

PRO-MAX DOSING UNIT

Troubleshooting guide



SYMPTOM	PROBABLE CAUSE	REMEDY
System does not dispense solution.	<ol style="list-style-type: none"> 1 Water inlet strainer is clogged. 2 Too much water pressure. 3 Insufficient water pressure. 4 The Venturi is clogged. 5 Activation valve is clogged by mineral. 	<ol style="list-style-type: none"> 1 Clean it or replace if necessary. 2 Use a water pressure regulator in case of more than 9Bar water pressure. 3 2Bar is the minimum required pressure, if not available consult a plumber. 4 Soak venturi in hot water and inspect visually, gently removing debris. Replace assembly if needed. 5 Soak the valve assembly in a solution of hot water and limescale remover. Replace assembly if needed.
Water flow will not stop.	<ol style="list-style-type: none"> 1 Activation valve is clogged by minerals or other water borne debris. 	<ol style="list-style-type: none"> 1 Soak the valve parts and valve seat in limescale remover to clean. Replace them if necessary.
Activation valve is leaking.	<ol style="list-style-type: none"> 1 Valve cap not tight enough to seat. 2 Not properly positioned. 	<ol style="list-style-type: none"> 1 Firmly hand tighten the valve cap until the leak stops. 2 Reposition the valve or change if necessary.
Connections and end cap are leaking.	<ol style="list-style-type: none"> 1 Missing O-ring in the connection fitting and/or end cap. 2 O-ring in the connections or end cap are damaged. 	<ol style="list-style-type: none"> 1 Apply the O-ring or replace the entire part. 2 Replace the O-rings or replace the entire cap.
F-gap back-flow prevent is leaking.	<ol style="list-style-type: none"> 1 Flexible membrane is damaged. 	<ol style="list-style-type: none"> 1 Replace the back-flow preventer.
A-gap is spraying out/or leaking.	<ol style="list-style-type: none"> 1 Limescale film or dirt on the A-gap's upper nozzle. 2 Venturi coated with limescale or dirt. 3 There is build-up or clog in the discharge hose. 4 Discharge hose is above the dispenser. 	<ol style="list-style-type: none"> 1 Soak in hot water and limescale remover to remove build-up. Replace if necessary. 2 Soak in hot water and limescale remover to clean. Replace it if necessary. 3 Clean the hose to eliminate restriction. 4 Make sure the discharge hose dispenses below the dispenser ensuring no back pressure.
Improper concentration of chemical or no suction	<ol style="list-style-type: none"> 1 Insufficient water pressure. 2 Metering tip clogged. 3 Foot valve clogged. 4 Venturi or back-flow preventer clogged. 5 Air leak in chemical pick-up tubing line. 6 Product is too thick. 7 Product container is too far from the system. 8 Excess concentration. 	<ol style="list-style-type: none"> 1 2Bar is the minimum working pressure. Check plumbing options 2 Replace tip. 3 Soak in hot water, hand clean or change it. 4 Soak in hot water or limescale remover to clean. Replace if necessary. 5 Check the entire line. Replace the tubing, check the connections and cable tie. 6 Change the pick up hose, switch to a bigger diameter (need ¼ x 5/16 coupler). 7 The standard installation is positioning the tank under the system, 5ft (1.5m) max. 8 Tip is not the correct one or not seated fully. (pressure variations can require adjustment from chart recommendations).
System continues to draw chemical after valve is shut.	<ol style="list-style-type: none"> 1 Chemical tank is positioned higher than the dispenser causing siphoning. 	<ol style="list-style-type: none"> 1 Move chemical container below the dispenser discharge point.