

SHUTS DOWN WHILE RUNNING

Issue:Vmax system shuts down while running.

Each Vmax system is tested and checked at the factory prior to shipment to ensure trouble-free operation. In the unlikely event you encounter a problem, we recommend that you consult with your local distributor for parts/service. Remember, when calling for service, parts or system information, always have the pump or system model number and serial number ready.

[Click here to find your local authorized distributor.](#)

WARNING! Before attempting any repairs, disconnect all power from the system by switching off power at the main breaker or disconnect switch. Always use appropriate Lock Out – Tag Out procedures.

If the DEKKER Vmax vacuum system shuts down while running, troubleshoot the following items:

- Press the alarm condition reset button on the front panel to see if that will clear the alarm light. If the alarm light clears, attempt to restart.
- If the alarm condition will not reset, check the oil temperature gauge to see if the system has overheated. If the temperature has exceeded 225°F, the system will need to cool off before the alarm condition can be reset. To further troubleshoot the cause of the high temperature, [click here to see the related article on Vmax Overheating Problems.](#)
- Make sure the overload is not tripped. If it is, press the overload reset button and attempt to restart the system. If the overload continues to trip, check the overload setting to make sure it is set correctly. The overload should be set at FLA x SF.
- Make sure fuses are not blown. Replace blown fuses with correct size. Fuse sizes are noted on the ladder diagram found inside the control panel.
- Ensure that proper voltage is supplied and the wire size is correct. A convenient wire size chart is included in the [Vmax Installation, Operation, and Maintenance manual.](#)
- Check the vacuum switch setting on the optional vacuum switch (if installed). If the system has reached the vacuum level on the vacuum switch, the switch will shut off the system until the next time there is demand for the vacuum. [Click here to see the related article on Vacuum Switch Adjustment.](#)
- Check the parameter settings on the optional PLC (if installed). Like the vacuum switch, the PLC will shut off the system until the next time there is demand for vacuum when the system has reached the vacuum level that is set in the PLC settings. [Click here to the related article on Setting PLC Parameters.](#)
- Make sure all wires are tight. Wires may vibrate loose during shipment or operation.
- If the low-level switch option has been installed, check the system oil level to make sure it is above the low-level switch. Check continuity of the switch to verify proper operation. Standard Vmax systems have the low-level switch wired normally open, to close on low oil level.



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- If the high-level switch option has been installed, check the system oil level to make sure it is below the high-level switch. Check continuity of the switch to verify proper operation. Standard Vmax systems have the high-level switch wired normally closed, to open on high level.
- Determine if the pump has seized. This can be done by turning off power to the system (be sure to use proper Lock Out procedures) then rotate the pump shaft by hand. If a rubbing noise or binding is observed, contact your local authorized DEKKER distributor.
- If a VFD is installed, does the interface of the VFD display a fault code? Attempt to correct the fault through the VFD manual if available. If unable to resolve issue, write down the fault and contact DEKKER factory with your model and serial number
- If a remote start switch is installed, check the cleanliness of the switch. Sometimes dirty contacts can send a false signal to the OnDek controller. If the problem is persistent, remove the remote start switch, add the jumper back to the terminal, and disable the Remote Start Option from the System Options on the OnDek Controller. Contact Factory for assistance.
- Check the auxiliary contactor, which is mounted to the face of the main contactor. This small device sends a 24V signal to the main contactor to allow main voltage to pass through to the motor. If the auxiliary contactor is dirty, loose, or is not getting a 24VDC signal from the power supply, it will not allow the pump to run. This is usually accompanied by a 'NO CONTACTOR PULL IN' fault display. Contact the factory if the problem persists.

