Dohrmann Enterprises, Inc.

DE-1008.5

Dohrect Enject *System*

Troubleshooting

Rev. 04/22

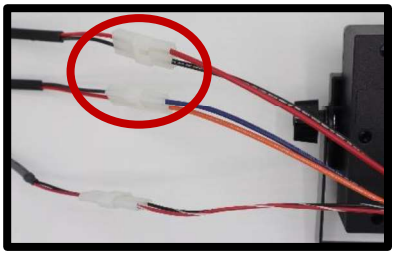
SYSTEM TROUBLESHOOTING

Pump Does Not Pump

- Does the motor run?
    - **No – Jump to "Motor Does Not Run" on Page 23**
    - **Yes – Continue On**
        - When was the pumping tube last replaced? Pumping tubes should be replaced annually, or more often depending on use.
            - If pumping tube was recently replaced, continue to next step.
            - If not, replace your pumping tube.
        - Make sure that there is product in the cooler and the valve handle is pointed down to draw from the cooler.
        - Inspect System for Plugged Hoses/Fittings
            - Disconnect the hose from the valve on the cooler, turn valve handle down to see if product flows freely from the cooler.
                - If so, continue to next step.
                - If not, inspect filter screen and clean.
                    - If cleaning filter does not resolve, disassemble the valve assembly, and clean out each fitting.
            - If cooler fluid level is above the pump unit, you can slide the hose off of the pump head, disconnect the pumping tube on the output side and see if product runs free.
                - If so, continue to next step.
                - If not, shut off cooler valve and clean out the input panel-mount fitting that the pumping tube connects to.
            - Disconnect the hose at the bottom of the flowmeter.
                - If product flows freely, continue to the next step.
                - If not, shut off the cooler valve and clean out the output panel-mount fitting that the pumping tube connects to.
            - Disconnect the hose at the top of the flowmeter.
                - If product flows freely, continue to the next step.
                - If not, you will need to clean out your flowmeter. Follow the directions in the video at **DohrmannEnterprises.com/videos**
            - Remove hose from the check valve at the distribution point.
                - If product flows freely, replace check valve.
                - Applicator can be used without the check valve in place.

Motor Does Not Run

- When the switch is on, does the LED light on the control light up?
  - No – Continue to the next step.
  - Yes – Continue on
    - Check wiring for any nicks, frays, and that you have good clean connections.
    - Bypass the control.
      - Unplug the control leads from the red/black and orange/blue connectors on the back of the controller.

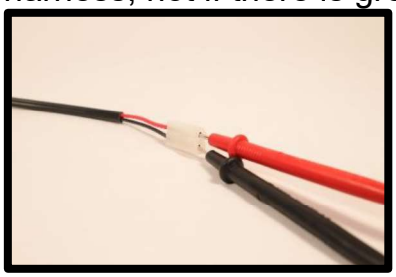


      - Plug the two ends from the **WIRE HARNESS** together.

      - Does the pump run now?
        - If No – Continue to the next step.
        - If Yes – verify that the pump is turning in the correct direction.
          - Pump head will be turning counterclockwise.

        - If it is turning counterclockwise, is it pumping?
          - If No – go back to Pump Will Not Pump
          - If Yes - you most likely need to replace/repair your controller

- Verify that there is power going to the control.
  - Verify the input lead is connected to a power supply.
  - Check to make sure the fuse is not blown.
  - Check wiring for any nicks, frays, and that you have good clean connections.
  - Disconnect the connection to the red/black lead on the back of the controller.
  - Use a multi-meter to check voltage on the incoming harness.
    - Red lead to pin on red line, Black lead to pin on black line – you must test both leads on the harness, if you ground to a different location, that will only tell us if there is power or not through the harness, not if there is ground through the harness.



      - Voltage reading must be between 10-15 volts.

      - Readings outside of this may not allow the control to function.
      - If the readings are negative (Example -12.0), your red and black wire need to be flipped at the power supply – the control has gone into reverse polarity protection mode.