Troubleshooting the Mark 2 Silver Recovery Unit

The pump has no power.		• Check the power source. Is it plugged in? If not, plug it in and/or turn the rocker switch to the on position. • Is the fuse burnt out? Inspect for cause. The fuse is a 1½ Amp Slo Blo. • Check the float switch in the holding tank. Does the bottom one turn the pump on when it is lifted? If not, new electronics may be needed. • Was it whining or humming when it stopped? If so, the motor may be burned out. **Please call Hallmark Refining @ 1-800-255-1895 to order parts.**
The pump is running, but the solution is moving very slow.		• Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backward. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Has a pump output test been done? Disconnect the tube from the in valve of the first column. Place the tube in a graduated cylinder. When the first drop of liquid enters the cylinder, start timing the output for one minute. Turn off the unit after one minute. The output should be between 34 - 50 milliliters. • If the pump output is less than recommended, do the following: Check and clean the hose strainer in the holding tank. Inspect the poppet valves and follow the instructions for priming the pump.
The pump is running, but the chemistry level in the holding tank is not dropping.		• Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backward. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Has a pump output test been done? Disconnect the tube from the in valve of the first column. Place the tube in a graduated cylinder. When the first drop of liquid enters the cylinder, start timing the output for one minute. Turn off the unit after one minute. The output should be between 34 -50 milliliters. • If the pump output is less than recommended, do the following: Check and clean the hose strainer in the holding tank. Inspect the poppet valves and follow the instructions for priming the pump.

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The pump is running, but the chemistry level in the holding tank is not dropping.		• Is the bellows (plastic accordion part) warped or leaking? The bellows tends to warp when pumping against a blockage. **ALWAYS relieve pressure at the sample valves before disconnecting the QD fittings.** The PRV is intended to prevent this from happening. **Make sure the blockage is removed before the new bellows is installed.** Please call Hallmark Refining @ 1-800-255-1895 to order this part.
The Mark 2 System is leaking.		• Is the PRV (Pressure Relief Valve) activated? • Is there pressure at the sample valves? Wearing PPE, begin checking at the LAST sample valve for pressure and work your way backwards. If high pressure exists at the last sample valve, follow the instructions for cleaning the dishwasher fitting. • Is there liquid on top of the column near the elbows? If so, check to be sure the QD fittings are clicked into place. **ALWAYS relieve pressure at the sample valves before disconnecting the QD fittings.** • Is there a hole in the bellows (plastic accordion)? See section above. • Are any clamps loose? • Are the sample valves closed with the lever parallel to the ground? • Is the O-ring on the QD nipple present? This can be greased with Vaseline to create a better seal if the O-ring is worn out. • Are the columns exhausted?
The system is full to the top and doesn't appear to be draining.		• Was the holding tank over filled? • Was the unit shut off? Overfilling may occur if power to the unit is turned off. • Did the liquid enter the tank faster than the pump could remove it?
The system runs 24 hours and never turns off.		• Was the float switch cover removed from the float switch when the unit was installed? • There may be something under the bottom float switch that won't allow the system to shut off. • Check the float switch for sediment build up. Gently unhinge and clean the float switch. • Has the float switch toggle been hinged upside down? The float must hang down so that it will rise horizontally to activate when liquid raises it.