wipcool®

TWÓJ KLUCZ DO KOMFORTU

OPERATING MANUAL · ENGLISH

P360S

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.

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How to use this manual

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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 P360S user manual

The Wipcool P360S pump is designed to remove condensate from refrigerated display cabinets in shops and supermarkets. It starts automatically according to the condensate level in the tank.

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

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.

- Observe all local safety regulations and general safety standards when using the Wipcool P360S condensate pump.
- The user manual should be kept near the device so that personnel can access it easily 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, unqualified personnel or any unauthorised modifications to the device.
- The general terms of sale contained in the sales documents apply.

Symbols and conventions

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

01



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

02



Dangerous voltage - risk of electric shock.

03



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

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 restricting the use of hazardous substances.

06



Do not dispose of the device with household waste.

Safety information

Only qualified personnel may carry out installation, electrical connection and maintenance. Make the connection in accordance with local electrical regulations.

> **WARNING**
> Disconnect the power supply to the pump and refrigerated display cabinet before installation, maintenance or servicing. Do not allow water to come into contact with electrical components.

- Do not install a damaged pump. Replace a damaged power cable with a replacement cable supplied by the manufacturer or its service department.
- Use the pump indoors only and only for water condensate. Do not immerse the pump.
- Avoid operating in oily or heavily dust-laden surroundings.
- Do not run the pump dry. The temperature of the water being discharged must be within the range of 0–40 °C.
- Coil any excess power cable so that it is not damaged during installation.
- Do not place electrical devices or valuable items beneath the pump. A power failure or leak may cause damage.

Technical specifications

Parameter	Value
Model	P360S
Power supply	230 V~ / 50–60 Hz
Power consumption	80 W
Maximum flow rate	360 l/h
Max. head	36 m
Tank capacity	11 l
Noise level at 1 m	60 dB(A)
Water temperature	0–40 °C
Recommended ambient operating temperature	From 5 °C
Storage temperature	5–50 °C
Dimensions (L × W × H)	544 × 356 × 125 mm
Discharge connection - diameter	12 mm
Alarm circuit	COM / NC

Device diagram

The pump has a tank, a filter, a float switch that controls pump operation and a non-return valve. The condensate supply can be connected to either of the two inlets.

Pump dimensions

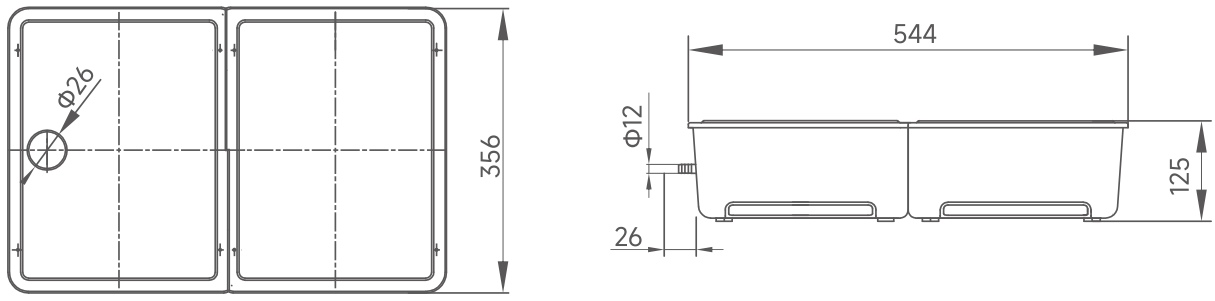


Figure 1. Pump dimensions in mm: 544 × 356 × 125.

Package contents

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

- P360S condensate pump.
- Hose clamp.
- Power cable (POWER).
- User manual.

Transport and storage

Transport

- Transport the pump in its original packaging. Secure it against movement, impacts, shocks and excessive vibration.
- Protect the device from moisture, dust and extreme temperatures.

Storage

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

Application

Condensate and defrost water flow into the tank by gravity, and the pump delivers them to the drain.

Installation

01 Choose a stable location below the condensate tray drain. Secure the pump and level the tank, leaving access to the tank cover.

02 Use a tool to make a hole in the selected inlet and connect the inlet hose from the condensate tray to it. Route it without kinks, allowing it to drain into the tank by gravity.

03 Select the discharge hose length to suit the route to the drain and fit it to the discharge connection. Secure it with the hose clamp supplied.

04 Use additional hose clamps (not supplied) to secure the remaining inlet and discharge hose connections. Avoid couplings that join hose sections.

05 Check that the hoses are clear and the connections are watertight.

Connection

WARNING
Make the connections with the power supply to the pump and refrigerated display cabinet 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.

Power supply

Connect the three-core power cable (POWER) to a circuit that is not switched off by the refrigerated display cabinet alarm or contactor. Maintain the protective earth (PE) connection.

Designation	Function	Conductor colour
L	Live conductor	Brown
N	Neutral conductor	Blue
PE	Protective earth conductor	Yellow-green
NC	Normally closed contact	Black
COM	Common contact	Black

Alarm circuit

Connect the two-core COM / NC signal cable to a compatible safety input on the cabinet controller. Check the terminal markings in the controller documentation. Do not connect the alarm conductors to L, N or PE.

The alarm circuit sends a signal to stop the refrigerated display cabinet if the pump operates incorrectly. If the controller does not have a suitable input, you can use another alarm device or a suitably rated contactor.

Do not permanently bypass the alarm.

How to use

Start-up and function test

01 With the power supply disconnected, check that the tank is level, the hoses are clear, the clamps are secure and the float switch moves freely. Check the alarm circuit connections to the cabinet controller.

02 Slowly pour clean water into the condensate tray, taking care not to overflow it. Once the water has drained into the tank, switch on the pump power supply and start the refrigerated display cabinet.

03 Check that the pump switches on automatically when the tank fills and switches off after pumping out the water. Check the connections for leaks during operation.

04 Check that the pump still has power after the cabinet stops.

05 Repeat the test. If there is a leak, continuous operation or no discharge, stop the test and correct the cause before putting the installation into service.

Operation and standstill

After the refrigerated display cabinet stops (including when stopped by an alarm or after defrosting), water may continue to flow into the tank. Leave the pump power supply switched on so that it can pump out the water.

A fault may stop the refrigerated display cabinet. Have the service department carry out the repair - submit a request at wipcool.pl/serwis.

Maintenance

General recommendations

Clean the filter, float switch and tank every six months, or more often if they become dirty quickly.

> **WARNING**
> Disconnect the power supply to the pump and refrigerated display cabinet before inspection and cleaning. Protect electrical components from water during cleaning.

Do not use alcohol, petrol, solvents, corrosive substances or strong detergents.

Cleaning procedure

1. Disconnect the inlet and discharge hoses. If the discharge connection is blocked, remove it by hand, clear the blockage and refit it.

2. Remove the tank cover screws on the inlet side. Remove the tank cover, filter and float switch.

3. Remove any debris and blockages from the tank. Clean the filter and float switch, then rinse the tank with clean water.

Step 4

> **CAUTION**
> The float switch must be fitted with the magnet facing upwards.

Fit the float switch and reassemble the remaining components, screw the tank cover back on and connect the inlet and discharge hoses.

5. Carry out the function test described in the ‘HOW TO USE’ section.

Cleaning the refrigerated display cabinet

Disconnect the pump from the power supply while cleaning the refrigerated display cabinet and protect it from chemicals. Before reconnecting it, rinse any remaining cleaning product from the condensate tray and inlet hose with water.

Troubleshooting

> **WARNING**
> Disconnect the power supply to the pump and refrigerated display cabinet before checking connections, disconnecting lines or cables, or cleaning.

Only qualified personnel may inspect the electrical installation and carry out repairs.

Problem	Possible cause	Solution
Pump does not operate	No power supply	Check that the pump is connected to the power supply.
Pump does not operate	Incorrectly connected cables	Check that the power cable (POWER) is connected correctly.
Pump does not operate	Incorrect voltage	Check that the voltage matches the rating plate.
Pump does not operate	Tank is not level	Level the tank and check the water level.
Pump operates but does not discharge condensate	Blocked inlet or outlet	Check and clean the inlet and outlet.
Pump operates but does not discharge condensate	Tank is not level	Level the tank.
Water leaks	Damaged discharge hose	Check the hose and replace it if damaged.
Water leaks	Incorrect hose connection	Correct the connection and secure it with a clamp.
Noisy pump operation	Air in the system	After disconnecting the power supply, disconnect and reconnect the discharge hose to bleed the air from the system.

Problem	Possible cause	Solution
Noisy pump operation	Damaged internal components	Have the service department carry out the repair - submit a request at wipcool.pl/serwis.
Pump gurgles or makes noise after switching off	The end of the discharge hose is lower than the pump, causing a siphoning effect	Route the hose so that its end is higher than the pump.
Pump runs continuously	Tank is not level	Level the tank.
Pump runs continuously	Deposits in the tank or on the float switch	Clean the inside of the tank and the float switch.
Pump switches on and off too frequently	Condensate inflow is too high	Check that the condensate inflow does not exceed the pump's maximum flow rate (360 l/h).
Pump switches on and off too frequently	Deposits in the tank	Clean the tank.
Pump switches on and off too frequently	Tank is not level	Level the tank.
Alarm activates	Condensate level is too high	Check that the outlet is clear and that condensate is being discharged.
Alarm activates	Incorrect alarm connection	Check the signal cable connections.

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 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 hazardous substances, electronic products that are not collected and sorted separately may be dangerous to the environment and human health. Proper separate collection of waste electrical and electronic equipment prevents negative 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 functional value, such as plastics, paper and cardboard, as secondary raw materials (also commonly understood to mean its destruction).

Information on the waste electrical and electronic equipment collection system

- 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 is required 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 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 about collection points is available on the BIP public information websites of regional, city and municipal authorities.

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

P360S · Operating manual

EDITION DETAILS

Model	**P360S**
Edition	**06.11.2026 · 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.