

VIVOHOME

**THANK  
YOU!**

**NOTE:**

To continuously improve its products, VIVOHOME reserves the right to modify this information without prior notification.

For any questions regarding assembly, please watch the video on the product page or contact our customer service. Our customer service will gladly assist you with any additional questions, comments, or concerns.

Thank you for using VIVOHOME products in your home!

Thank You for Purchasing from

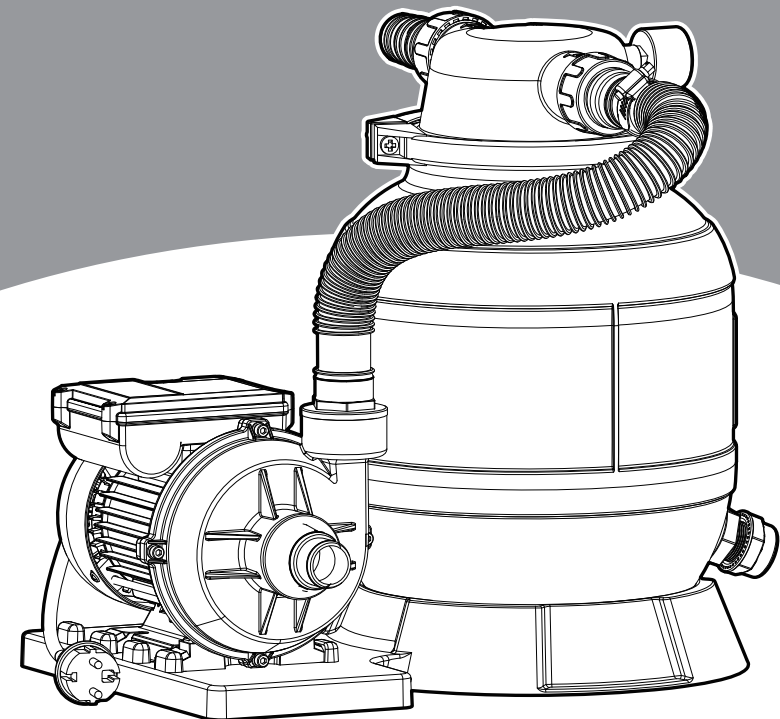
VIVOHOME

Made in China

VIVOHOME

**HOW-TO**

**USER MANUAL**



**10inch Sand Filter Pump**

Assembly is EASY!

**WE WANT  
YOU TO  
ENJOY LIFE  
AT HOME**

GO TO THE PRODUCT LISTING PAGE  
FOR AN INSTRUCTIONAL VIDEO!

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1. To reduce the risk of injury, do not allow children to use this product. Always supervise children and persons with disabilities.
2. Keep children away from the product and all power cords.
3. Assembly and disassembly must be performed by adults only.
4. To reduce the risk of electric shock:
  - Connect only to a properly grounded receptacle. If replacement of the plug or power cord is required, use only identical replacement parts.
  - Always unplug the product before disassembling, cleaning, servicing, or adjusting.
  - Do not bury the power cord. Route the power cord where it will not be damaged by lawn mowers, hedge trimmers, or other equipment.
  - Replace a damaged power cord immediately. Replacement must be performed by a qualified electrician.
  - Do not use extension cords, plug adapters, or converter plugs to connect this product to the power supply. Provide a properly located fixed outlet.
  - Do not plug or unplug the product while standing in water or with wet hands.
  - Do not rely on an Appliance Leakage Circuit Interrupter (ALCI) for personal protection. A Ground Fault Circuit Interrupter (GFCI) is required.
5. Position this product away from the pool to prevent children from climbing on it and entering the pool.
6. Before connecting, ensure the product's marked electrical ratings match the local mains voltage.
7. To reduce the risk of suction or entrapment, do not enter the pool if the suction inlet strainer assembly is loose, broken, cracked, damaged, or missing. Immediately replace any loose, broken, cracked, damaged, or missing suction inlet strainer assembly.
8. Do not play or swim near the suction inlet. Body parts or hair may be drawn in, causing permanent injury or drowning.

9. To prevent equipment damage and personal injury, always turn off the pump before changing the position of the filter control valve.
10. Do not operate this product at pressures exceeding the maximum working pressure rating of the filter tank.
11. Hazardous pressure. Improper assembly of the filter tank valve cover may cause the cover to be blown off, resulting in serious personal injury, property damage, or death.
12. This product is for use only as described in this manual. Failure to follow these warnings may result in property damage, electric shock, entrapment, or other serious injury or death.

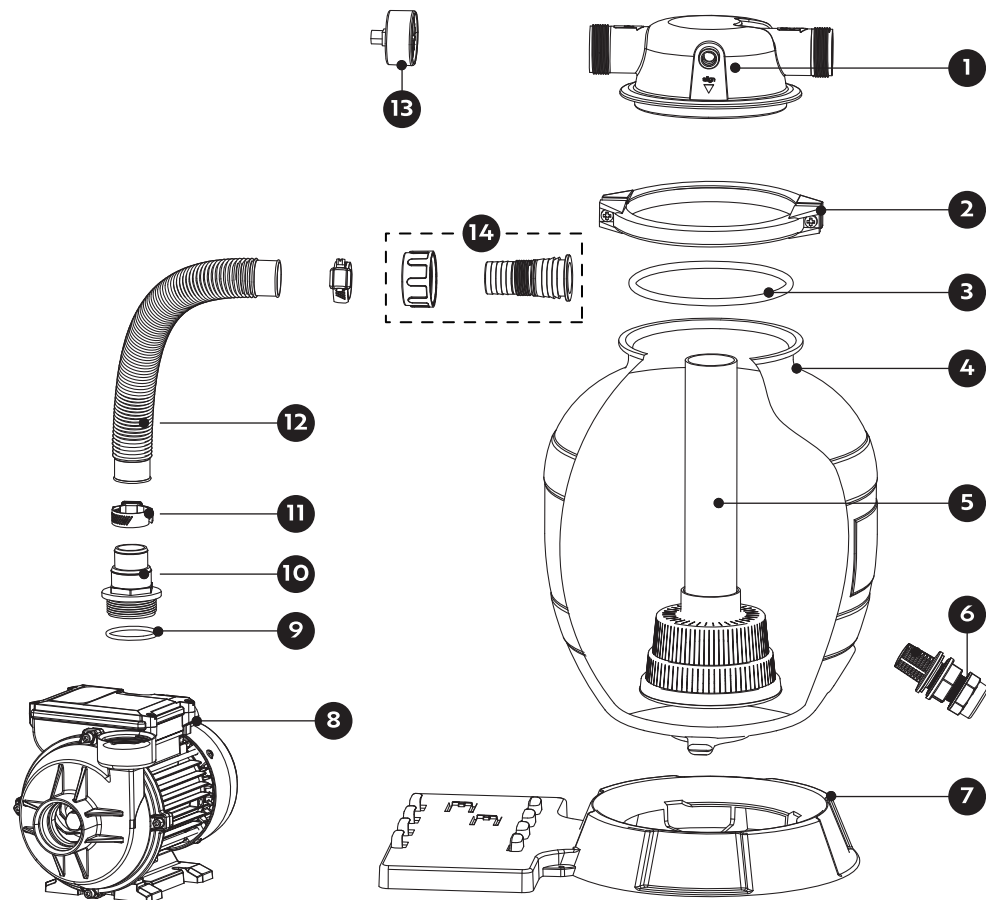
**! CAUTION**

1. This product is intended for use with storable pools only and must not be used with permanently installed pools. A storable pool is designed to be easily disassembled for storage and reassembled. A permanently installed pool is built in or on the ground or a structure and cannot be easily disassembled for storage.
2. To reduce the risk of electric shock, the pool must be installed at least 6 feet (1.8 m) away from any electrical outlet.
3. Do not place portable electrical appliances within 5 feet (1.5 m) of the pool.

**The warnings, instructions, and safety rules provided with this product represent some common risks associated with water recreation equipment and do not cover all possible risks and hazards. Always use common sense and good judgment during any water-related activities.**

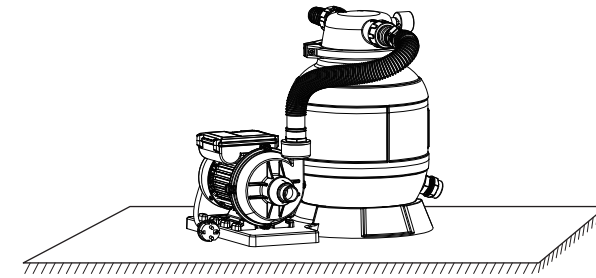


Ref. No.	Description	Ref. No.	Description
1	Valve x 1	8	Pump x 1
2	Flange Clamp x 1	9	O-Ring x 2
3	O-Ring x 1	10	Hose Adapter X 2
4	Filter Tank x 1	11	Hose Clamp X 2
5	Filter Assembly x 1	12	1 1/4"(32mm) Hose x 1
6	Drain Plug x 1	13	Pressure Gauge X 1
7	Support Base x 1	14	Hose Adapter X 3

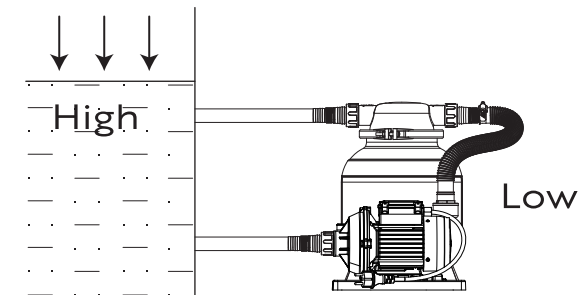


### A. Selecting the Installation Location

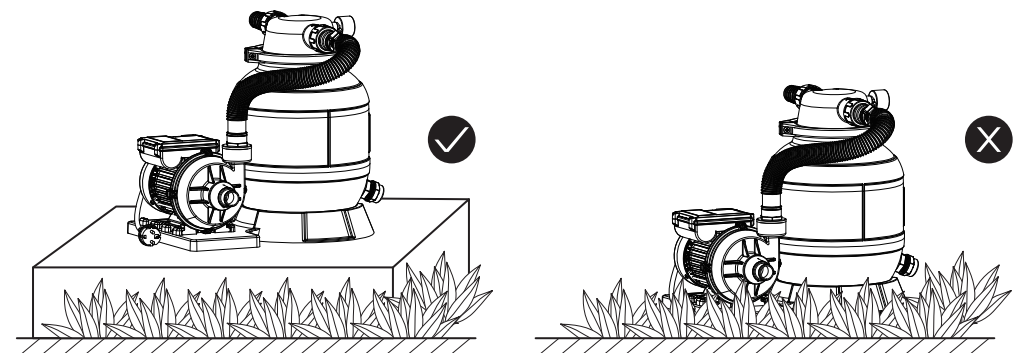
1. Install the sand filter pump system on a flat, solid, and level surface.
2. Ensure there is sufficient space around the unit for operation, ventilation, and maintenance.



3. Position the system below the pool water level or level with the pool water surface to improve priming performance.

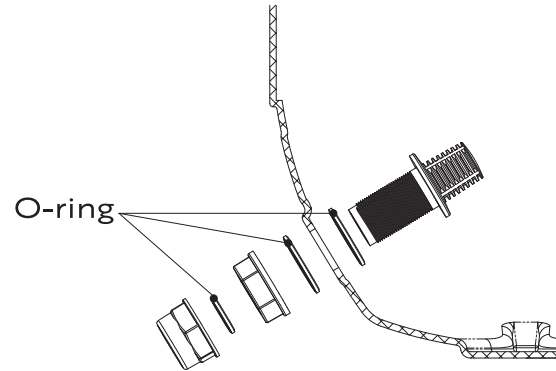


4. Do not install this system in areas prone to flooding, standing water, or excessive moisture, such as lawns or low-lying locations.

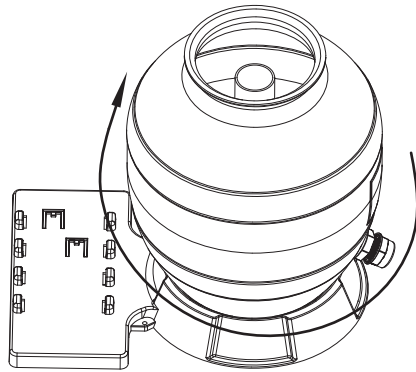


## B. Assembly Filter

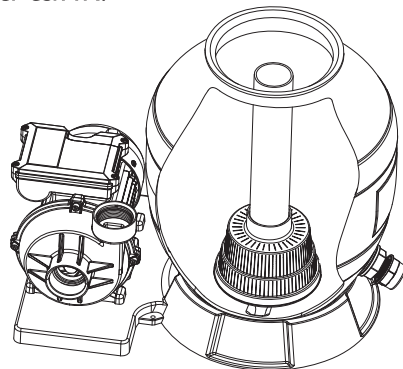
1. Install the inlet fitting at the bottom of the sand tank and ensure the O-ring seal is properly installed to prevent leakage.



2. Place the filter tank onto the base and rotate the tank clockwise until it locks securely into the base.

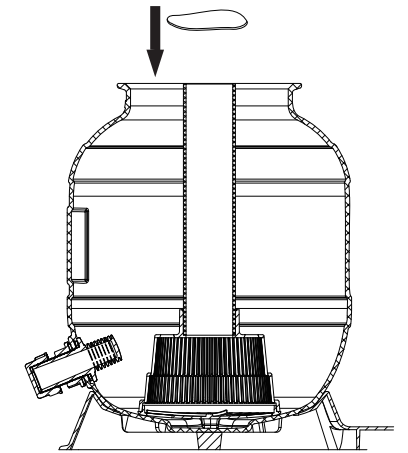


3. Snap the pump into the base and insert the standpipe into the center of the sand tank.

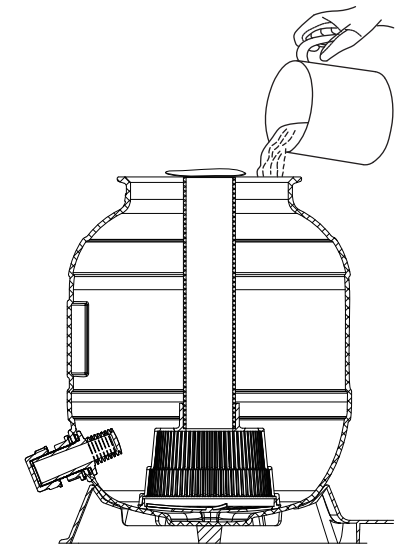


## C. Adding Filter Sand

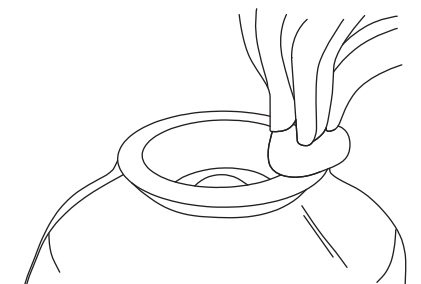
1. Cover the top of the standpipe to prevent sand from entering.



2. Prepare No. 20 standard silica sand with a uniformity coefficient of 1.75 or less. The sand particle size should be 0.45–0.85 mm (0.18–0.33 inches).
3. Slowly pour 10 kg of filter sand into the sand tank.

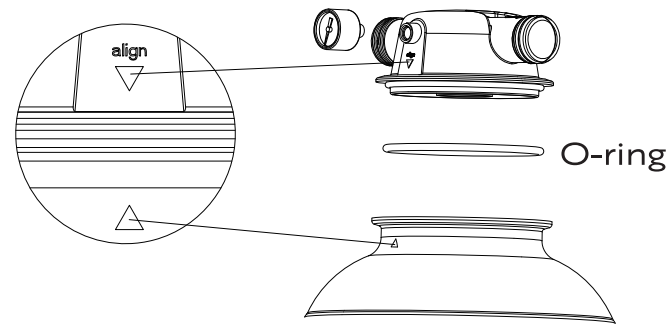


4. Remove the standpipe cover.
5. Note: After adding sand and before installing the valve, wipe the tank rim and sealing surfaces clean.

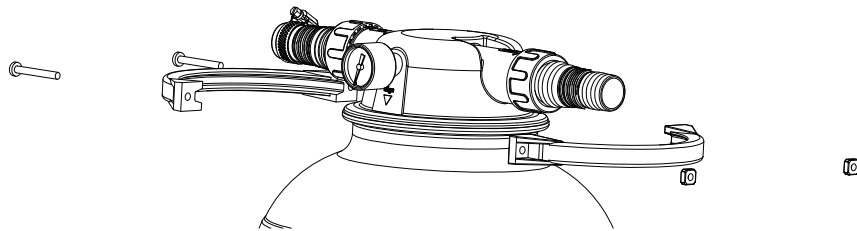


## D. Valve Installation

1. Install the O-ring onto the tank neck.
2. Carefully place the multiport valve onto the tank, ensuring the standpipe is correctly inserted into the valve socket.

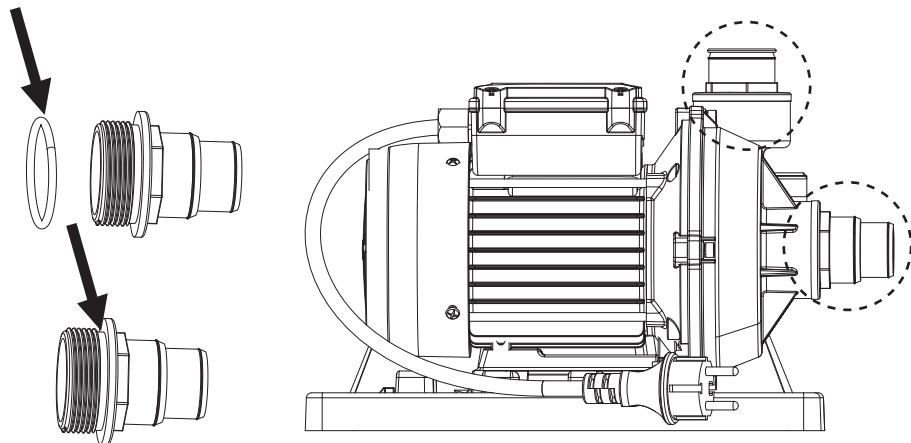


3. Secure the valve using the supplied clamp and screws.



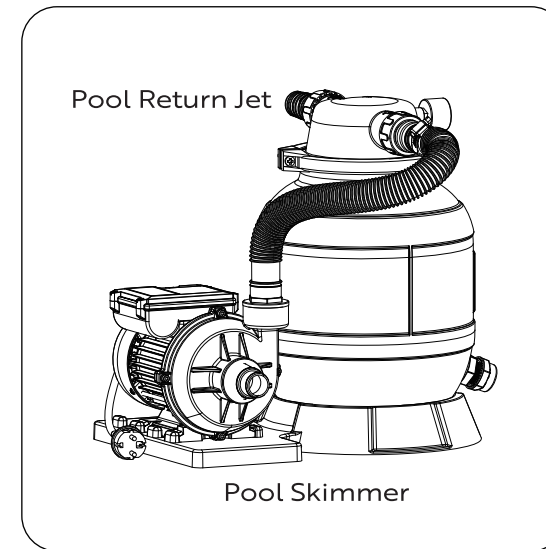
## E. Adapter Installation

Install the adapter fittings onto the pump inlet and outlet. Be sure to install the O-rings to prevent water leakage.

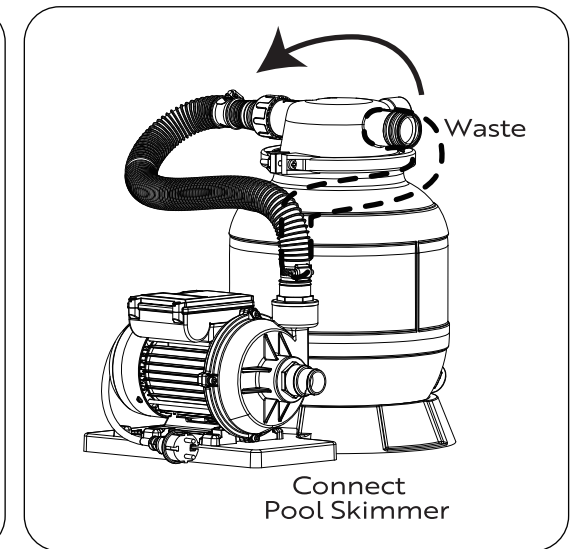


## F. Hose Connections

### Filter



### Backwash



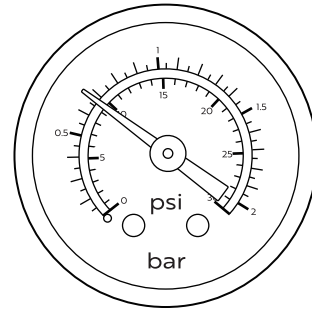
## G. Electrical Connection

1. Ensure the power supply voltage and frequency match the ratings shown on the product label.
2. Connect the pump to a properly grounded electrical outlet.
3. Use a residual current device (RCD) / ground-fault circuit interrupter (GFCI) for additional protection.
4. **WARNING:** Electrical installation must comply with local regulations and codes.

# Initial Startup and Backwash

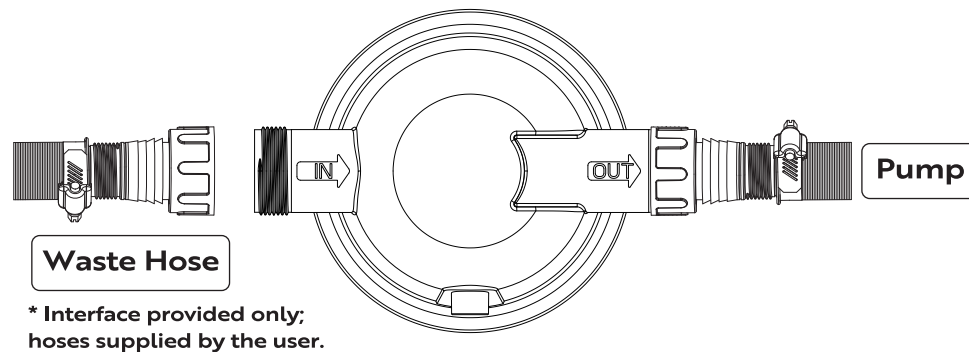


New filter sand must be rinsed before first use. After the system has been in operation for a period of time, the filter sand should be backwashed (when the pressure gauge reading rises to 0.6–0.8 bar) to ensure proper filtration performance.



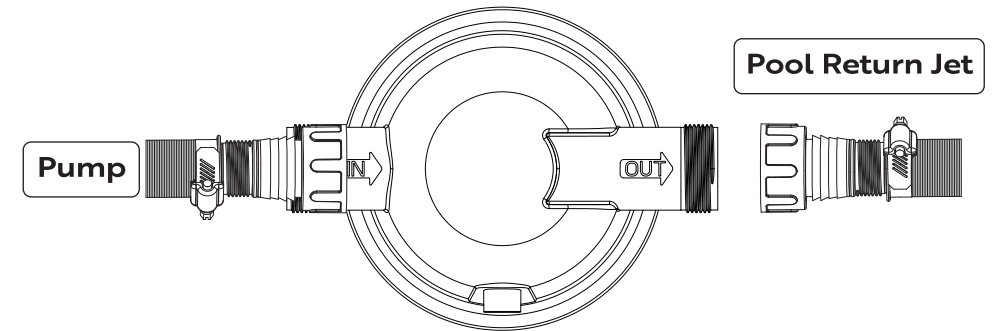
## The backwashing procedure is as follows:

1. Connect the pump to the valve outlet port, and connect the waste hose to the valve inlet port.



2. Fill the pump strainer with water, then start the pump.
3. Turn on the pump and run it for 2–3 minutes, or until the water in the sight glass becomes clear. Then turn off the pump.

4. Swap the direction of the inlet and outlet pipes to restore normal filtration operation.



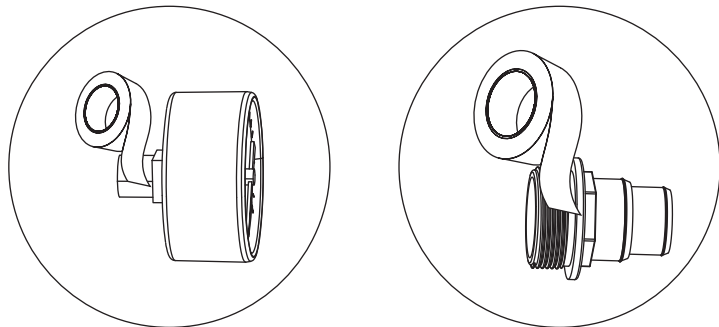
5. **IMPORTANT:** Always turn off the pump before changing the valve position.

## SECTION E

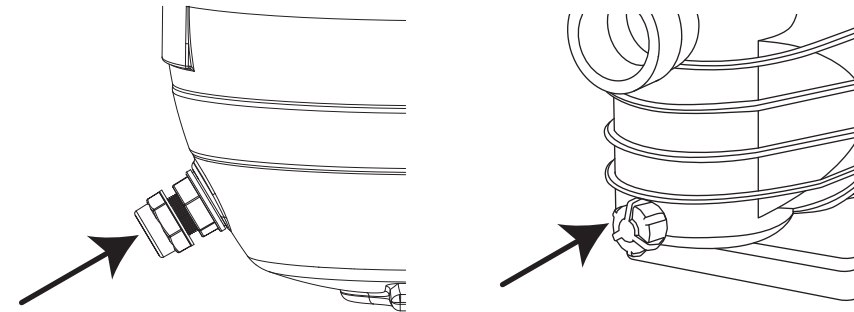
# Leak Check and Final Inspection



1. Check all connections for any leaks.
2. Ensure stable operation and normal pressure gauge readings.
3. If necessary, rewrap the joints with PTFE tape and tighten securely.



4. Unscrew the drain valve cap counterclockwise to fully drain the tank. The drain valve is at the bottom of the filter tank.



## SECTION F

# Long Term Storage & Winterization



**Allowing the water to freeze will damage the sand filter and void the warranty.**

1. Before emptying your pool for storage or relocation, ensure water is drained to an appropriate receptacle away from the house. Follow local regulations for proper disposal of swimming pool water.
2. Turn off the unit and unplug the power cord from the electrical outlet.
3. Disconnect all hoses from the filter tank and pump after emptying the pool.

5. Turn off the unit and unplug the power cord from the electrical outlet.
6. Disconnect all hoses from the filter tank and pump after emptying the pool.
7. Unscrew the drain valve cap counterclockwise to fully drain the tank. The drain valve is at the bottom of the filter tank
8. Remove the pump motor from the tank base.
9. Leave the filter pump, pipes, and hoses outside to air dry completely
10. Apply petroleum jelly to the following O-ring sand washers for long-term storage: L-shape O-rings, pump hose O-rings, setup washers for the strainer valve assembly, and flat rubber washers for the strainer.
11. Store all dry components and the pump motor in the original packaging whenever possible.
12. Avoid covering or wrapping the pump motor in plastic bags to prevent condensation or corrosion.
13. Store the pump motor and accessories in a dry location with temperatures maintained between 0°C and 40°C.
14. Before reactivating the pump, check that all seal sand O-rings are in good condition. Apply grease if needed and replace if their condition is uncertain.
15. Ensure the motor shaft moves freely before reactivating the pump.



Common Issues	Possible Causes	Solutions
Filter motor fails to start	Motor is not connected to the power supply / circuit breaker has tripped.	Connect an electrical appliance of the same power rating to the outlet to verify that the power supply is functioning properly.
	Motor has overheated and the overload protection has been activated.	After disconnecting the power, insert a screwdriver through the rear cover grille to check whether the fan blade rotates smoothly. If rotation is not smooth, contact VIVOHOME for instructions on how to troubleshoot the obstruction.
Pool water is not clean	Pool water chemistry is insufficient to prevent algae growth.	Adjust the pool water chemistry parameters.
	Insufficient water circulation / pool water is excessively dirty.	Extend the system operating time.
Control valve leakage	Sand tank O-ring is missing.	Remove the multiport valve cover and ensure the O-ring is correctly installed.
	Sand tank O-ring is dirty or folded.	Remove, clean, and reinstall.
	Flange clamp is not tightened securely.	Tighten the flange clamp securely.

Common Issues	Possible Causes	Solutions
Motor is running but no water flows through the pump.	Suction height is too high or the installation position is incorrect.	The pump inlet must be positioned below the water level.
	Inlet or outlet piping is blocked.	Remove and clean any blockage from the pool inlet hose.
Sand is flowing to the pool	Sand bed was not allowed to resettle after backwashing.	Allow the sand bed to resettle before reconnecting to the pool.
	Sand particle size is too small.	Use #20 standard silica sand.
	Bottom underdrain assembly is damaged.	Contact VIVOHOME to replace any damaged or cracked components.



Tank volume	10"
Power	0.34HP
Rated input	110V, 60Hz
Pump max flow rate	2087GPH
System flow rate	19.8GPM
Pump port head	25ft
Backwashing pressure	0.6-0.8 bar
Pump port size	1-1/2"
Hose connector size	32/38mm
Sand filling weight	10kg
Filter ball weight	320g



The VIVOHOME warranty program is our commitment to you. We are committed to providing you with a high-quality product that meets your needs and expectations. To demonstrate our confidence in the durability and performance of our products, we offer the following warranty.

**WARRANTY COVERAGE**

This warranty applies to all orders, purchases, or use of products sold only by VIVOHOME and is valid for 1 year from the purchase date. Please note, this warranty only covers the original order. If a replacement is provided within the warranty period, it does not extend the warranty.

**WARRANTY EXCLUSIONS**

This warranty applies to all orders, purchases, or use of products sold only by VIVOHOME and is valid for 1 year from the purchase date. Please note, this warranty only covers the original order. If a replacement is provided within the warranty period, it does not extend the warranty.

- Loss of parts during use.
- Normal wear and tear of products or parts.
- Incorrect installation (e.g., using the wrong voltage) or improper assembly.
- Overloading the product's bearing capacity.
- Usage in extremely harsh conditions.
- Improper cleaning or lack of maintenance.
- Damage resulting from unintended use of the product.
- Damage resulting from unauthorized modifications or service.
- Indirect losses or damages related to the product.



## HOW TO MAKE A WARRANTY CLAIM

If you encounter any defects affecting the product's functionality or if the product fails and cannot be repaired during the warranty period, please reach out to our customer service team via email, Amazon, or our app's messaging service at your earliest convenience. To expedite your claim, kindly include:

- Order number
- Photos and/or videos illustrating the issue
- A detailed description of the problem

VIVOHOME will provide technical support, replacement, refund, or other solutions based on the issue's specifics. If you wish to return the original package for any reason, please contact us for confirmation before initiating the return. You can expect a response within 48 hours.

Thank you for choosing VIVOHOME. We are dedicated to ensuring your satisfaction and the quality of your purchase. If you have any questions or need further assistance, please don't hesitate to reach out to our customer service team.