

TROUBLESHOOTING GUIDE

PRO MAX DOSING UNIT



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 leak stops. 2. Reposition the valve or change it 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 end 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 and 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 a 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 recommendation).
System continues to draw chemical after the valve is closed	<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.

