WIPCOOL®

TWÓJ KLUCZ DO KOMFORTU

OPERATING MANUAL · ENGLISH

P20

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 P20/P38 user manual

The Wipcool P20/P38 condensate pump is designed to drain condensate from split system air conditioning units. You can install it beneath the indoor unit, on either the left or right side.

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 suitably qualified and trained personnel.

- Comply with all local safety regulations and general safety standards when using the Wipcool P20/P38 condensate pump.
- The user manual should be kept near the device so that personnel can easily access it at any time.
- 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

Signs and symbols used on the device and in the manual:

01



Dangerous voltage - risk of electric shock.

02



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

03

CE

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

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

05



Do not dispose of the device with household waste.

Safety information

WARNING

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

- Have a qualified installer carry out the installation and connection.
- Do not place electrical equipment or valuable objects beneath the pump. A power failure or leak may damage them.
- The pump is not waterproof. Do not install it outdoors or in a location exposed to flooding.

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	P20	P38
Power supply	230 V~ / 50 Hz	230 V~ / 50 Hz
Max. head	10 m	10 m
Maximum flow rate	20 l/h	38 l/h
Tank capacity	80 ml	80 ml
Maximum air conditioner cooling capacity	8.8 kW	13.2 kW

Parameter	P20	P38
Noise level at 1 m	19 dB(A)	21 dB(A)
Ambient operating temperature	5–50 °C	5–50 °C
Dimensions (L × W × H)	252 × 26.3 × 70.5 mm	252 × 26.3 × 70.5 mm
Protection class	II	II
Device weight	0.45 kg	0.45 kg
Inlet diameter	21 mm	21 mm
External drain hose (internal × external diameter)	6 × 9 mm	6 × 9 mm

Performance

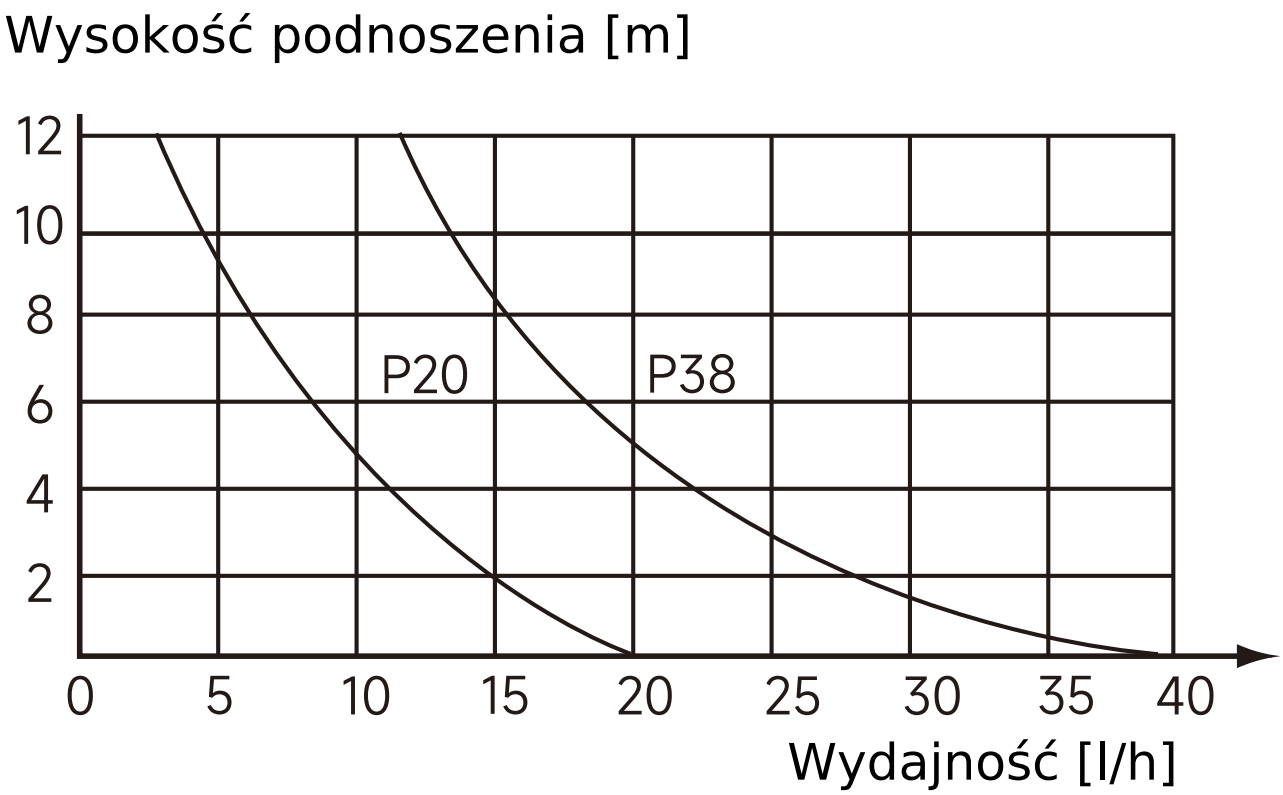


Figure 1. P20 and P38 performance curves. Maximum flow rate: P20 - 20 l/h, P38 - 38 l/h. Max. head for both models: 10 m. Horizontal axis: flow rate [l/h]; vertical axis: head [m].

Head [m]	P20 [l/h]	P38 [l/h]
0	20	38
2	15	27

Head [m]	P20 [l/h]	P38 [l/h]
4	12	23
6	8	17
8	6	15
10	4	13

Device diagram

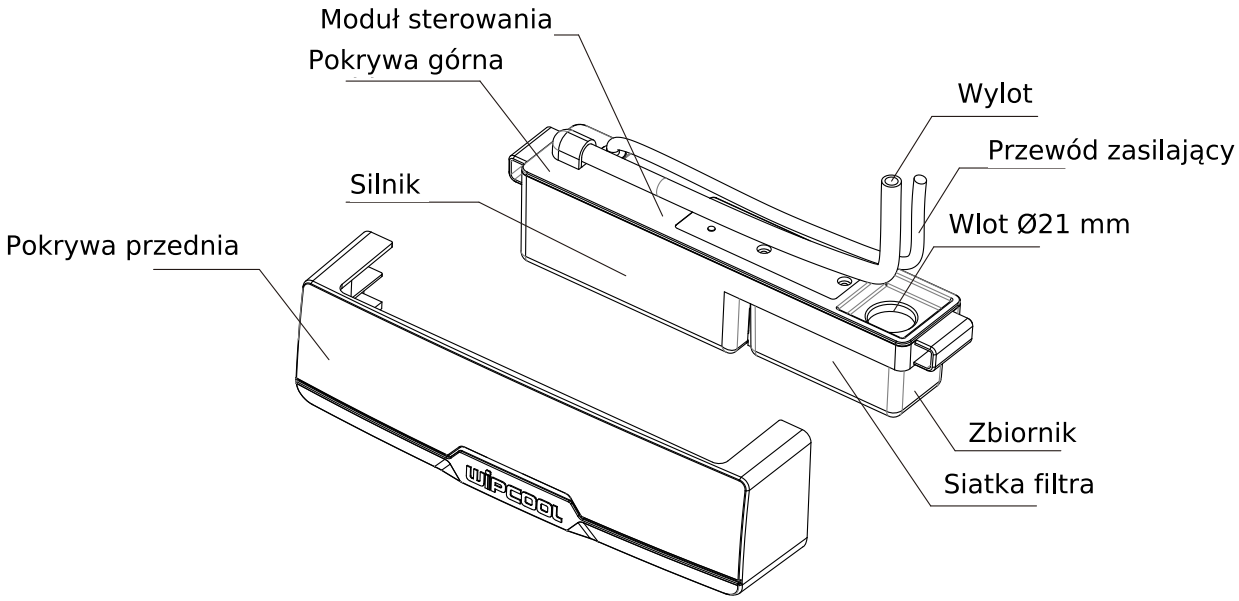


Figure 2. P20/P38 condensate pump components.

The motor is mounted in a holder. The LED indicator on the pump indicates that power is supplied.

Pump dimensions

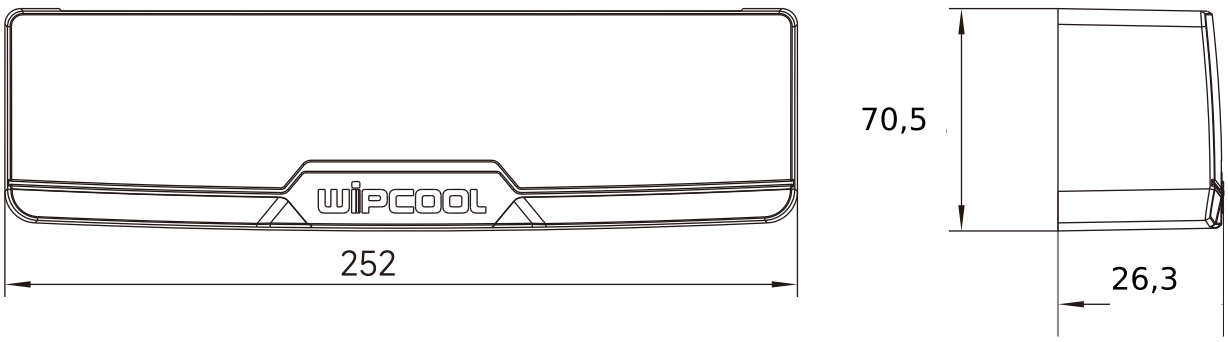


Figure 3. Dimensions in mm: 252 × 26.3 × 70.5 (L × W × H).

Package contents

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

- Condensate pump with power cable and a factory-fitted red 1/4" hose connector in the pump discharge line.
- Screws - 2 pcs.
- Wall plugs - 2 pcs.
- User manual.

Transport and storage

- Transport the device in its original packaging.
- Store the pump in a dry place at 5–50 °C, away from direct sunlight and heat sources.

Installation

> **WARNING**
> Disconnect the power supply to the air conditioner and the pump before installation.

01 Remove the front cover and select a location beneath the indoor unit, on either the left or right side.

02 Hold the pump horizontally against the mounting surface and mark the hole positions. Check that it is level as shown in Figure 5.

03 Drill holes at the marked positions and secure the pump using the screws and wall plugs.

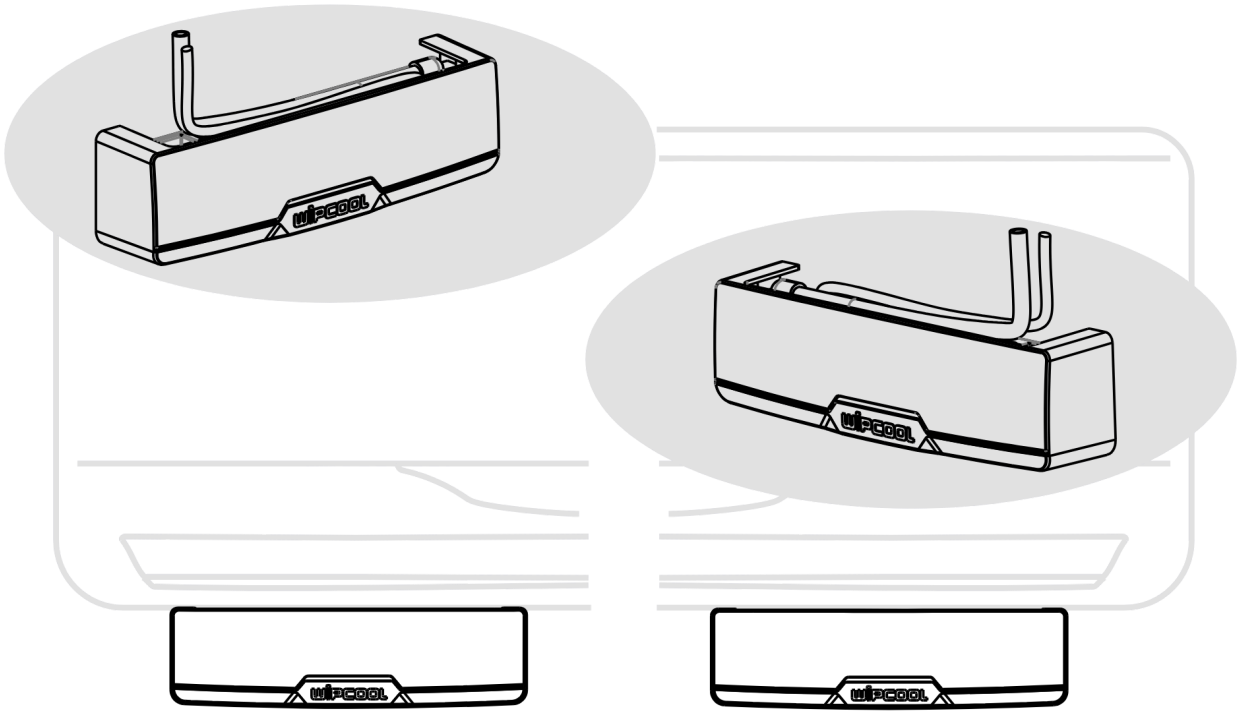


Figure 4. Installation positions beneath the indoor unit.

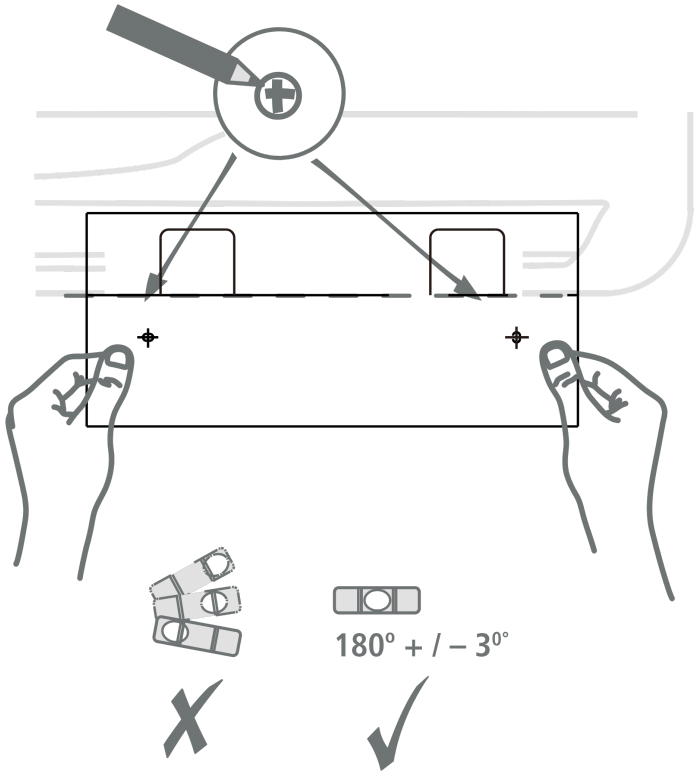


Figure 5. Permissible deviation of the pump from horizontal: ±3°.

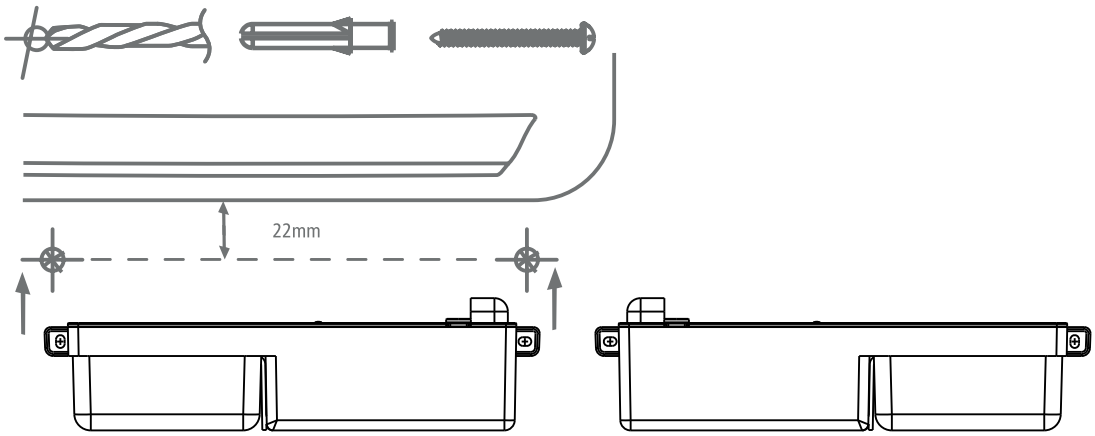


Figure 6. Drilling and securing the condensate pump. Top, from left: drill bit, wall plug, screw.

Connections

Condensate inlet and outlet

01 Insert the condensate hose from the air conditioner into the tank. It must not interfere with the operation of the level sensor.

02 Connect the pump discharge line to an external drain hose with an internal diameter of 6 mm and an external diameter of 9 mm using the factory-fitted red 1/4" hose connector.

03 Route the condensate hose from the air conditioner, the pump discharge line and the external drain hose so that they are not kinked or pinched.

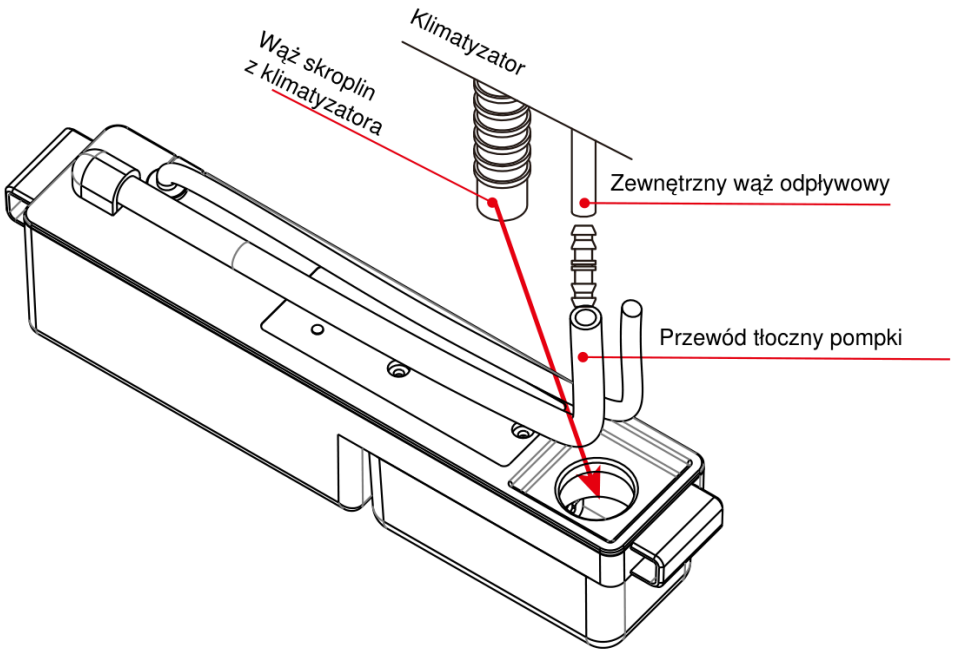


Figure 7. The condensate hose from the air conditioner carries water into the tank; the pump discharge line carries it to the external drain hose.

Electrical connection

WARNING
Make the connection with the power supply disconnected.

CAUTION
Check that the voltage matches the rating plate.

Connect the pump power cable to the air conditioner power supply terminals as shown in Figure 8. The pump must have a continuous power supply even when the air conditioner is switched off, except during maintenance and servicing.

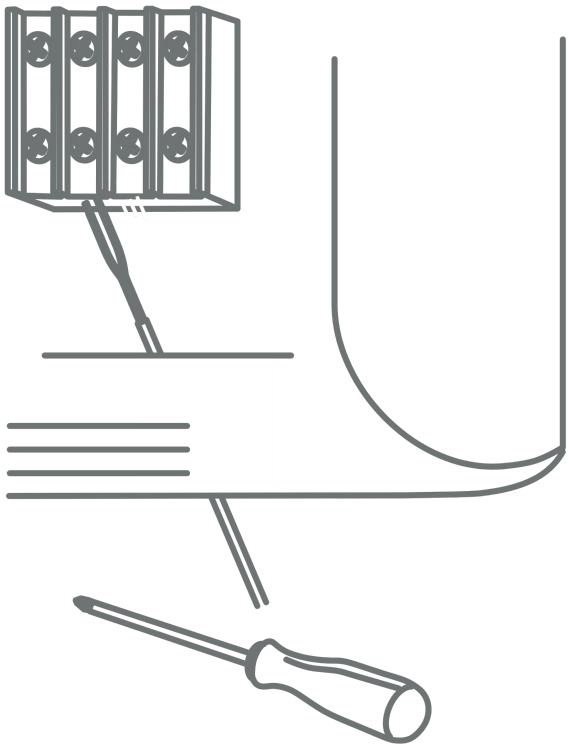


Figure 8. Connecting the cable to the power supply terminals.

Use

Test after installation

01 Switch on the power supply and pour a small amount of water into the condensate tray of the air conditioner indoor unit.

02 When the water level in the tank reaches approximately 21 mm, the pump should run for 3 s or less, pump out the water and switch off. Repeat the test 8–10 times.

03 Check for leaks and unusual noises during operation.

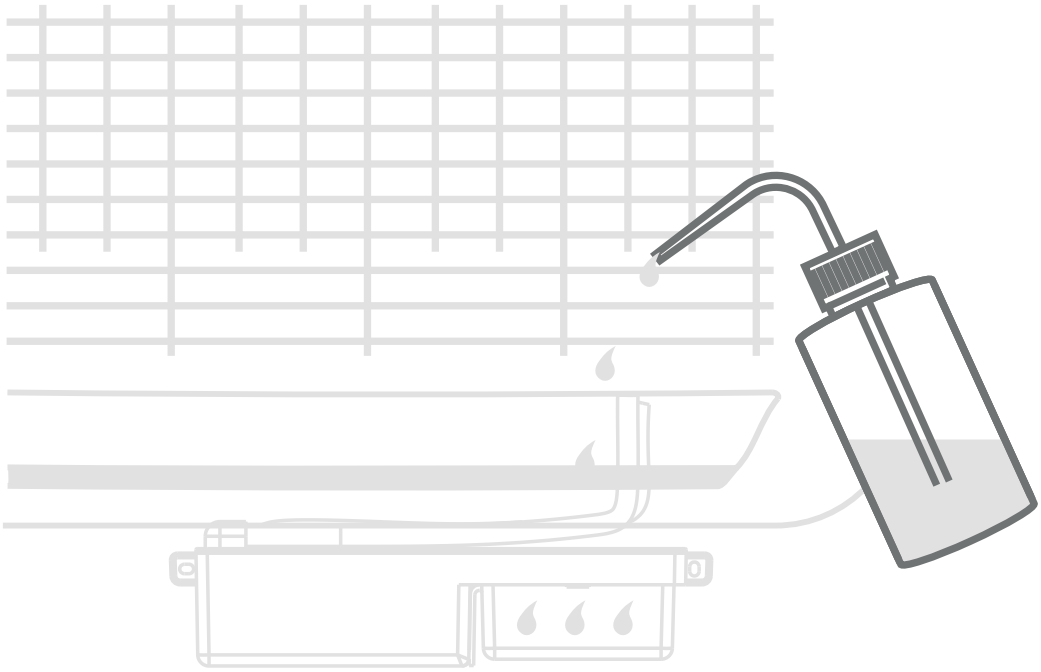


Figure 9. Pouring water into the air conditioner condensate tray.

Louder operation during the first 1–2 cycles is caused by air being expelled and the pump filling. It does not indicate a fault.

Fitting the front cover

> **WARNING**
> Disconnect the power supply before fitting the front cover.

After completing the test, fit the front cover, aligning it with the rubber components. Then restore the power supply.

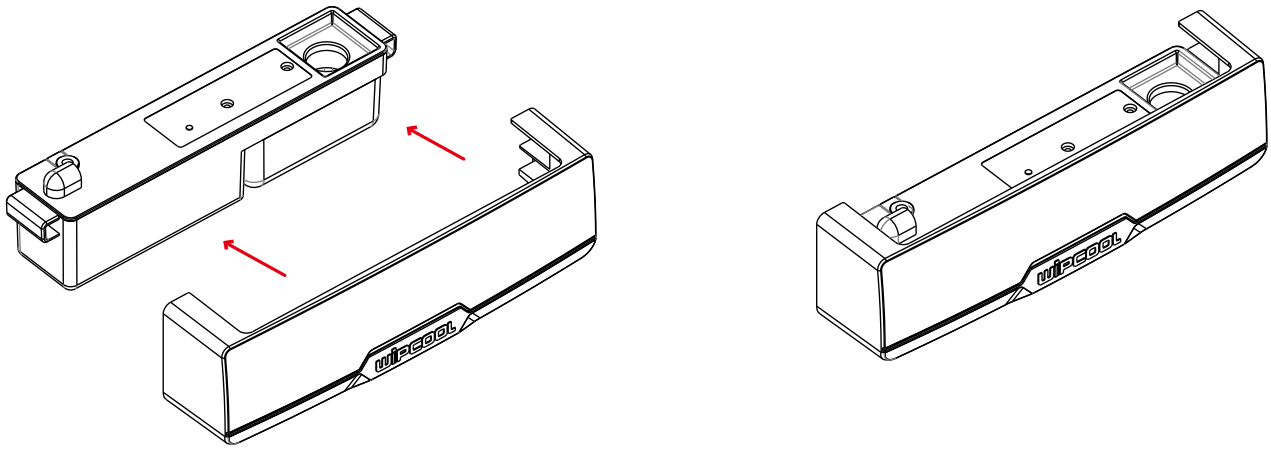


Figure 10. Fitting the front cover.

Maintenance

Inspect and clean the pump at the end of the summer season and before restarting the air conditioning at the beginning of the next season.

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

01 Remove the front cover and prepare a towel in case water spills. Press the tank catch closest to the edge of the pump and tilt the tank downwards.

02 Disconnect the pump discharge line from the tank outlet, leaving the spring inside the line, and remove the tank.

03 Wash the inside of the tank with water and mild soap. Clean deposits and debris from the filter mesh.

04 Insert the tank outlet into the pump discharge line. Align the catches with the slots and snap the tank into place.

05 Restore the power supply and perform the test described in the ‘Use’ section.

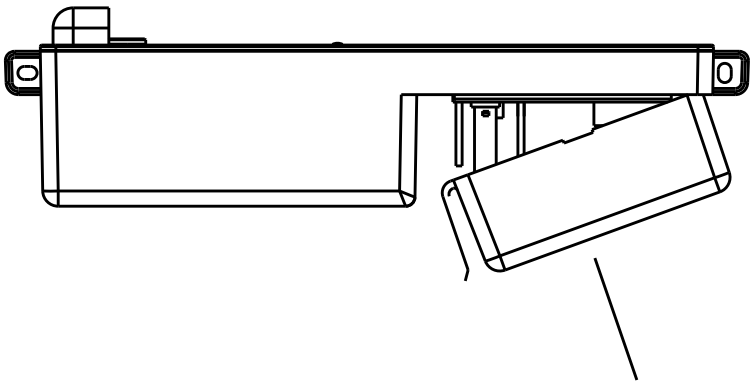


Figure 11. Removing the tank.

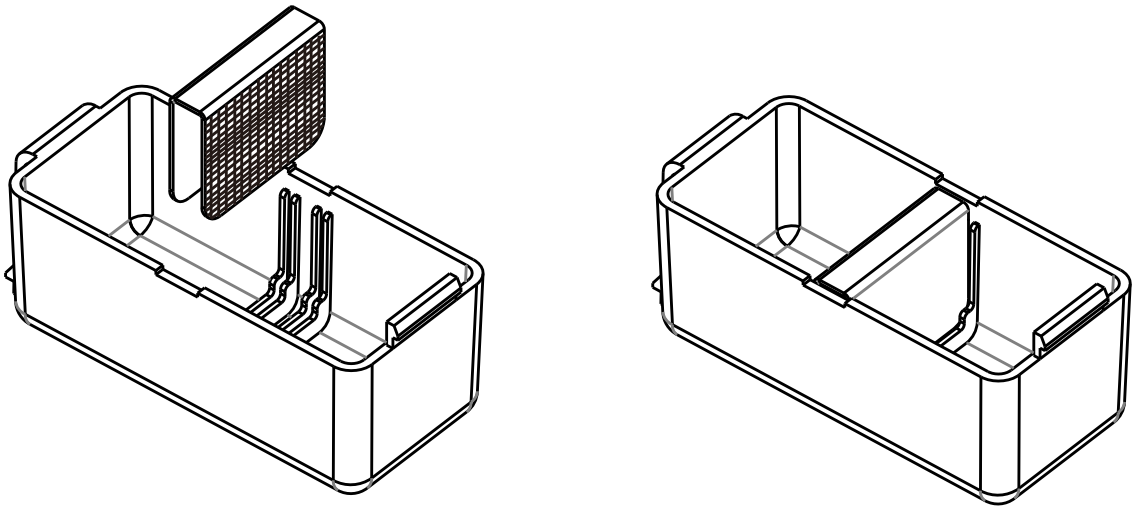


Figure 12. Cleaning the tank and filter mesh.

Troubleshooting

WARNING

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

Problem	Possible cause	Solution
Pump runs continuously	Tank is not level	Level the tank.
Pump runs continuously	There are deposits in the tank	Clean the inside of the tank and the surface of the level sensor.
Pump gurgles or makes noise after switching off	The end of the external drain hose is lower than the pump, creating a self-sustaining flow through the hose	Route the external drain hose so that its end is higher than the pump.
Pump does not start	Tank is not level	Level the tank and check the water level.
Pump does not start	No power supply	Check the power supply connection.
Pump does not start	Incorrect voltage	Check the supply voltage.

Waste electrical and electronic equipment

01



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

Under the 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 they contain harmful substances, electronic products that are not collected separately may be hazardous to the environment and human health. 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 - one 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; the term is also commonly used to mean 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 supplying household equipment to a purchaser must 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 supplied.
- The user may hand over waste equipment to a waste equipment collector, a treatment facility or a municipal waste collector in the municipality.
- Information on collection points is available on the public information bulletin (BIP) websites of regional, city and municipal offices.

Service and documents

Before submitting a service request, prepare:

- Model - shown 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, since when and under what conditions.

You can submit a service request at wipcool.pl/serwis. You will also find the warranty terms there.

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SERVICE AND DOCUMENTS

P20 · Operating manual

EDITION DETAILS

Model	**P20**
Edition	**04.11.2026 · 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

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