

Troubleshooting Ventura Manual Systems

SYMPTOMS	PROBABLE CAUSE	REMEDY
No product flow, good brine discharge flow, Recovery percentage is 0 (See Flow Test)	<ul style="list-style-type: none"> Internal leak in Clark Pump 	<ul style="list-style-type: none"> While system is running, kink brine hose to stop flow until pressure rises to 125psi, release hose quickly, repeat no more than 10 times in succession Inspect Clark Pump Check Valves Complete Service is recommended. Contact Dealer or see Clark Pump re-build manual. Install Offshore Kit
Feed pump runs with loud noise	<ul style="list-style-type: none"> Intake blocked Air in system 	<ul style="list-style-type: none"> Check thru-hull valve Check sea strainer for leaks Check fresh water flush module for leaks Re-prime system (restart)
Pump runs intermittently, cycling on/off	<ul style="list-style-type: none"> Overpressure switch on ShurFlo pump opening 	<ul style="list-style-type: none"> Adjust or replace switch
Feed Pump not running, no noise	<ul style="list-style-type: none"> No power at feed pump Pressure switch Failed 	<ul style="list-style-type: none"> Check voltage at pump Adjust or bypass. To bypass, jump terminals on switch with electrical wire. Only bypass to test, not run long term.
Feed pump turns on, no pressure	<ul style="list-style-type: none"> Feed pump air locked Pressure relief valve open 	<ul style="list-style-type: none"> Open pressure relief valve to bleed the air, then close to start Close pressure relief valve
Display activates, but pump will not run	<ul style="list-style-type: none"> Loose or broken pump wire connection Tanks are full (if equipped with tank switch). If full, Run & Stop LED should be lit. 	<ul style="list-style-type: none"> Check wiring at terminal block inside control box Check tanks– system cannot be started if tanks are full.
System runs, no product water delivered to water tanks	<ul style="list-style-type: none"> Disconnected or broken product tubing 3-Way Valve Incorrectly set 	<ul style="list-style-type: none"> Check product tubing Check 3-Way Valve position
Low Feed Pressure, Low Amperage	<ul style="list-style-type: none"> Warm saltwater or brackish water 	<ul style="list-style-type: none"> Normal condition
High feed pressure, High Amperage, & Product Flow down up to 15%	<ul style="list-style-type: none"> Colder or more saline water Brine or product flow path subject to back pressure Scaled or fouled membrane 	<ul style="list-style-type: none"> Normal condition Confirm by routing into a bucket to test Clean Membrane

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Low product flow, more than 1 GPH Total flow down (see flow test)	<ul style="list-style-type: none"> • Motor receiving less than 12.5 VDC • Blockage or restriction in system • Thru-hull blockage • Mineral Scaling • Pump or Motor worn 	<ul style="list-style-type: none"> • Check wiring for voltage drop. Increase wire size if necessary • Check power supply • If available, turn on battery chargers • Replace prefilter, service strainer, check all hose runs • Confirm by using intake service hose and bucket of seawater to bypass. • Clean Thru-hull • Perform SC-3 Cleaning (<i>Note: By design, it is rare for a membrane to cause low total flow on Spectra systems</i>) • Pump should be able to reach 125psi within 3 seconds, & push 1.6 G/M • Replace pump head
Low product flow. Recovery percentage below minimum nominal value (See Flow Test)	<ul style="list-style-type: none"> • Pressure relief Valve open partially • Internal leak in Clark Pump 	<ul style="list-style-type: none"> • Close Pressure relief valve • Complete service recommended. Contact dealer of see Clark Pump rebuild manual. • Install offshore kit
Asymmetrical pressure and flow readings between pump shifts, more than a few psi	<ul style="list-style-type: none"> • Scored Clark Pump annular rings and/or reversing valve spool • Scored Clark Pump piston rod and/or lip seals • Scored Clark Pump cylinders 	<ul style="list-style-type: none"> • Replace • Confirm by opening test port on back of Clark Pump. If constant flow, replace seals and circular sand rod (240 grit) or replace piston rod • Hone, circular sand (240 grit) or replace
No product flow, good brine discharge flow, Recovery percentage is 0 (See Flow Test)	<ul style="list-style-type: none"> • Internal leak in Clark Pump 	<ul style="list-style-type: none"> • While system is running, kink brine hose to stop flow until pressure rises to 125psi, release hose quickly, repeat no more than 10 times in succession • Inspect Clark Pump Check Valves • Complete Service is recommended. Contact Dealer or see Clark Pump rebuild manual. Install Offshore Kit

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PPM High	<ul style="list-style-type: none"> • TDS meter needs calibration • Feed Flow or Clark Pump Problem • Membrane fouled or damaged • Fouled Prefilters 	<ul style="list-style-type: none"> • Recalibrate TDS meter or taste test water until it can be replaced • Low product flow, recovery percentage, or feed pressure can lead to drop in product water quality. Perform Flow Test & address flow issue. • Clean membrane or consult dealer about membrane damage. <ul style="list-style-type: none"> * <i>If system flow (product plus brine) is to specification, the membrane is clean, the product flows are consistent with the system flow, and the water quality is still not acceptable, then replacement of the membrane is indicated. By design, high ppm typically has to do with something other than the membrane itself.</i> • Freshwater flush procedure needs to be tested and adjusted. PPM of brine discharge must be below 1000ppm at end of flush cycle. • Replace filters or run watermaker for an extended period of time with pressure relief valve open to rinse.