



## Troubleshooting for D14 Series

Symptom	Cause	Solution
<b>Piston</b>		
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.
	Piston locked up/not clicking or bypass in OFF position.	Reset piston (see instructions) or flip bypass to ON position, if dispenser has manual bypass.
	Presence of air inside the bell housing	Bleed out the air by pushing the air bleed button until constant flow of water comes out from around the button.
	Excessive water flow	<ol style="list-style-type: none"> <li>1. Reduce the flow rate and restart the unit slowly.</li> <li>2. Open bell housing, check O-rings around the four piston valves (2 at the top, 2 at the bottom) to see if they are missing or dislodged.</li> <li>3. Reset the piston, screw bell housing back on.</li> </ol>
	Water hammer	Reset piston (see instructions) and install water hammer arrestor in the appropriate location.
	In-line water filter or inside screen is clogged	Clean the in line water filter.
	Worn piston flanges, bell housing or body	Do piston "fit" test (see instructions). Replace piston flanges, body and/or bell housing as necessary. Make sure your installation has a 200 mesh filter before the Dosatron.
	Scratched/scored piston flanges, bell housing and/or body	Do piston "fit" test (see instructions). replace piston flanges, body or bell housing as necessary. Make sure your installation has a 200 mesh filter before the Dosatron.
<b>Dosing</b>		
Water flowing back into solution container	Check valve dirty, worn, assembled incorrectly or missing.	Clean or replace check valve parts and reassemble check valve correctly.
No suction of solution	Piston locked up/not clicking or bypass in OFF position.	Reset piston (see instructions), or flip bypass to ON position, if dispenser has manual bypass.
	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.



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<b>Dosing</b>		
No suction of solution (cont.)	Check valve worn, improperly assembled, dirty or damaged	Clean or replace check valve assembly.
	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.
	Worn piston flanges, bell housing or body	Do piston "fit" test (see instructions). If necessary, replace piston flanges, body and bell housing. Make sure your installation has a 200 mesh filter before the Dosatron.
Under injection	Worn or scratched piston flanges, bell housing and/or body	Do piston "fit" test (see instructions). If necessary, replace piston flanges, bell housing 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 49 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.
	<b>Leaks</b>	
Leaks in the vicinity of the black nut under the body	Sleeve o-ring is damaged or positioned incorrectly	Position correctly or replace the sleeve o-ring. Check tightness of the nut.
	Body may be cracked	Check and replaced the body if necessary.
Leaks between the body and the bell housing	Bell housing seal is damaged, positioned incorrectly or missing	Position correctly, clean the seal seat, or replace the bell housing seal.



## D14 Series Piston “Fit” Test



Insert upper portion of piston into the bell housing halfway down, turn the bell housing upside down. Holding the bottom of the piston, let go of the bell. The piston should be snug in the bell housing and the bell housing should not fall off. If it does, the upper piston flange needs to be replaced.

Also, inspect the inside of the bell housing and look for deep vertical scratches. If this is the case, the bell housing needs to be replaced. We recommend the installation of a 200 mesh filter and raising the strainer at the bottom of the suction hose 4-inches from the bottom of the tank to prevent this type of damage.

**Note: It is best to remove the plunger prior to doing this test so it will not interfere.**  
To do so, give a quarter-turn to the plunger and easily disconnect from the piston.



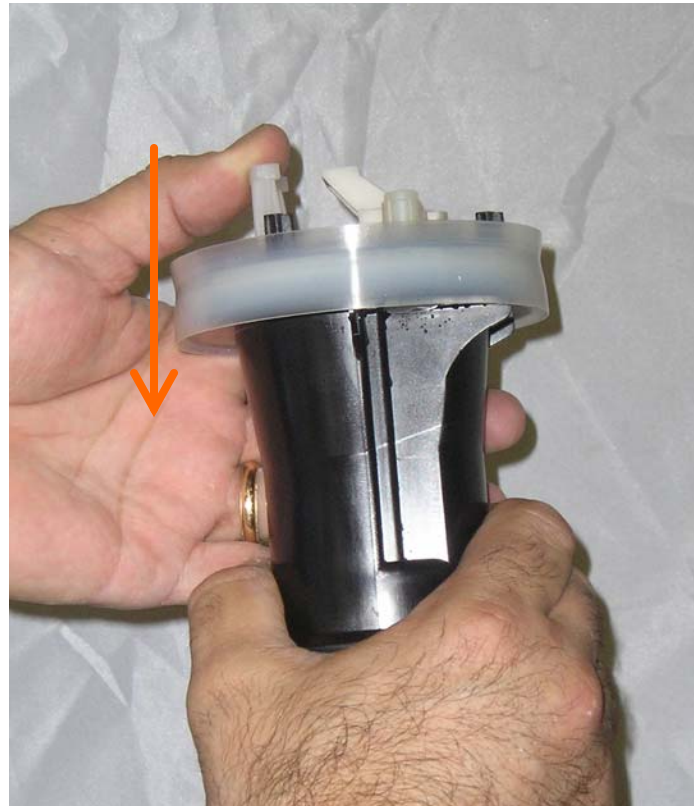
Insert the lower part of the piston halfway down the body. Holding onto the top of the piston, let go of the body. The piston should be snug in the body, and the body should not fall off, if it does the lower piston shell needs to be replaced.

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 D14 Series Piston



To reset the piston, remove the bell housing and the piston. Press down on the push rod until it clicks (it may not click if the piston was traveling up when the unit stopped). Then push the piston into the lower housing until it clicks. Replace the upper bell housing and screw on.