

TROUBLESHOOTING

Diagnosing Specific Problems

<u>Problem</u>	<u>Possible Cause</u>	<u>Remedy</u>
1. The pump does not run when push button is pressed	<ul style="list-style-type: none"> A. No power at electrical outlet B. You've plugged the controller into an electrical outlet controlled by a wall switch, (such as the outlet under many kitchen sinks that controls the garbage disposal) C. Power cord is not secured to pump and valve D. Wire to push button is not connected to wall E. The temperature setting is already sensing "hot" water so the pump is not being activated 	<ul style="list-style-type: none"> • Plug the controller into a "hot" outlet • Shut off power, then make sure wires have good contact • Call 1-800-200-1956 to reset sensitivity setting
2. The water is not hot enough	<ul style="list-style-type: none"> A. Pump or valve was installed with water flow going in the wrong direction B. There is something in the piping that has blocked the flow of water 	<ul style="list-style-type: none"> • Check the arrows on the housings of the valve and pump to make sure they point in the correct direction (see page 2) • Check the piping for obstruction
3. There is hot water at the cold water tap	<ul style="list-style-type: none"> A. The temperature sensitivity setting now in place is too high, so the pump is not shutting down soon enough 	<ul style="list-style-type: none"> • Call 1-800-200-1956 for reset information
4. Water is not hot enough when pump shuts down	<ul style="list-style-type: none"> A. The temperature sensitivity setting now in place is too low, so the pump is not shutting down soon enough 	<ul style="list-style-type: none"> • Call 1-800-200-1956
5. There is hot water in the cold water lines only	<ul style="list-style-type: none"> A. The pump is installed backwards 	<ul style="list-style-type: none"> • Reinstall the pump correctly
6. Pump runs approx. 4 minutes & stops with no hot water present	<ul style="list-style-type: none"> A. Air is trapped inside the pump 	<ul style="list-style-type: none"> • Remove both flexlines at the custom tees. Fill both flexlines with water and reconnect
7. Motion sensor not activating pump	<ul style="list-style-type: none"> A. Circuit board not set to 12V inside D'MAND KONTROLS® Pump 	<ul style="list-style-type: none"> • Settings must be changed • Call 1-800-200-1956