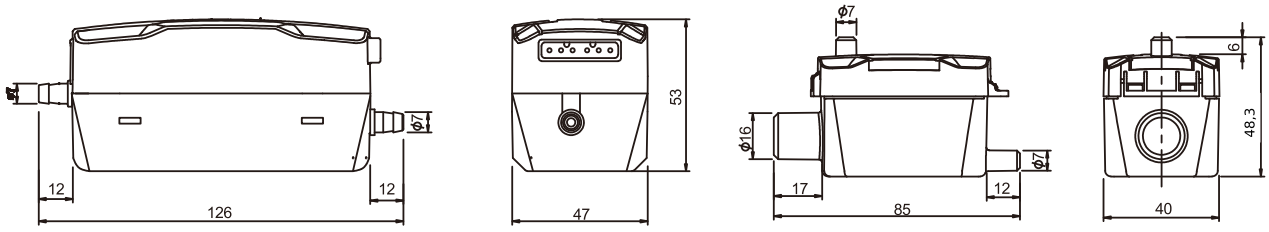


Figure 2. Pump and tank dimensions [mm].

Package contents

After unpacking, check that the package is complete and in good condition. Report any missing or damaged items to the seller.

- Pump with tank, filter, lid and tank lid cover, inlet hose, vent tube and 1.5 m suction hose.
- Cable ties: 4 × 30 cm long and 2 × 10 cm long.
- 6 mm connectors - 2 pcs.
- Adhesive pads for securing the pump and tank - 2 pcs.
- 25 × 16 mm rubber reducer.
- 16 mm rubber elbow connector.
- Power and alarm cable.

Transport and storage

Transport

Secure the pump against movement, impact and excessive vibration. Protect it from moisture, dust and extreme temperatures.

Storage

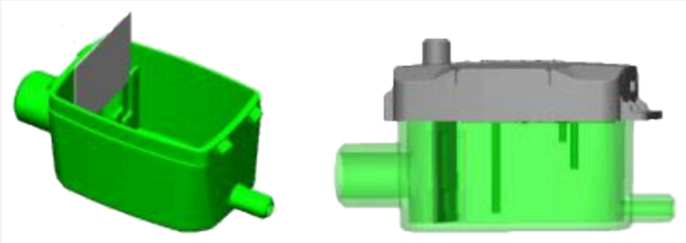
Store the pump horizontally in a dry, well-ventilated place, away from sunlight and heat sources, at a temperature of 5–50 °C.

Application

The pump can be connected to a split system, ducted unit or cassette unit.

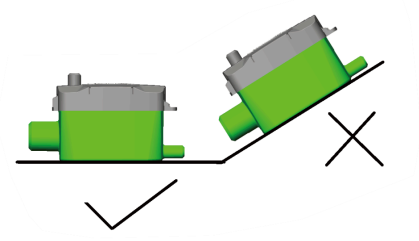
Installation

For installation, prepare a 6 × 9 mm drain hose and vibration-damping material.



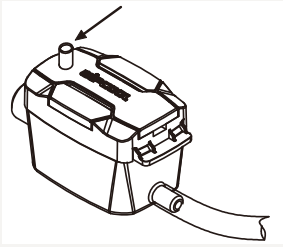
01 **Step 1**

Check that the level sensor is on the right-hand side of the filter. Fit the filter and tank lid. Figure 3. Position of the level sensor and filter.



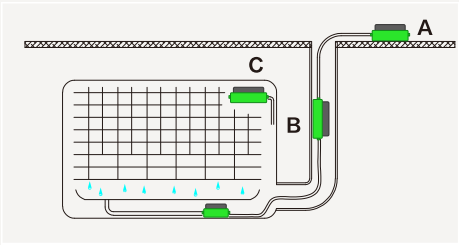
02 **Step 2**

Place the tank horizontally and connect the air conditioner drain to the tank inlet hose, ensuring a watertight seal. Figure 4. Horizontal positioning of the tank.



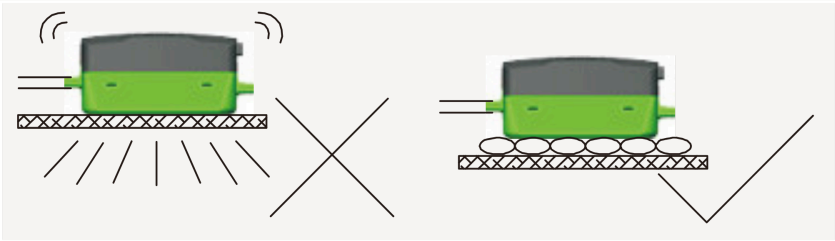
03 **Step 3**

Connect the vent tube to the opening in the tank lid. Figure 5. Vent tube connection.



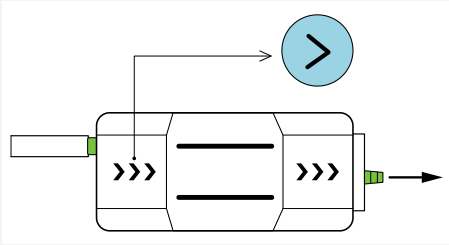
04 **Step 4**

Position the pump horizontally or vertically in the chosen location: behind the air conditioner, in the trunking or above the ceiling. Figure 6. Pump installation locations: A - above the ceiling, B - in the trunking, C - behind the air conditioner.



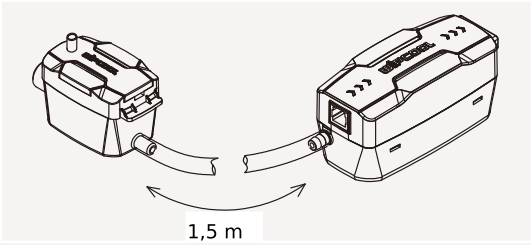
05 **Step 5**

Place vibration-damping material under the pump and tank and secure both components firmly, keeping the tank horizontal. Figure 7. Mounting with vibration-damping material.



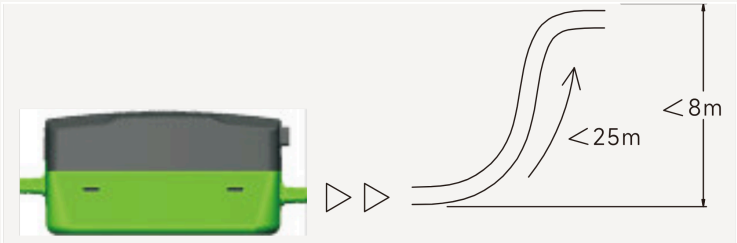
06 **Step 6**

Check the flow direction marked by the arrow on the pump. Figure 8. Condensate flow direction.



07 **Step 7**

Connect the tank to the pump inlet using the supplied 6 × 9 mm silicone suction hose, 1.5 m long, and secure the connections with cable ties. Do not extend this hose. Figure 9. Connecting the tank to the pump.



08 **Step 8**

Connect a 6 × 9 mm drain hose to the pump outlet and secure it with a cable tie. Route it so that its length is less than 25 m. The max. head of the pump is 10 m, but it must be less than 8 m in the installation. Figure 10. Drain hose routing.

Electrical connection

WARNING

Make the connection with the power supply disconnected.

CAUTION

Do not confuse the power supply conductors with the alarm contact conductors - incorrect connection will damage the pump. Check that the voltage matches the rating plate.

Provide the pump with a permanent power supply independent of the air conditioner so that it can pump out the remaining condensate after the air conditioner is switched off. Connect the alarm circuit so that it stops the air conditioner when the high-level alarm is activated.

Marking	Function	Conductor colour
L	Live conductor	Brown

Marking	Function	Conductor colour
N	Neutral conductor	Blue
E / PE	Protective earth conductor	Yellow-green
NC	Normally closed contact	Purple
COM	Common contact	Red
NO	Normally open contact	Green

Option with a level control input

Connect the COM and NC contacts to the level control circuit in accordance with the air conditioner documentation. You can use the NO contact for a separate alarm circuit.

Option with a contactor

If the air conditioner has no level control input, a suitably rated AC contactor can be used to control its power supply, or another alarm device can be connected.

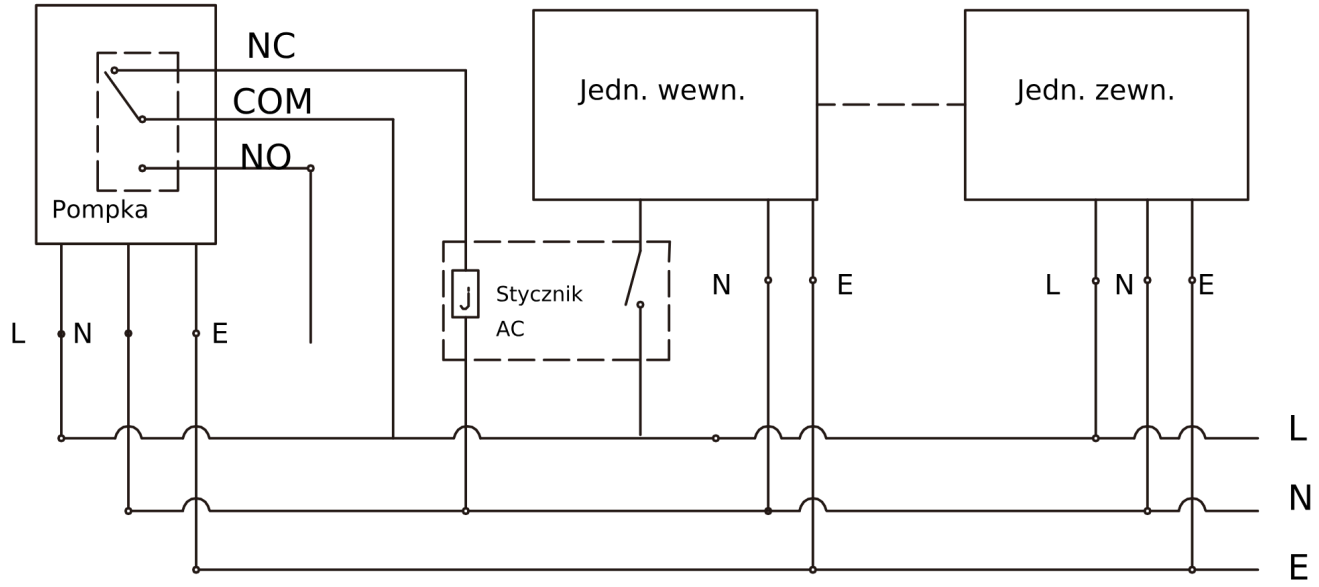


Figure 11. Option with an AC contactor. E denotes the PE protective earth conductor. The NO contact remains unconnected in this option.

Operation

Function test

01 After completing installation and electrical connection, switch on the pump power supply.

02 Pour a small amount of water into the condensate tray. Check that the tray and connections do not leak and that the pump drains the water correctly.

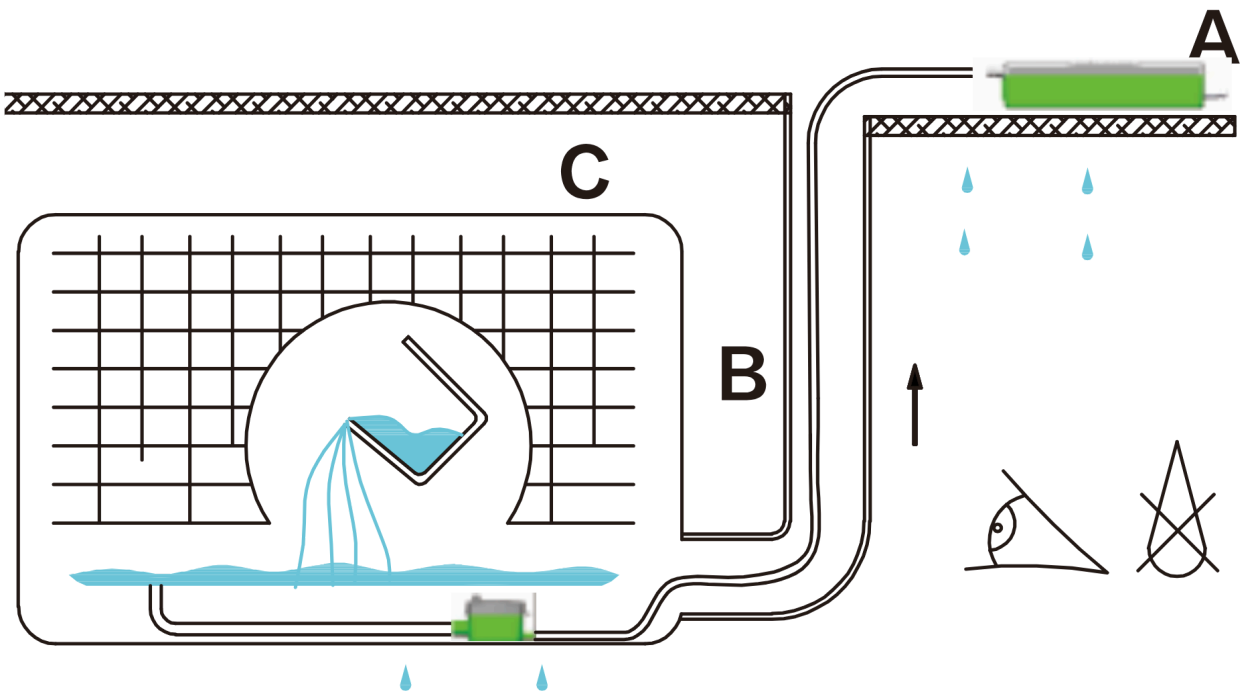


Figure 12. Pump function test. A - above the ceiling, B - in the trunking, C - behind the air conditioner.

Maintenance

WARNING
Disconnect the power supply to the pump and air conditioner before inspection and cleaning.

Check and clean the pump before the cooling season.

01 Remove the tank lid and take out the filter. Remove deposits from the tank, filter and surface of the level sensor.

02 Place the filter in the tank and check that the level sensor is on its right-hand side. Fit the lid.

03 After reconnecting the power supply, perform the function test described in the ‘OPERATION’ section.

Troubleshooting

WARNING

Disconnect the power supply to the pump and air conditioner before checking connections, disconnecting hoses or cables, and cleaning.

Problem	Possible cause	Solution
Pump does not operate	Tank is not level	Level the tank and check the water level.
Pump does not operate	No power supply	Check the power supply connection.
Pump does not operate	Incorrect voltage	Check that the supply voltage matches the device rating plate.
Pump does not operate	Incorrect wiring	Check the connections of the L, N and PE power supply conductors.
Pump runs continuously	Tank is not level	Level the tank.
Pump runs continuously	Deposits in the tank or on the level sensor	Remove the lid and take out the filter, then remove deposits from the tank and level sensor. Reassemble the tank as described in the 'MAINTENANCE' section.
Pump runs but does not drain condensate	Blocked inlet or outlet	Check and clean the inlet and outlet.
Pump runs but does not drain condensate	Incorrect tank position	Position the tank horizontally.
Condensate leaks	Damaged drain hose	Check the drain hose and replace it if damaged.
Condensate leaks	Incorrect hose connection	Check that the hose is connected and secured.
Pump gurgles or makes noise after switching off	The end of the drain hose is lower than the pump, causing a siphoning effect	Route the hose so that its end is higher than the pump.
Noisy pump operation	Damage to internal components	Arrange for repair by the service department - submit a request at wipcool.pl/serwis.
Pump switches on and off too frequently	Incorrect tank position	Check the operation of the level sensor and ensure the tank is level.

Problem	Possible cause	Solution
Alarm activates (red indicator light is on)	Condensate level too high	Check that the pump inlet is clear and that condensate is draining.
Alarm activates (red indicator light is on)	Incorrect alarm connection	Check the connections of the NC, COM and NO alarm contact conductors.

Waste electrical and electronic equipment

01



The crossed-out bin symbol means that the end-of-life device must not be disposed of with other waste.

Under applicable regulations on waste electrical and electronic equipment, products marked with the separate collection symbol must not be disposed of with other municipal waste. Because electronic products contain hazardous substances, they may pose a risk to the environment and human health if they are not collected separately. Proper separate collection of waste electrical and electronic equipment prevents adverse effects on the environment.

By taking waste equipment to a collection point, the user contributes to its reuse, recycling and recovery.

Recycling - a method of protecting the environment. The process of recovering substances from waste that can be reused as raw materials.

Waste recovery - the use of waste that has lost its useful value, such as plastics, paper and cardboard, as secondary raw materials (also commonly used to mean the destruction of waste).

Information on the collection system for waste electrical and electronic equipment

- Waste electrical and electronic equipment must not be disposed of with other waste.
- The collection of incomplete electrical and electronic equipment and parts from waste equipment is prohibited.
- A distributor delivering equipment intended for households to a purchaser is obliged to collect waste household equipment free of charge at the place of delivery, provided that the waste equipment is of the same type and performs the same function as the equipment delivered.
- The user may hand over waste equipment to a waste equipment collector, a treatment facility or a municipal waste collector in the local authority area.

- Information on collection points is available on the public information bulletin (BIP) websites of regional, city and municipal authorities.

Service and documents

Before submitting a request, prepare:

- Model - found on the device rating plate and on the invoice.
- Serial number - if there is none, provide the production number (e.g. 11/2025), usually found on the underside of the device.
- Proof of purchase - an invoice or receipt from an authorised distributor.
- Description of the fault - what is happening, when it started and under what conditions.

You can submit a service request at wipcool.pl/serwis. The warranty terms are also available there.

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SERVICE AND DOCUMENTS

P16 · Operating manual

EDITION DETAILS

Model	**P16**
Edition	**05.11.2026 · EN**
Manufacturer	**Zhejiang Wipcool Refrigeration Equipment Co., Ltd.**
Authorised representative	**4REF sp. z o.o., ul. gen. Władysława Andersa 38, 15-113 Białystok**

wipcool.eu

- online manual and other languages
- data sheet and declaration of conformity
- service and requests

CE

The CE marking confirms the declared conformity with EU requirements.
Crossed-out bin: do not dispose of used equipment with household waste.