

SYSTEM WILL NOT RUN IN HAND OR AUTO

Issue: Vmax system will not run in the Hand mode or the Auto mode.

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 a Vmax system has been purchased with the optional control panel and it will not start in either Hand mode or Auto mode, review the following items:

- Check the disconnect and/or circuit breaker to make sure it is switched on.
- 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.
- Check the alarm reset. The alarm light should be off. If the alarm light is on, press the Alarm Reset button to clear the light.
- 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](#).
- 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.
- 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.
- Check for proper operation of the high-temperature switch. Standard Vmax systems have the temperature switch wired normally closed, to open on increasing temperature. Standard Vmax systems have the temperature switch preset to 225°F.
- Verify the backpressure gauge on the separator tank is no greater than 4 psig. If the backpressure exceeds 4 psig, it can cause excessive amp load on the motor. Look for restrictions in the discharge piping. If no restrictions are found in the discharge piping, replace the oil separator element.

