

# PRO-MAX DOSING UNIT

## Troubleshooting guide



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