



Troubleshooting for D25 Series

| Symptom | Cause | Solution |
|--|--|---|
| Piston | | |
| Piston is not clicking | The unit is installed in the wrong direction | The arrow on the unit should point in the same direction as the water flow. Water supply and demand valves should be open. |
| | Piston locked up/not clicking | Reset piston. See instructions. |
| | Broken actuator spring | Replaced both actuator springs. |
| | Excessive water flow | 1. Reduce the flow rate and slowly restart the unit. 2. Remove the lid, pull out the piston and check if the O-rings around the piston valves are missing or dislodged. 3. Reset piston (see instructions) screw lid back on. |
| | Water hammer | Reset piston (see instructions) and install water hammer arrestor in the appropriate location. |
| | In-line water filter is clogged | Clean the in line water filter. |
| | Worn, scratched/scored piston shell and/or body | Do piston "fit" test (see instructions). replace piston shell and/or body. Make sure your installation has a 200 mesh filter before the Dosatron. |
| Dosing | | |
| Water flowing back into solution container | Check valve dirty, worn, assembled incorrectly or missing. | Clean or replace the check valve assembly. Be sure the check valve seal is in proper position. |
| No suction of solution | Piston locked up/not clicking | Reset piston. See instructions. |
| | Air leak in the suction tube | Check suction tube connection. Inspect suction tube for pin holes or cracks. Check tightness of connection nuts. Cut ½" of top of the hose and reattach it correctly. |
| | Suction tube or strainer clogged | Clean suction tube and strainer or replace hose assembly. Raise strainer 2" off the bottom of stock tank solution. |
| | Check valve worn, improperly assembled, dirty or damaged | Clean or replace check valve assembly. Be sure the check valve seal is in proper position. |
| | Plunger seal is damaged, swollen or missing | Clean or replace plunger seal. If plunger seal is missing, check incoming water pressure; refer to unit manual for specifications. |



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| Dosing | | |
| No suction of solution (cont.) | Worn, scratched/scored piston shell and/or body | Do piston "fit" test (see instructions). If necessary replace piston shell and/or body. Make sure your installation has a 200 mesh filter before the Dosatron. |
| | Suction of air | Check suction tube connection. Inspect suction tube for pin holes or cracks. Check tightness of connection nuts. Cut ½" off top of the hose and reattach it correctly. |
| | Excessive water flow | Listen to the unit clicking, count the individual clicks, should not exceed 46 clicks in 15 seconds otherwise is excessive flow. If excessive flow reduce the flow rate and restart the unit slowly. |
| | Worn plunger seal | Replace plunger seal. |
| | Worn or cracked injection stem (inside and outside) | Replace injection stem. |
| | Check valve worn, improperly assembled, dirty or damaged | Clean or replace check valve assembly. Be sure the check valve seal is in proper position. |
| Leaks | | |
| Leaks near the metal collar under the body. | Sleeve O-ring damaged, improperly positioned or missing | Replace sleeve O-ring. |
| Leaks between adjusting nut and the anti-lock ring. | Dosing stem O-ring damaged, improperly positioned or missing | Clean and replace dosing stem O-ring. |
| Leaks between body and lid. | Lid O-ring damaged, improperly positioned or missing | Clean the seating surface of the O-ring and position O-ring correctly or replace the lid O-ring. |



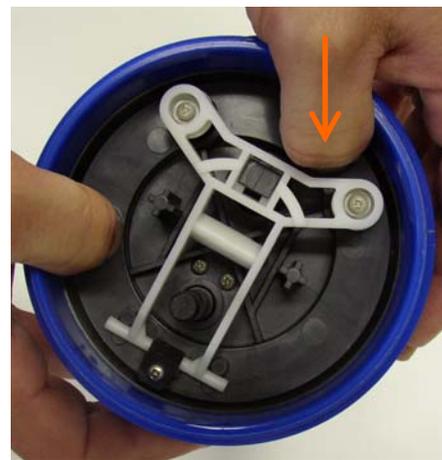
D25 Series Piston “Fit” Test



Insert piston into the body half way down, suspend the unit from the valve support **ONLY**, then lift it. The piston should be snug in the body and the body should not fall off. If it does, the piston shell needs to be replaced. Also inspect the inside of the body and look for deep vertical scratches. If this is the case, the body needs to be replaced.



Reset D25 Series Piston



To reset the piston, remove the lid and push the piston all the way down. It may click. Pull the piston all the way up. Holding it in the up position, push down on the vertical rod and it should click. Push the piston back all the way down and it should click again. Screw the lid on.