

Troubleshooting Chart for Drain Master Electric Waste Valve

Symptom	Possible Cause(s)	Corrective Action
Valve won't open or close	1 No electrical power 2 Faulty wiring 3 Blown fuse 4 Valve in a bind 5 Valve jammed 6 Motor burnt out 7 Clutch defective	1 Check power source 2 Check all connections 3 Replace fuse 4 Install rubber coupling 5 Replace valve 6 Replace valve 7 Replace valve
Valve opens or closes slow	1 Valve bolts too tight 2 Valve in a bind 3 Low voltage 4 Defective motor	1 Torque 4 bolts to 20" (inch) Lbs. 2 Relieve stress on valve. Install rubber coupling. 3 Check power source 4 Replace valve
Valve won't close completely	1 Blockage at gate 2 Seal rolled or pinched 3 Valve in a bind	1 Flush tank 2 Replace seals 3 Loosen 4 bolts slightly
Valve is sluggish	1 Excessive sludge build up in gate area	1 Perform Maintenance
Valve leaks externally	1 Seal installed incorrectly 2 Leaking at seam 3 Leaks at wires 4 Leaks at manual override	1 Replace seals 2 Replace valve and seals. 3 Replace valve 4 Replace valve
Motor continues to run	1 Switch sticks	1 Replace switch
Motor won't start, no sound	1 Switch defective 2 Motor burnt out 3 No power	1 Replace switch 2 Replace valve 3 Correct power problem
Manual override spins, but gate does not open	1 Broken gear	1 Replace valve
LED doesn't light when valve opens	1 LED burnt out 2 Switch bad or wired incorrectly	1 Replace LED 2 Too much amperage on switch ½ amps. max.

If your LED does not go out, first check to see that the gate is completely closed. This can be done using the manual override. If light goes out, you could have a blockage in the gate area. If light does not go out, try putting a magnet on the switch that is mounted on the valve. If light does not go out, the switch is shorted and will require replacement. If light does go out, when magnet is placed on the switch, the switch is out of position. Please call for a template and replacement switch.

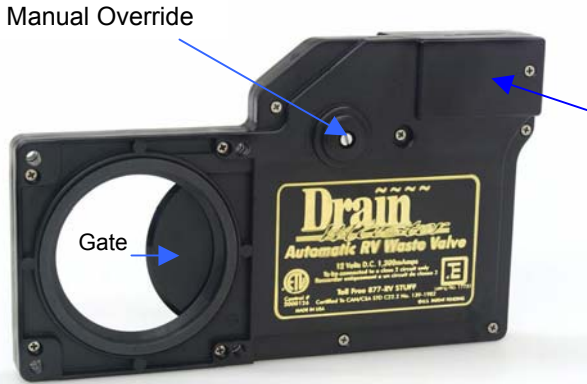
For questions or technical assistance, please call (877) 787-8833. 7:30-4:30 Pacific Time

www.drainmaster.com

Drain Master Parts & Accessory Identification

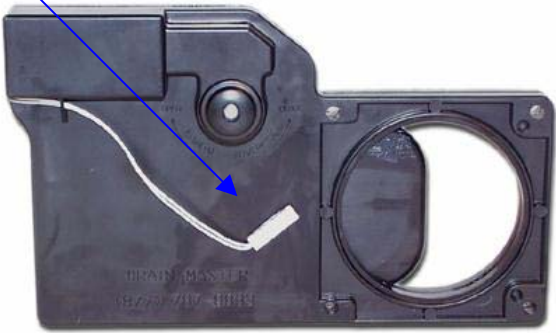
REG8/12/03

Front of Valve



Back of Valve

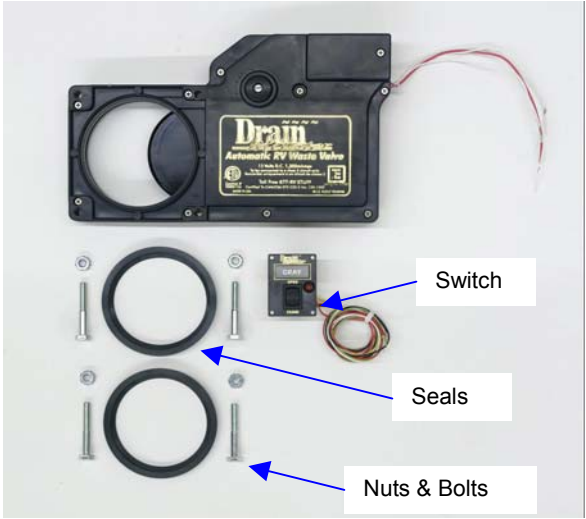
Magnetic Switch (Optional)



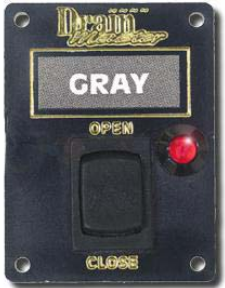
For instructions on using the manual override feature, please see Drain Master Operating Instructions.

Switches

Components



Regular switch
Part # DM30-EP when sold separately. Comes standard in Part# DM20-RP



Switch with LED indicator light
Part# DM30-LED when sold separately. Comes standard in Part# DM20-RPMS

Drain Master is now available in two versions

DM20-RP- Standard, original unit. Includes valve, seals, nuts & bolts, lubricant and complete switch package (switch, switchplate, gray & black labels, 4 screws).

DM20-RPMS- Our newest innovation. Switchplate has a red LED indicator light to alert customer when the valve has been left open. If valve is not fully closed, LED light will stay lit.

DM30-MSK- A kit to upgrade from a standard unit to the LED version. Please call to verify that your valve is upgradeable. The technician will ask you for the date or I.D. code on your unit. The diagram at the top left of this page illustrates the location of the date code.

To upgrade your Drain Master to a LED unit, call **(877) 787-8833**. The upgrade kit (Part# DM30-MSK) is only available from Phase Four Industries and is not currently sold in stores.