




Issue	Possible Cause	Solution	
Dispensing only water	Insufficient water pressure or water flow.	Turn water faucet valve to full ON position. Dispenser needs minimum water pressure of 25 psi and water flow rate of 2.5 gallons per minute.	
No Chemical Draw. Concentrate is not being sucked from container when button is pushed	Possible air leak in hose or cap connection.	Try a different bottle of the same product. TIP: Remove top cover of dispenser to visually see what is happening.	
No Chemical Draw. Concentrate is not being sucked from container when button is pushed	No vacuum suction.	Check to be sure water is turned ON full. TIP: Check for suction by removing cap from container, then while pressing button, place thumb on the bottom of the cap to detect suction.	
Color of dispensed chemical is lighter than normal.	Tubing from container to dispenser is not completely full (primed) with concentrate chemical.	Re-prime the unit by dispensing several bottles until tubing is fully primed.	