

Troubleshooting Chart for Premium Drain Master Electric Waste Valves

Symptom	Possible Cause(s)	Corrective Action
Valve won't open or close connections	1 No electrical power	1 Check power source
	2 Faulty wiring	2 Check all
	3 Blown fuse	3 Replace fuse
	4 Valve in bind	4 Relieve stress on valve. Install rubber coupling.
	5 Valve jammed	5 Replace Valve
	6 Motor burnt out	6 Replace Valve
	7 Clutch defective	7 Replace Valve
Valve opens or closes slow	1 Valve bolts too tight	1 Torque 4 bolts to 10" (inch) Lbs. or finger tight then no more than 1.5 turns with wrench.
	2 Valve in a bind	2 Relieve stress on valve. Install rubber coupling.
	3 Low voltage	3 Check power source
	4 Defective motor	4 Replace valve
Valve won't close completely	1 Blockage at gate	1 Flush tank
	2 Seal rolled or pinched	2 Replace seals
	3 Valve in a bind	3 Loosen 4 bolts slightly starting with ¼ turn
Valve is sluggish	1 Excessive sludge build up in gate area	1 Perform Maintenance
Valve leaks externally	1 Seal installed incorrectly	1 Replace seals

	2 Leaking at seam	2 Replace valve and seals
	3 Leaks at wires	3 Replace valve
	4 Leaks at manual override	4 Replace valve
Motor continues to run	1 Switch sticks	1 Replace switch
Motor won't start, no sound	1 Switch defective	1 Replace switch
	2 Motor burnt out	2 Replace valve
	3 No power	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	1 Replace switch Pt # 5528
	2 Switch bad or wired incorrectly	2 Too much amperage on switch ½ amp 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*



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