DOSATRON® WATER POWERED DOSING TECHNOLOGY

Troubleshooting for DI16, DI1500, DI110 & DI150

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 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	1. Reduce the flow rate and restart the unit slowly. 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. 3. Reset the piston, screw bell housing back on.
	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. Clean the inside 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, body and bell 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 and reassemble check valve correctly. Be sure the check valve seal is in proper position.
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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Symptom	Cause	Solution
Dosing		
No suction of solution (cont.)	Check valve worn, improperly assembled, dirty or damaged	Clean or replace check valve parts. In particular the seal and the cone.
	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 shells, bell housing or body	Do piston "fit" test (see instructions). If necessary replace piston shells, body and bell housing. Make sure your installation has a 200 mesh filter before the Dosatron.
Under injection	Worn or scratched piston shells, bell housing and/or body	Do piston "fit" test (see instructions). If necessary replace piston shells, 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 36 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 parts. In particular the seal and the cone.
Leaks		
Leaks in the vicinity of the black nut under the body	Diffuser seal is damaged or positioned incorrectly	Position correctly or replace the diffuser seal. Check tightness of the nut.
	Diffuser is installed incorrectly	Position correctly or replace the diffuser if damaged. Align notch in the diffuser with tooth molded in the body.
	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.

DI Series Piston "Fit" Test

Insert upper portion of piston into the bell housing half way down, turn the bell housing upside down and hold the smaller part of the piston ONLY, then lift it. The piston should be snug in the bell housing and the bell housing should not fall off, if it does the upper piston shell 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.

Note: It is best to remove the plunger (except for DI1500) prior to doing this test so it will not interfere.

The plunger is the part screwed onto the metal rod located at the bottom of the piston.

Insert the lower part of the piston half way 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 DI Series Piston

To reset the piston, remove the bell housing, push the piston all the way down, it may click, pull the piston all the way up. Holding it in up position, push down on the vertical posts it should click. Push the piston back down, it should click once more, and screw the bell housing on.