

Troubleshooting Guide

Symptom(s):	Problem(s):	Solution(s):
Activated Dispenser leaks...		
at Water Valve to Proportioner	<ol style="list-style-type: none"> 1. Connections are not tight 2. Valve diaphragm nut is loose 	<ol style="list-style-type: none"> 1. Tighten water supply connections 2. Tighten diaphragm nut
at Action Gap	<ol style="list-style-type: none"> 1. Proportioner is lower than bucket fill tube 2. Faulty backflow preventer 	<ol style="list-style-type: none"> 1. Install dispenser a min. of 36" off of floor 2. Replace backflow preventer
Non-Activated Disp. leaks...		
at Water Valve to Proportioner	<ol style="list-style-type: none"> 1. Connection to water valve is loose 2. Water pressure is above accepted range 	<ol style="list-style-type: none"> 1. Tighten fittings at water valve 2. Install pressure regulator
after Deactivation	<ol style="list-style-type: none"> 1. Activation lever is locked on 2. Activation lever is stuck on & won't release 	<ol style="list-style-type: none"> 1. Lift and release lever 2. Lift and pull lever forward
Dispenser won't dispense...		
Water	<ol style="list-style-type: none"> 1. Water supply to dispenser is off 2. Clogged water supply hose screen washer 3. Malfunctioning water valve 	<ol style="list-style-type: none"> 1. Turn water supply to dispenser on 2. Remove screen washer, clean & insert 3. Cycle water valve by activating lever – if this doesn't work reassembly is required
Chemical	<ol style="list-style-type: none"> 1. Insufficient water pressure 2. Chemical bottle isn't drawing product 3. Loss of vacuum preventing chemical draw 	<ol style="list-style-type: none"> 1. Verify water pressure is at min. of 30psi; Remove screen washer, clean & insert 2. Replace faulty bottle with new one or replace cap 3. Check for vacuum at cap, if none, replace proportioner
Product dilution is...		
too Weak or Strong	<ol style="list-style-type: none"> 1. Water flow to dispenser fluctuates 2. Incorrect or clogged tip in bottle 	<ol style="list-style-type: none"> 1. Water pressure must be 30-60psi max; if over 60psi, install pressure regulator 2. Replace faulty bottle with new one

Frequently Asked Question(s) Guide

How do you clean & de-lime proportioner components?

1. Remove dispenser cover. 2. Remove outlet tube, chemical pick up tube from proportioner. 3. Remove proportioner by turning counter-clockwise. 4. Place proportioner in de-liming solution, let soak until lime residue is gone. Important: completely rinse the proportioner. Leaving de-limer on proportioner could cause unit to malfunction. 5. Re-install proportioner. 6. Install tubing, install cover back on dispenser. **Note:** Make sure proportioner is hand tightened with the chemical inlet elbow facing right or left (cannot face toward back).

How do you check water pressure?

If a water pressure gauge is not available here is a simple way to measure pressure 1. Have mop bucket available, mark to 2.5 gallon measurement. 2. Disconnect chemical from dispenser (to deliver water only) and dispense water into bucket using bucket fill hose for 1 minute. 3. Measure volume of water in bucket. Acceptable level is approximately 2.5 gallons. **Notes:** If bucket is filled more than 2.5-gal, water pressure is higher than normal range of 40-50psi. Use of a pressure regulator (#23210) will keep water pressure consistently between 40-50psi providing an accurate and even flow of diluted chemical.

How do you know if dispenser is drawing chemical? Check for vacuum or suction.

1. With chemical bottle removed, place a finger over the port on the mating cap. 2. Activate dispenser. 3. If you feel suction on your finger (vacuum), the problem is with the bottle or cap. Replace chemical bottle. If chemical does not draw, replace cap. 4. If you do not feel suction at cap, replace proportioner. **Note:** When a dispenser is not drawing product, a loss of vacuum is the cause. Finding the point where the vacuum exists will show you the failed component.

