



TROUBLESHOOTING GUIDE

Medical Equipment Washing & Decontamination Systems

Note: 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.



AQUA PHASE WILL NOT START

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Possible Causes/Solutions:

1. **NO MESSAGE ON LCD DISPLAY SCREEN.**
 - Aqua Phase not plugged in
 - GFCI not reset in power cord
 - Circuit breaker tripped
 - Blown fuse in Aqua Phase Control Panel Assembly

2. **GFCI WILL NOT RESET.**
 - Circuit breaker tripped.
 - Power outage to the area of the building.
 - Defective GFCI
 - Short in Aqua Phase system and GFCI doing its job.

3. **1 & 2 ARE OK**
Then check:
 - Front door open
 - Front door out of adjustment/not contacting Front Door Safety Switch
 - Blown fuse in Control Panel Assembly
 - Defective Front Door Safety Switch
 - Defective Start Button



AQUA PHASE WILL NOT FILL WITH WATER

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Possible Causes/Solutions:

1. NO POWER TO THE AQUA PHASE

- Connect Aqua Phase to a standard 20 AMP electrical
- Press the reset button located on GFCI on the Aqua Phase power cord

2. WATER SUPPLY IS NOT TURNED ON

- Be certain the fill and drain connections are secure
- Slowly turn on the water supply

3. KINK IN THE WATER HOSE

- Inspect water supply hose to ensure there are no sharp bends in the hose

4. FILL-LINE FILTER SCREEN/WASHER PLUGGED

- Turn off water supply. Disconnect Fill hose from “Fill” line connection at the Aqua Phase.
- Inspect fill-line filter screen/washer. If plugged, contact Aqua Phase for a replacement. You may temporarily replace the fill-line filter screen/washer with a standard hose washer. However, long-term operation without this filter screen may damage the Fill valve.

5. DEFECTIVE HIGH-LEVEL WATER CONTROL FLOAT SWITCH

- Unplug the Aqua Phase from the power supply
- Call Aqua Phase factory for assistance

6. WATER SUPPLY PRESSURE IS TOO LOW

- Turn-off water supply
- Disconnect water supply hose from Aqua Phase
- Determine if the water supply is adequate. Position end of hose in large bucket over drain and turn-on your water supply. If water fills a one-gallon pail in 20 seconds, the water supply is adequate. Reconnect hose to Aqua Phase and turn-on water supply.

7. FILL VALVE SOLENOID IS DAMAGED OR HAS DEBRIS IN IT

- See “Valve Inspection Procedures” in the this Aqua Phase Operating Manual
- Remove Fill hose from “Fill” line connection at the Aqua Phase. Check that the filter screen/washer is in in place, intact, and not plugged.
- If problem persists, call the Aqua Phase factory



AQUA PHASE WILL NOT STOP DRAINING/ DRAINING TAKES TOO LONG

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Possible Causes/Solutions:

1. **NO POWER TO THE AQUA PHASE**
 - Connect Aqua Phase to a standard 20 AMP electrical
 - Press the reset button located on GFCI on the Aqua Phase power cord
2. **WATER SUPPLY IS NOT TURNED ON**
 - Be certain the fill and drain connections are secure
 - Slowly turn on the water supply
3. **KINK IN THE WATER HOSE**
 - Inspect water supply hose to ensure there are no sharp bends in the hose
4. **FILL-LINE FILTER SCREEN/WASHER PLUGGED**
 - Turn off water supply. Disconnect Fill hose from “Fill” line connection at the Aqua Phase.
 - Inspect fill-line filter screen/washer. If plugged, contact Aqua Phase for a replacement. You may temporarily replace the fill-line filter screen/washer with a standard hose washer. However, long-term operation without this filter screen may damage the Fill valve.
5. **DEFECTIVE HIGH-LEVEL WATER CONTROL FLOAT SWITCH**
 - Unplug the Aqua Phase from the power supply
 - Call Aqua Phase factory for assistance
6. **WATER SUPPLY PRESSURE IS TOO LOW**
 - Turn-off water supply
 - Disconnect water supply hose from Aqua Phase
 - Determine if the water supply is adequate. Position end of hose in large bucket over drain and turn-on your water supply. If water fills a one-gallon pail in 20 seconds, the water supply is adequate. Reconnect hose to Aqua Phase and turn-on water supply.
7. **FILL VALVE SOLENOID IS DAMAGED OR HAS DEBRIS IN IT**
 - See “Valve Inspection Procedures” in the this Aqua Phase Operating Manual
 - Remove Fill hose from “Fill” line connection at the Aqua Phase. Check that the filter screen/washer is in in place, intact, and not plugged.
 - If problem persists, call the Aqua Phase factory



AQUA PHASE WILL NOT STOP FILLING/ERROR MESSAGE: *Fill Time Expired*

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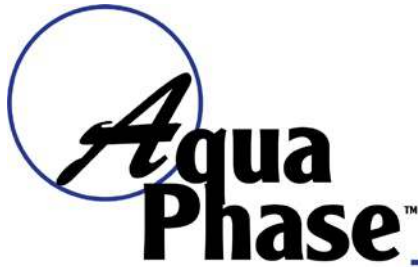
Immediately:

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

Possible Causes/Solutions:

- 1. DOOR NOT PROPERLY CLOSED.**
- 2. 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.
- 3. EXCESS BUILD-UP OF HARD WATER DEPOSITS ON HIGH-LEVEL FLOAT SWITCH**
 - Unplug the Aqua Phase from the power supply.
 - Locate the High-Level Float Switch in the Water Reservoir, inside the Wash Chamber.

***Inspect High-Level Float Switch to ensure that it is free of debris and moves freely.*
- 4. DAMAGED OR DEFECTIVE HIGH-LEVEL FLOAT SWITCH**
 - Unplug the Aqua Phase from the power supply.
 - Inspect the High-Level Float Switch for damage, such as a cracked fitting or binding.
 - Replace if damaged—you may order replacement parts by calling your dealer or the factory.
 - Drain Hose end is submerged in water. (Water is syphoning back into the Aqua Phase).
- 5. FILL VALVE HAS DEBRIS STUCK IN IT.**
 - See “Valve Inspection Procedure”.
 - Remove the Fill Hose from the fill line connection at the Aqua Phase. Check that the filter screen/washer is in place and intact.
 - If problem remains, call the factory for assistance.



ITEMS WASHED HAVE WATER SPOTS OR CLOUDY FILM

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Possible Causes/Solutions:

1. WATER TEMPERATURE BELOW 105°F:

- Check the temperature of the water reaching the Aqua Phase.
- Drain the Aqua Phase.
- Press the “**START**” button. Allow the Aqua Phase 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 between 105°-130°.
- AQ-260 Rinse-Aid Solution requires a water temperature at or above 105°

2. THE WATER SUPPLY TO THE AQUA PHASE IS “HARD” WATER.

- The AQ-240 Cleaning Solution, in conjunction with the spray nozzles are in effect cleaning the water and taking the hard water particles out of suspension.
- A Water Fill Assembly (5-10 Micron Cartridge) from Aqua Phase factory, installed at the Fill Line may correct this depending on the water contaminants.
- It may be correctable, pending the pH of the water, and the totally dissolved solids of the water to alter the injection rate of the AQ-240 Cleaning Solution to reduce the amount of solids being taken out of suspension.

3. RINSE-AID SOLUTION CONTAINER 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 Aqua Phase.

4. RINSE CHEMICAL INJECTOR HOSE OR FITTINGS ARE WORN.

- 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 Aqua Phase.

NOTES:

- The solution injection rates are 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 “3-minute” wash cycle with the Wash Chamber empty to allow the Wash Chamber to be warmed-up prior to commencing normal washing operations.
- If problem persists, call the factory for assistance.



ITEMS NOT CLEANED PROPERLY

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Possible Causes/Solutions:

1. ARE YOU USING AQUA PHASE DETERGENT & RINSE SOLUTIONS?

- Aqua Phase chemicals are specifically designed for use in the Aqua Phase systems. They are formulated to clean equipment virtually spot-free and speed drying time. *You may order cleaning chemicals by calling your dealer or the factory.*

2. DETERGENT SOLUTION CONTAINER IS EMPTY.

- Check the level of detergent and refill if necessary. *The chemical solutions are located inside the Chemical Cabinet.*

3. FILTER SCREEN(S) NOT CLEAN.

- Clean Primary Filter Screen (Primary Filter Screen is located in the bottom of the Water Reservoir located inside the Wash Chamber).

4. SPRAY NOZZLES CLOGGED

- Virtually inspect spray nozzles for debris.
- For spray nozzles that are clogged, note the position of the spray nozzle's relative spray angles.

5. CHEMICAL PUMP HOSES ARE WORN.

6. 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.

7. WATER TEMPERATURE TOO LOW.

- Check the temperature of the water reaching the Aqua Phase.
- Drain the Aqua Phase.
- Press the "START" button. Allow the Aqua Phase 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 recommended water temperature is 115-140°. (105° is functional).



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"GROWLING" NOISE (pump cavitation) VOLUME OF SPRAY IS LOW

Possible Causes/Solutions:

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 may one of the following problems.

1. MACHINE NOT IN LEVEL OPERATING POSITION

- Ensure that the Aqua Phase unit is level

2. PRIMARY OR SECONDARY FILTER SCREEN(S) NOT CLEAN

- Clean Filter Screen(s) located in the bottom of the wash reservoir inside the Wash Chamber

3. HIGH-LEVEL FLOAT SWITCH COVERED WITH DEBRIS

- Unplug the Aqua Phase from the power supply
- Locate the High-level float switch in the Water Reservoir inside the Wash Chamber.
- Inspect for debris covering the probe
- Remove debris, if present

4. PUMP IMPELLER CLOGGED WITH DEBRIS

- See “Pump Impeller Inspection Procedures” in this Aqua Phase Operating Manual. It is recommended that you contact the factory before you attempt to clear debris from the pump impeller.

5. CHEMICAL INJECTOR HOSE OR FITINGS ARE CRACKED OR LOOSE

- Inspect Chemical Hoses and fittings for cracks and 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. FOAM IN WATER RESERVOIR AREA

- Caused by something on the item washed or by the 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 the hose from all cleaning supply bottles in the Aqua Phase Chemical Cabinet.
 - Press “**Start**” Button and allow the Aqua Phase to do a complete cycle.
 - Repeat these steps until Aqua Phase starts draining normally.



LOW PRESSURE INDICATOR LIGHT/MESSAGE ALWAYS ON

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Possible Causes/Solutions:

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

1. FILTER SCREEN(S) NOT CLEAN

- Clean filter screen(s)
- Clean Primary Filter Screen (Primary Filter Screen is located in the bottom of the water reservoir, located inside of the Wash Chamber).
- See also Making “Growling” Noise

2. DEFECTIVE PRESSURE SENSOR.

- Replace—you may order replacement parts by calling your dealer or the factory.

3. PUMP IMPELLER CLOGGED WITH DEBRIS

- See “**Pump Impeller Inspection Procedures**” located in the *Servicing Procedures Guide* section of this Aqua Phase Operating Manual. It is recommended that you contact the factory before servicing the pump impeller.



USING TOO MUCH AQ-240 CLEANING SOLUTION OR AQ-260 RINSE AGENT

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Possible Causes/Solutions:

1. CHEMICAL PUMP HOSE WORN.

- 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.

- 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.