Indicator lights and alerts

Did you recieve a Basement Defender mobile alert or notice an error (red) light on your unit? Follow this chart to better understand what the issue may be.

Power/Charger/Battery

Power was lost or a circuit breaker was tripped.

Check your circuit breaker panel.

WiFi connection lost.

Check WiFi on another device. Did you change your WiFi password recently? Did you lose power?

Battery backup pump did not run.
Pump did not run.
Charger not charging.
Low power.

Possible loss of power. Check circut breakers.

Communication WiFi

WiFi is out or your house loss power.

Did you change your WiFi password?

Pumps Battery Backup Pump

Pump motor did not run.
Excessive pump run time.
High primary activated.

Check your sump pit to see if the water is going down when the pumps run.

Temperature Humidity

High humidity

Check for leaks in your basement.

Low temperature

Look for frozen water pipes.