

TROUBLESHOOTING

<i>Problem</i>	<i>Possible Cause</i>	<i>Remedy</i>
1. The pump does not run when push button is pressed	<p>A. No power at electrical outlet</p> <p>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)</p> <p>C. Power cord is not secured to pump and valve</p> <p>D. Wire to push button is not connected well</p> <p>E. The temperature setting is already sensing "hot" water so the pump is not being activated</p>	<p>• Plug the controller into a "hot" outlet</p> <p>• Shut off power, then make sure wires have good contact</p> <p>• Call 1-800-638-5863 to reset sensitivity setting</p>
2. The water is not hot enough	<p>A. Pump or valve was installed with water flow going in the wrong direction</p> <p>B. There is something in the piping that has blocked the flow of water</p>	<p>• Check the arrows on the housings of the valve and pump to make sure they point in the correct direction (see page 2)</p> <p>• Check the piping for obstruction</p>
3. There is hot water at the cold water tap	<p>A. The temperature sensitivity setting now in place is too high, so the pump is not shutting down soon enough</p>	<p>• Call 1-800-638-5863 for reset information</p>
4. Water is not hot enough when pump shuts down	<p>A. The temperature sensitivity setting now in place is too low, and the pump is turning itself off too soon</p>	<p>• Call 1-800-638-5863</p>
5. There is hot water in the cold water lines only	<p>A. The pump is installed backwards</p>	<p>• Reinstall the pump correctly</p>
6. Pump runs approx. 4 mins. & stops with no hot water present	<p>A. Air trapped inside the pump</p>	<p>• Remove both flexlines at the custom tees. Fill both flexlines with water and reconnect</p>
7. Motion sensor not activating pump	<p>A. Circuit board not set to 12V inside D'MAND® Pump</p>	<p>• Setting must be changed</p> <p>• Call 1-800-638-5863</p>