



Troubleshooting for D45RE15, D45RE3, D45RE8 & D45RE3000

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.
	Piston locked up/not clicking	Reset piston. See instructions
	By-pass valve on top of the unit is in off position	The operating position of the by pass is "ON".
	Excessive water flow	1. Reduce the flow rate and restart the unit slowly. 2. Remove the piston from the housing to see if the O-rings around the piston valves are missing or dislodged. 3. Reset the piston, see instructions.
	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 screen.
	Worn piston shells, bell housing or body	Do piston "fit" test (see instructions). Replace piston shells, body and bell housing as necessary. Make sure your installation has a 200 mesh filter before the Dosatron.
	Scratched/scored piston shells, bell housing and/or body	Do piston "fit" test (see instructions). replace piston shells, and housing as necessary. 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 check valve parts. In particular the seal and the cone. 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 1/2" 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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Dosing		
No suction of solution	Check valve worn, improperly assembled, dirty or damaged	Clean or replace check valve parts. In particular the seal and the cone. 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.
	Worn piston shell and/or housing	Do piston "fit" test (see instructions). If necessary replace piston shell, and/or housing. Make sure your installation has a 200 mesh filter before the dispenser.
Under injection	Worn or scratched piston shell and/or housing	Do piston "fit" test (see instructions). If necessary replace piston shell and/or housing. Make sure the installation has a 200 mesh filter before the dispenser.
	Blown piston O-rings	Verify piston O-rings are in place.
	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 45 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	Replace injection stem.
	Check valve worn, improperly assembled, dirty or damaged	Clean or replace check valve parts. In particular the seal and the cone. Be sure the check valve seal is in proper position.



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Leaks		
Leaks near the metal collar under the lower housing.	Sleeve O-ring damaged, improperly positioned or missing. Cracks on the lower housing	Replace sleeve O-ring. Verify that lower housing is not cracked in the area near the metal collar due to over tightening the screws, if this is the case change the lower housing.
Leaks between lock nut and adjusting sleeve.	Dosing stem O-ring damaged, improperly positioned or missing	Verify that the O-ring groove on stem is smooth and clear of debris. Clean and replace dosing stem O-ring.
Leaks between check valve barb and lock nut.	Check valve seal damaged, improperly positioned or missing	Clean check valve seal and replace it if necessary.
Leaks between the upper and lower housing.	Housing O-ring damaged, improperly positioned or missing	Clean the seating surface of the O-ring, position O-ring correctly or replace the O-ring if the leak doesn't stop.



D45 Series Piston “Fit” Test - Part 1



Note: Remove plunger prior to doing this test so it will not interfere.

Insert piston into the lower housing half way down, hold the lower part of the unit from the lower housing, then let go of the piston. The piston should be snug in the lower housing and should not slide down, if it does, the piston shell needs to be replaced. Also inspect the inside of the lower housing and look for deep vertical scratches, if this is the case, the lower housing needs to be replaced.



D45 Series Piston “Fit” Test - Part 2



Insert piston into the upper half way up, hold the upper housing of the unit with the piston facing down, then let go of the piston. The piston should be snug in the upper housing and the piston should not fall out, if it does, the piston shell needs to be replaced. Also inspect the inside of the upper housing and look for deep vertical scratches, if this is the case, the upper housing needs to be replaced.



Reset D45 Series Piston



To reset the piston, remove the piston from the housing. Holding the piston, push down on the vertical rod all the way down it may click.

Push the vertical rod all the way up, it should click. Push the vertical rod all the way down once more and it should click.

Caution during reassembly:

Carefully insert the piston assembly into the upper housing first and push it all the way in. Be aware that dents in the shell flange will affect performance. Without bending the plunger rod, slide lower housing over piston assembly until the lower and the upper housing meet. Make sure the housing O-ring is in place. Insert and thread the housing lock nut, until tight.

