

Troubleshooting Chart for Drain Master Electric Waste Valve

Symptom	Possible Cause(s)	Corrective Action
Valve won't open or close connections	1 No electrical power 2 Faulty wiring	1 Check power source 2 Check all
valve	3 Blown fuse	3 Replace fuse
valve	4 Valve in a bind 5 Valve jammed	4 Install rubber coupling 5 Replace
valve	6 Motor burnt out	6 Replace
valve	7 Clutch defective	7 Replace
Valve opens or closes slow	1 Valve bolts too tight 2 Valve in a bind	1 Torque 4 bolts to 20" (inch) Lbs. 2 Relieve stress on valve. Install rubber coupling.
	3 Low voltage 4 Defective motor	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	1 Replace seals 2 Replace valve and seals.
	3 Leaks at wires 4 Leaks at manual override	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 amperage	1 LED burnt out 2 Switch bad or wired incorrectly	1 Replace LED 2 Too much

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, there is debris in the gate area.

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