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**VIPER ECLIPSE  
 TROUBLE-  
 SHOOTING**

(03-02)

## VIPER ECLIPSE TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
Pump will not cycle.	1. Low or no air pressure.	Turn on air supply. Increase air pressure to 80psi.
	2. No power.	Turn on the power. Check the wiring and correct as required.
	3. Selector switch not set to inject.	Move selector switch to inject.
	4. Low or high level detected.	Press the reset button.
	5. Outlet ball valve is closed.	Open outlet ball valve.
	6. PLC is not counting.	Check the wiring and correct as required.  Some LC LectroCount systems have a sinking input pulse. A resistor will have to be added into the LC system.  Check pulse transmitter. Repair as needed.
	7. PLC preset is set too high or not entered.	Check the preset. Adjust as needed.
	8. Four-way air valve or solenoid bad.	Repair or replace as needed.

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
Pump cycles but does not pump.	1. Inlet ball valve closed	Open the inlet ball valve.
	2. Additive fluid level is low.	Refill additive tank.
	3. Pump was not primed.	Remove the prime port plugs and prime the pump.
	4. Air leak in the suction line.	Check suction line for loose fittings and repair as needed.
	5. Pump strainer clogged.	Remove strainer and clean.
	6. Additive tank not vented.	Vent the tank.
	7. Worn or dirty check valve o-rings in the pump.	Check the check valve o-rings for wear or debris. Replace or clean as required.
Pump injects the incorrect amount of additive.	1. Preset in the PLC not set correctly.	Check preset in PLC and adjust as required. Refer to calibration section of manual.
	2. Calibration wheels not set correctly.	Check and adjust calibration wheels as required. Refer to calibration section of manual.
	3. Three-way test inject valve is oriented incorrectly.	Verify the three-way valve is oriented as per the installation instructions.
	4. Worn or dirty check valve o-rings in the pump.	Check the check valve o-rings for wear or debris. Replace or clean as required.
	5. Air pressure set too low.	Increase air pressure to 80psi.
	6. Pump was not primed.	Remove the prime port plugs and prime the pump.
	7. Air leak on the suction line.	Check suction line for loose fittings and repair as needed.
	8. Quick disconnect on suction tube clogged or o-rings damaged.	Repair or replace quick disconnect.