

Zone Guardian Troubleshooting Guide



Our ZONE GUARDIAN remote flow switch testing device should, like all of our products, give you many years' trouble-free operation as long as installation, commissioning, maintenance and testing procedures are followed.

However, from time to time, snags may be experienced so we have produced this brief troubleshooting guide to assist as a starting point for simple on-site diagnostics. Our experience shows that air venting (on commissioning or following draining) or excess flow switch retard setting appear to be the most common causes of test signal failure.

We suggest firstly that you fully read and understand the full Installation and Operating Instructions, which are available on our website if you do not have a copy to hand.

If this guide does not resolve your problem, and you feel that the product is faulty and is within the warranty period, please contact us for a claim form (note that you will need to provide the results of all troubleshooting operations and provide photographs of the installation).



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Problem	Resolution
<p><i>Nothing seems to happen when I turn the Test Module key...</i></p>	<ul style="list-style-type: none"> Check green 'Power' LED is on (this should be on all the time). <ul style="list-style-type: none"> If not, then have power supply and Test Module internal wiring/fuse checked by electrician.
	<ul style="list-style-type: none"> If the green LED is on, is the yellow 'Test' LED coming on when key is turned towards 'Single Test' or 'Multi Test'? <ul style="list-style-type: none"> If not, have pump connections and Test Module internal wiring, including the key switch, checked by electrician.
	<ul style="list-style-type: none"> Is the yellow 'Test' LED coming on, but not the red 'Flow Switch' signal LED? <ul style="list-style-type: none"> There may be a problem with the flow switch or its wiring – remove flow switch cover and activate manually to check connections within the switch and wiring. Check the retard setting on the flow switch; turn the dial to '0' for testing purposes (and ensure that the setting is left on the minimum necessary, only to prevent false alarms). There may be a problem with the test flow – check that the valves either side of pump are open. If the pump is noticeably 'gurgling/whooshing', there may be an air lock – ensure thorough venting is carried out. There may be an installation problem – check the direction and orientation of installation (and if commissioning for the first time, the orientation of the pump and check valve).
<p><i>The pump appears to be running but not circulating water...</i></p>	<ul style="list-style-type: none"> The pumps used in our assembly are self-venting and should not require bleeding as long as local pipework is free from air. Remove the plug in the (top) vent valve, attach a hosepipe to drain and carefully open the valve to allow air to be expelled. It may help to do this whilst the pump is running.
	<ul style="list-style-type: none"> In the unlikely event of a foreign body blockage or pump jam, a Philips No 2 screwdriver can be inserted through the centre of the Product Serial label on the pump. With the pump NOT running, push and twist the sprung screw to unblock.
	<ul style="list-style-type: none"> Extreme air problems may be released by (1) slowly loosening the large pump connection nuts to create a leak, which will force out any remaining air, and/or (2) closing the valves and removing the pump head and impellor plate for inspection.