

# Aqua Phase Troubleshooting Guide

This Guide may help you isolate a problem and as a result, eliminate the need to contact technical support, allowing continued productivity. Prior to attempting any suggested servicing procedures, **unplug Aqua Phase** from the power source.

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For additional information, consult your machine's operating manual or contact Aqua Phase.

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## AQUA PHASE CAUTION NOTICES

**In addition to the warnings and cautions provided throughout this manual, please observe the following:**

- DO:**           **Read this manual and follow all instructions.**
  
- DO NOT:**   **Perform any type of service operation unless the machine is unplugged.**
  
- DO NOT:**   Operate the machine without the rear filter and reservoir filter screens in place.
  
- DO NOT:**   Climb into the Wash Chamber.
  
- DO NOT:**   Wash any item with unsealed electrical components.
  
- DO NOT:**   Use an extension cord between the wall outlet and the machine.
  
- DO NOT:**   Try to modify the machine in any manner without factory approval.
  
- DO NOT:**   Operate the machine in high foot traffic areas.
  
- DO NOT:**   Use garden hoses for the fill and drain hoses.
  
- DO NOT:**   Operate the machine unless you have been properly trained to run the machine.
  
- DO:**           **Call your dealer, sales representative, or the factory with any questions, need for more information, or to order supplies for your *Aqua Phase Washer*.**

*Aqua Phase* carries a complete line of supplies and parts and a variety of cleaning, rinse, and disinfectant solutions specifically formulated or chosen to work with your *Aqua Phase* machine. You may order your solutions, supplies, or parts by calling your dealer or *Aqua Phase* at 800-208-9274.

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Problem: ***Aqua Phase will not start.***

Possible Causes/Solutions:

- 1) Unit not plugged-in.
  - Connect ***Aqua Phase*** to a standard 20 AMP electrical service.
  - Press the reset button located on the GFCI (ground fault circuit interrupter) in the ***Aqua Phase*** power cord. The power cord must be plugged into a working outlet in order to reset the GFCI.
  - For added safety, it is **recommended** to use a ground fault receptacle at the power source where the machine will be plugged in.
- 2) GFCI in the ***Aqua Phase*** power cord not reset.
  - Press the reset button located on the GFCI in the ***Aqua Phase*** power cord.
- 3) Rear door open.
  - Check that the rear door is properly closed.
- 4) Front door open.
  - Check that the front door is properly closed.
- 5) Power supply circuit breaker tripped.
  - Have a qualified individual check that the circuit breaker of the electrical circuit to the machine is operating properly.
  - The circuit breaker should be a 20-amp unit.
- 6) Defective front or rear door safety switch.
  - **Unplug** the machine from the power supply.
  - Call the factory for support.
- 7) Defective GFCI (ground fault circuit interrupter).
  - **Unplug** the machine from the power supply.
  - Call the factory for support.
- 8) Blown fuse in the control assembly.
  - **Unplug** the machine from the power supply.
  - Remove the control panel cover.
    - Remove the four fasteners located on the left and right of the control panel cover.
    - Remove only the top two screws from front control panel face.
    - If present, remove the top two screws from the rear of the control panel cover.
  - Have an OHM meter available and check the fuses.
  - See “**Fuses**” section of your machine's operating manual for the fuse numbers to check.
  - Call the factory for service assistance.
- 9) Defective "START" switch.
  - **Unplug** the machine from the power supply.
  - Call the factory for support.
- 10) Power outage to building.
  - Report outage as appropriate.

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Problem: ***Aqua Phase* will not fill with water.**

Possible Causes/Solutions:

- 1) No power to the machine.
  - Connect *Aqua Phase* to a standard 20 AMP electrical service.
  - Press the reset button located on the GFCI in the *Aqua Phase* power cord.
- 2) Water supply is not turned on.
  - After you are certain the fill and the drain connections are secure, slowly turn-on your water supply.
- 3) Kink in water supply hose.
  - Inspect water supply hose to ensure no sharp bends in hose.
- 4) Water supply pressure is too low.
  - Turn-off water supply.
  - Disconnect water supply hose from *Aqua Phase*.
  - Position end of hose over drain, slowly turn-on your water supply. Note if rate of water flow appears adequate. If adequate water flow, turn-off water supply, reconnect hose to *Aqua Phase*, turn-on water supply.
- 5) Fill valve solenoid is damaged or has debris stuck inside it.
  - See “**Valve Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual.
  - Remove the fill hose from the "FILL" line connection at the machine. Check to ensure that the filter screen/washer is in place and intact. If problem remains, call the factory.
- 6) Filter screen/washer located inside "FILL" line connection of *Aqua Phase* is plugged.
  - Turn-off water supply. Disconnect water supply hose from *Aqua Phase*.
  - Inspect condition of Filter screen/washer. If plugged, contact *Aqua Phase* for replacement. You may temporarily replace Filter screen/washer with a standard hose washer; however, long-term operation without the Filter screen/washer may cause damage to the Fill valve solenoid.
- 7) Defective high-level water control probe.
  - **Unplug** the machine from the power supply.
  - Call the factory.

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Problem: ***Aqua Phase* will not stop draining/ draining takes too long.**

Possible Causes/Solutions:

- 1) Foam in water reservoir area – caused by something on the item washed or use of a foaming detergent or rinse-aid. Foam may affect certain sensors that control the filling and draining of water.
  - Press the “**STOP**” button and wait a few minutes until the foam dissipates.
  - Remove hose from all cleaning supply bottles in the rear of the machine.
  - Press the “**START**” button and allow *Aqua Phase* to do a complete cycle.
  - Repeat the preceding steps until *Aqua Phase* starts draining normally.
- 2) Filter Screen(s) not clean.
  - Clean rear filter screen if installed - (rear filter screen is located inside the filter bowl(s) located in the mechanical cabinet at the rear of the machine).
  - Clean reservoir screen (reservoir screen is located in the bottom of the water reservoir located inside the wash chamber).
- 3) Excess build-up of hard water deposits on low-level probe.
  - **Unplug** the machine from the power supply.
  - Locate the low-level probe in the water reservoir inside the wash chamber. Depending on your model, the low-level probe may be inside a protective chamber in the reservoir.
  - For models with metal "rod style" low-level probe -
    - Run an emery board or fine grade of sandpaper over and around the end of the low-level probe.
  - For models with plastic "float style" low-level probe -
    - Inspect probe to ensure that it is clear of debris and moves freely.
- 4) Damaged or defective low-level probe.
  - **Unplug** the machine from the power supply.
  - Inspect the low-level probe for damage, such as a cracked fitting or binding.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 5) Level control sensor set too high.
  - Call the factory for assistance.
- 6) Defective level sensor module.
  - **Unplug** the machine from the power supply.
  - Call the factory for assistance.
- 7) Kink in water drain hose.
  - Inspect water drain hose to ensure no sharp bends in hose.
- 8) If installed, Drain pump impeller clogged with debris.
  - Depending on your model, your machine may have a separate pump for draining.
  - See “**Pump Impeller Inspection Procedures**” located in the *Servicing Procedures Guide* section of your operating manual. It is recommended that you contact the factory before attempting to clear debris from the drain pump impeller.

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Problem: ***Aqua Phase* will not stop filling/water coming out of the front door.**

### **Immediately:**

- Press the “**STOP**” button.
- Shut off the water supply.

### Possible Causes/Solutions:

- 1) Front door gasket damaged or worn.
  - Inspect front door gasket for wear or damage.
  - Replace if necessary – you may order replacement parts by calling your dealer or the factory.
- 2) Fill valve has debris stuck in it.
  - See “**Valve Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual.
  - Remove the fill hose from the fill line connection at the machine. Check to ensure that the filter screen/washer is in place and intact.
  - If problem remains, call the factory for assistance.
- 3) Excess build-up of hard water deposits on high-level probe.
  - **Unplug** the machine from the power supply.
  - Locate the high-level probe in the water reservoir inside the wash chamber. Depending on your model, the high-level probe may be inside a protective chamber in the reservoir.
  - For models with metal "rod style" high-level probe -
    - Run an emery board or fine grade of sandpaper over and around the end of the low-level probe.
  - For models with plastic "float style" high-level probe -
    - Inspect probe to ensure that it is free of debris and moves freely.
- 4) Damaged or defective high-level probe.
  - **Unplug** the machine from the power supply.
  - Inspect the high-level probe for damage, such as a cracked fitting or binding.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 5) Level control sensor set too high.
  - Call the factory for assistance.
- 6) Defective level sensor module.
  - **Unplug** the machine from the power supply.
  - Call the factory for assistance.

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Problem: **Items washed have water spots or cloudy film.**

Possible Causes/Solutions:

Undiluted AQ-260 Rinse-aid solution requires a water temperature at or above 130°F to properly activate.

- 1) Water temperature below 130°F.
  - Check the temperature of the water reaching the machine.
  - Drain the machine.
  - Press the “**START**” button. Allow the machine to fill.
  - As soon as *Aqua Phase* begins to pump, press the “**STOP**” button.
  - Open the front door, place a thermometer in the water reservoir to check the water temperature. Water temperature should be at or close to 130°F. **Note:** It is very common for hot water heater temperature dial indicators to be inaccurate.
- 2) Rinse-aid solution container is empty.
  - Check the level of rinse-aid solution, refill if necessary. The chemical solutions are located inside the mechanical cabinet at the rear of the machine.
- 3) Rinse chemical injector hose or fittings cracked or loose.
  - Inspect chemical hoses for cracks and inspect chemical hose fittings for cracks or if loose.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 4) Dilution of rinse-aid solution required.
  - Dilute the rinse-aid by 10% with water and see if water spotting persists. Continue to dilute the rinse-aid up to 50% with water in order to correct this problem.

### Notes:

The rinse-aid injection rate is preset at the factory for the worst possible water condition expected to be found.

If spotting or clouding is present only on the first item washed, it is possible that you will need to run a “warm-up cycle” with *Aqua Phase*. Run a “three-minute” wash cycle with the wash chamber empty to allow the chamber to be warmed-up prior to commencing normal washing operations.

If problem persists, call the factory for assistance.

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Problem: **Items not cleaned properly.**

Possible Causes/Solutions:

- 1) Detergent solution container is empty.
  - Check the level of detergent, refill if necessary. The chemical solutions are located inside the mechanical cabinet at the rear of the machine.
- 2) Filter Screen(s) not clean.
  - Clean rear filter screen if installed - (rear filter screen is located inside the filter bowl(s) located in the mechanical cabinet at the rear of the machine).
  - Clean reservoir screen (reservoir screen is located in the bottom of the water reservoir located inside the wash chamber).
- 3) Detergent and rinse chemical injector hose or fittings cracked or loose.
  - Inspect chemical hoses for cracks and inspect chemical hose fittings for cracks or if loose.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 4) Spray nozzles clogged.
  - Visually inspect spray nozzles for debris.
  - For spray nozzles that are clogged, note the position of the spray nozzle's relative spray angle.
  - Remove, clean, and replace the nozzles in their original locations at their original spray angles.
- 5) Longer wash cycle required.
  - Set the wash cycle time to “7 minutes” or to the longest time cycle available.
  - Press the “START” button, and allow *Aqua Phase* to run a complete cycle.
- 6) Water temperature too low.
  - Check the temperature of the water reaching the machine.
    - Drain the machine.
    - Press the “START” button. Allow the machine to fill.
    - As soon as *Aqua Phase* begins to pump, press the “STOP” button.
    - Open the front door, place a thermometer in the water reservoir to check the water temperature. The recommend water temperature is 130 – 140 °F.

**Note:**

If your machine is equipped with a “**Low Pressure**” indicator light located on the control panel of the machine and the light does not come on when the filters are extremely dirty, the low-pressure sensor may be defective. Call the factory for support.

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Problem: ***Aqua Phase* makes “growling” noise and/or the volume of spray inside the chamber is low.**

The “growling” noise is caused by air getting into the pump impeller. Growling noise is normally heard at the end of the drain cycle. If you hear it continually, you have one of the following problems.

Possible Causes/Solutions:

- 1) Machine not in level operating position.
  - Ensure that the *Aqua Phase* unit is level.
- 2) Foam in water reservoir area – caused by something on the item washed or use of a foaming detergent or rinse-aid. Foam may affect certain sensors that control the filling and draining of water.
  - Press the “**STOP**” button and wait a few minutes until the foam dissipates.
  - Remove hose from all cleaning supply bottles in the rear of the machine.
  - Press the “**START**” button and allow *Aqua Phase* to do a complete cycle.
  - Repeat the preceding steps until *Aqua Phase* starts draining normally.
- 3) Reservoir filter screen not clean.
  - Clean reservoir screen (reservoir screen is located in the bottom of the water reservoir located inside the wash chamber).
- 4) High-level probe covered with debris.
  - **Unplug** the machine from the power supply.
  - Locate the high-level probe in the water reservoir inside the wash chamber. Inspect for debris covering the probe, remove debris if present.
- 5) Chemical injector hose or fittings cracked or loose.
  - Inspect chemical hoses for cracks and inspect chemical hose fittings for cracks or if loose.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 6) Chemical pump hose cracked.
  - Inspect hoses located inside the chemical pumps for cracks.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 7) If present on your machine, Drain valve has debris stuck in it - allowing water to run out the drain line.
  - **Unplug** the machine from the power supply.
  - See “**Valve Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual.
- 8) Pump impeller clogged with debris.
  - See “**Pump Impeller Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual. It is recommended that you contact the factory before attempting to clear debris from the pump impeller.
- 9) Level control sensor set too high.
  - Call the factory for assistance.

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Problem: **Water sprays inside chamber while machine is in “DRAIN” mode.**

Possible Causes/Solutions:

- 1) Main chamber solenoid valve is stuck open. Typically, this is due to the filter(s) not being properly reinstalled after cleaning allowing debris to flow through the valve.
  - **Unplug** the machine from the power supply.
  - See “**Valve Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual.
  - If problem remains, call the factory for assistance.

Problem: ***Aqua Phase* seems to be using too much detergent or rinse solution.**

Possible Causes/Solutions:

- 1) Chemical pump hose cracked.
  - Inspect hoses located inside the chemical pumps for cracks.
  - Replace if damaged – you may order replacement parts by calling your dealer or the factory.
- 2) Chemical pump roller assembly is worn, resulting in the chemical pump hose not being completely pinched.
  - Inspect chemical pump hose roller and determine if chemical pump hose is being fully pinched. If not, replace both the chemical hose and the roller assembly.

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Problem: ***Aqua Phase* "Low Pressure" indicator light - if installed  
- is always on.**

Possible Causes/Solutions:

The "Low Pressure" indicator light is to inform you that your machine may not be spraying an adequate amount of water to achieve proper cleaning.

- 1) Filter screens not clean.
  - Clean rear filter screen(s) if installed - (rear filter screen is located inside the filter bowl(s) located in the mechanical cabinet at the rear of the machine).
  - Clean reservoir screen (reservoir screen is located in the bottom of the water reservoir located inside the wash chamber).
- 2) Chemical valve injector hose or fittings cracked.
  - Replace – you may order replacement parts by calling your dealer or the factory.
- 3) Defective pressure sensor.
  - Replace – you may order replacement parts by calling your dealer or the factory.
- 4) Pump impeller clogged with debris.
  - See “**Pump Impeller Inspection Procedures**” located in the *Servicing Procedures Guide* section of your machine's operating manual. It is recommended that you contact the factory before servicing the pump impeller.

Problem: ***Aqua Phase* has hard water build-up and scale on walls.**

**As with any cleaning operation utilizing water, it is recommended that soft water be used.**

Hard water contains a relatively high level of lime, calcium and iron. Hard water will affect cleaning performance the same as it does your home laundry. After an extended period of time, the inside stainless steel walls of *Aqua Phase* will accumulate a white deposit. If you are experiencing this condition, see the “**De-Liming Instructions**” section of your machine's operating manual.