

Troubleshooting the Mark 7WXi Silver Recovery Unit

<p>The pump has no power.</p>	<ul style="list-style-type: none"> • Does the digital display have a visible reading? • Check the power source. Is it plugged in? If not, plug it in and/or turn the rocker switch to the on position. • Does the display read Cng? If so, follow instructions for resetting the hour meter. • Is the GFI circuit breaker for the electrical socket tripped? Check the reset button. Inspect for cause. • Check the float switches in the holding tank. Does the bottom one turn the pump on when it is lifted? Does the top float switch turn it on when it is lifted? If not, a new drop in assembly may be needed. • Was it whining or humming when it stopped? If so, the motor may be burned out. <p>Please call Hallmark Refining @ 1-800-255-1895 to order parts.</p>
<p>The pump is running, but the solution is moving very slow.</p>	<ul style="list-style-type: none"> • Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backward. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Has a pump output test been done? Disconnect the tube from the in valve of the first column. Place the tube in a graduated cylinder. When the first drop of liquid enters the cylinder, start timing the output for one minute. Turn off the unit after one minute. The output should be between 80-120 milliliters. • If the pump output is less than recommended, do the following: Check and clean the hose strainer in the holding tank. Inspect the poppet valves and follow the instructions for priming the pump.
<p>The pump is running, but the chemistry level in the holding tank is not dropping.</p>	<ul style="list-style-type: none"> • Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backward. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Has a pump output test been done? Disconnect the tube from the in valve of the first column. Place the tube in a graduated cylinder. When the first drop of liquid enters the cylinder, start timing the output for one minute. Turn off the unit after one minute. The output should be between 80-120 milliliters. • If the pump output is less than recommended, do the following: Check and clean the hose strainer in the holding tank. Inspect the poppet valves and follow the instructions for priming the pump. • Is the bellows (plastic accordion part) warped or leaking? The bellows tends to warp when pumping against a blockage. ALWAYS relieve pressure at the sample valves before disconnecting the QD fittings. The PRV is intended to prevent this from happening. Make sure the blockage is removed before the new bellows is installed. Please call Hallmark Refining @ 1-800-255-1895 to order this part.

<p>The Mark 7WXi System is leaking.</p>	<ul style="list-style-type: none"> • Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backwards. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Is there liquid on top of the column near the elbows? If so, check to be sure the QD fittings are clicked into place. ALWAYS relieve pressure at the sample valves before disconnecting the QD fittings. • Is there a hole in the bellows (plastic accordion)? See section above. • Are any clamps loose? • Are the sample valves closed with the lever parallel to the ground? • Is the O-ring on the QD nipple present? This can be greased with Vaseline to create a better seal if the O-ring is worn out. • Are the columns exhausted? • Is the drain plug at the bottom of the column cracked or leaking?
<p>The system won't stop beeping.</p>	<ul style="list-style-type: none"> • Was the holding tank over filled? Look inside of the holding tank and see if the liquid is above the top float switch. If it is, the tank is too full. The pump will continue to operate. The alarm can be temporarily disabled at the control box, but it <u>must be turned back to normal</u> as soon as the liquid level drops below the top float switch. • Was the unit shut off? Overfilling may occur if power to the unit is turned off. If the alarm switch is not in the normal position, there will be no warning alarm for the overfilled tank if there is no AC electrical power. • Did liquid continue to enter the tank after the Change Now hours have elapsed? This condition would show the orange LED turned on and the display showing t1F alternating with Cng. Reset the hour meter and call Hallmark Refining to confirm if it is time to change the column. • Does a dN1 or dN2 signal appear in the digital display? If so, check the external liquid sensors. • Did the liquid enter the tank faster than the pump could remove it?
<p>The system runs 24 hours and never turns off.</p>	<ul style="list-style-type: none"> • Were the float switch covers removed from the float switches when the unit was installed? • There may be something under the bottom float switch that won't allow the system to shut off. • Check the float switches for sediment build up. Gently unhinge and clean the bottom and top float switches. • Has the float switch toggle been hinged upside down?