



DOSATRON®

WATER POWERED DOSING TECHNOLOGY



Scan the QR code to watch our D25RE09 - Troubleshooting video.

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P421	Piston shell
J020	Push rod o-ring
JDI098	Injection stem o-ring
M238	Actuator springs
JDI106	Plunger seal
PJDI026	Check valve assembly

Proper protection, such as gloves, eye wear, and aprons, are recommended when disassembling a Dosatron.

D25RE09 - Troubleshooting - Part 1

This D25RE09 - 11 GPM Troubleshooting Part 1 will cover: The injector is clicking, but not drawing the concentrate.



NOTE: To service your D25RE09 you will need a strap wrench (Part #: TOOL01) and a Phillips head screwdriver.

Step 1: If your Dosatron is clicking but not drawing the concentrate, it could be as simple as the strainer is plugged with debris. Take a look at the strainer, if it's clogged just clean it. Then, turn on the water and re-test your Dosatron unit.



Step 2: If the unit is still not drawing the concentrate, unscrew and remove the hose nut and hose.



Step 3: Check to see if you feel suction on your finger.



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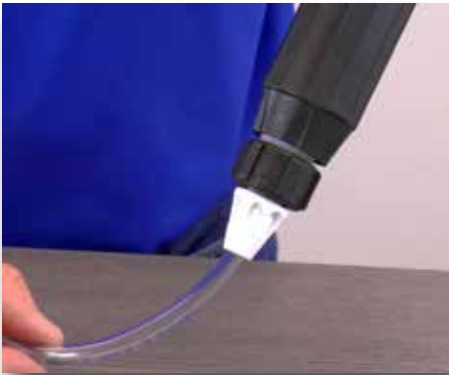
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D25RE09 - Troubleshooting - Part 1



Step 4: If you feel suction, cut a half-inch off the top of the hose and reattach it. But, if the hose is cracked, rigid, or looks really old just replace it.

After you reinstall the suction hose, you should see the liquid begin moving up the hose. If you don't see liquid moving up the hose after a minute or so, or you didn't feel suction on your finger, we need to check the plunger seal.



Step 5: To do this, turn the water off and press the air bleed button on the lid a few times to release the pressure.



Step 6: Use the strap wrench to loosen the lid. Then, remove it and set aside.



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D25RE09 - Troubleshooting - Part 1



Step 7: Grasp the white valve support and pull the piston straight out of the body. Set the body aside.



Step 8: Take a close look at the plunger seal (Part #: JD1106) for nicks, scratches, or wear. If you see damage, or don't remember the last time you changed the seal, just replace it now.



Step 9: To replace the seal, pinch it and roll it off of the plunger. Install the new seal into the groove.



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D25RE09 - Troubleshooting - Part 1



Step 10: Carefully insert the piston back into the body.



Step 11: Replace the lid hand tight. Slowly turn the water on and the unit should begin to click. It should be drawing the concentrate.



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D25RE09 - Troubleshooting - Part 2

This D25RE09 - 11 GPM Troubleshooting Part 2 will cover: The injector is pushing water down into the concentrate tank.



Step 1: It's time to investigate the check valve. To do this, remove the hose nut and hose. Set them aside.



Step 2: Unscrew and remove the check valve nut.



Step 3: Grasp the white barb and pull the check valve assembly straight out. It usually comes out in two pieces.



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D25RE09 - Troubleshooting - Part 2



Step 4: The top part that includes the spring is one piece and shouldn't be disassembled.



Step 5: To investigate the check valve, carefully lift the cone from the retainer. Look at the bottom side of the cone.



Step 6: Then, carefully lift the retainer from the seal. If you see anything lodged or stuck, remove it.

If the spring is deformed or stretched, you will need to replace the complete check valve assembly.



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D25RE09 - Troubleshooting - Part 2



Step 7: To re-assemble, place the check valve assembly (Part #: PJD1026) into the top of the barb.



Step 8: Press it into the stem as shown. Hand tighten the check valve nut.



Step 9: Now, thread the suction hose nut onto the hose. Slide it onto the barb, and hand tighten the nut.

This should stop the water from going back into the concentrate tank.



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D25RE09 - Troubleshooting - Part 3

This D25RE09 11 - GPM Troubleshooting Part 3 will cover: The injector isn't clicking.



Step 1: Turn the water off and press the air bleed button on the top of the lid a few times to release the pressure.



Step 2: Use the strap wrench to loosen the lid. Then, remove and set it aside.



Step 3: Grasp the white valve support and pull the piston straight out of the body.



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D25RE09 - Troubleshooting - Part 3



Step 4: Inspect the white valve support on the top and press the pushrod down.



Step 5: Check the two actuator springs (Part #: M238) on the bottom. If they are broken or missing, just replace them.



Step 6: You can visually inspect the upper and lower flanges on the piston shell. If they are worn or have deep scratches, the piston shell (Part #: P421) and push rod o-ring (Part #: J020) need to be replaced.



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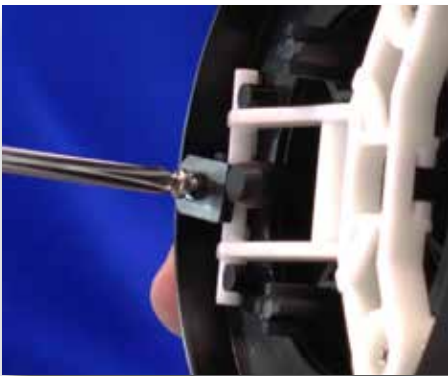
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D25RE09 - Troubleshooting - Part 3



Step 7: Also, check the piston shell's fit inside the body. To do this, invert the piston and slide it into the body. It should be a snug fit. If it feels loose, the piston shell (Part #: P421) and push rod o-ring (Part #: J020) need to be replaced.



Step 8: To replace the piston shell, use a small tip Phillips screwdriver and remove the valve support screw.



Step 9: Remove the plastic retainer.



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Step 10: Press the pushrod up and slide the valve support off the inlet valve and set aside.



Step 11: Next, remove the four screws in the center of the piston shell to release the actuator assembly.



Step 12: Pull the actuator assembly out and discard the old piston shell.



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D25RE09 - Troubleshooting - Part 3



Step 13: Put the new push rod o-ring on top of the push rod and slide it down as far as it will go.



Step 14: Position the actuator assembly in the shell as shown and hold firmly.



Step 15: Now re-install the four screws and hand-tighten them in a star pattern.



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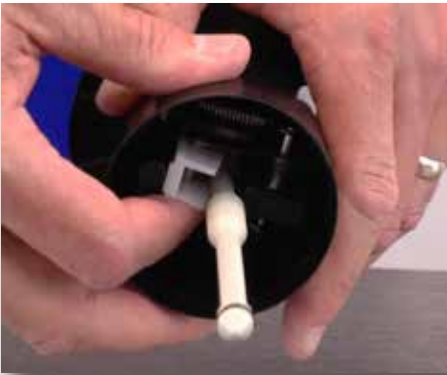
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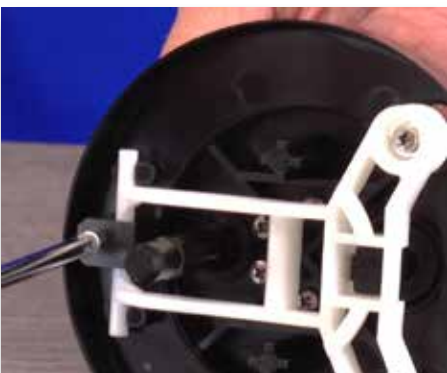
D25RE09 - Troubleshooting - Part 3



Step 16: Press the white plastic portion of the actuator side to side. If there is movement, re-tighten the screws.



Step 17: Reinstall the valve support by sliding it onto the inlet valve.



Step 18: Position the retainer and hand tighten the screw.



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Step 19: Test the piston, by pressing the pushrod from the top and bottom, it should click each time.



Step 20: Insert the piston back into the body.



Step 21: Hand-tighten the lid.

Your Injector should now be clicking and drawing concentrate.



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Scan the QR code to go to Dosatron's YouTube Channel.