AUTOTROL® 363 DEMAND AUTOMATIC FILTER VALVE
SERVICE MANUAL
How To Use This Manual
This manual is designed to guide the installer through the process of installing and starting the filter. This manual is a reference and will not include every system installation situation. The person installing this equipment should have:

- Knowledge in water filter installation
- Basic plumbing skills

Icons That Appear In This Manual

⚠️ WARNING: Failure to follow this instruction can result in personal injury or damage to the equipment.

NOTE: This will make the process easier if followed.

Inspection
Inspect the unit for damage or missing parts.

SAFETY INFORMATION

Electrical

- There are no user-serviceable parts in the AC adapter, motor, or controller. In the event of a failure, these should be replaced.
- All electrical connections must be completed according to local codes.
- Use only the power AC adapter that is supplied.
- The power outlet must be grounded and always on.
- To disconnect power, unplug the AC adapter from its power source.
- Install an appropriate grounding strap across the inlet and outlet piping of the water system to ensure proper grounding is maintained.

Mechanical

- Do not use petroleum-based lubricants such as petroleum jelly, oils, or hydrocarbon-based lubricants. Use only 100% silicone lubricants.
- All plastic connections should be hand tightened. Plumber tape should be used on connections that do not use an O-ring seal. Do not use pliers or pipe wrenches.
- All plumbing must be completed according to local codes.
- Soldering of the plumbing should be done before connecting to the valve. Excessive heat will cause interior damage to the valve.
- Observe local drain line requirements.
- Do not use lead-based solder for sweat solder connections.
- Do not support the weight of the system on the control valve fittings, plumbing, or the bypass.
- It is not recommended to use sealants on the threads. Use plumber tape (PTFE) on all threads.

General

- Observe all warnings that appear in this manual.
- This system is not intended to be used for treating water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- Keep the unit in the upright position. Do not turn on side, upside down, or drop. Turning the tank upside down will cause media to enter the valve.
- Operating ambient temperature is between 34°F (1°C) and 120°F (49°C).
- Operating water temperature is between 34°F (1°C) and 100°F (38°C).
- Working water pressure range is 20 to 125 psi (1.38 to 8.61 bar).
- Follow state and local codes for water testing.
- When filling media tank, do not open water valve completely. Fill tank slowly to prevent media from exiting the tank.
- Always make modifications to house plumbing first. Connect to valve last.
- Plastic parts and O-rings may be damaged by heat and solvents. When constructing plumbing connections, allow heated parts to cool and protect parts from solvents.

Location Selection

Location of a water treatment system is important. The following conditions are required:

- Level platform or floor.
- Constant electrical supply to operate the controller.
- Total minimum pipe run to water heater of ten feet (three meters) to prevent backup of hot water into system.
- Local drain or tub for discharge as close as possible.
- Water line connections with shut off or bypass valves.
- Room to access equipment for maintenance.
**Outdoor Locations**

It is recommended that the equipment be installed indoors. When the water conditioning system must be installed outdoors, several items must be considered.

- **Moisture** — The valve and controller are rated for NEMA 3 locations. Falling water should not affect performance. The system is not designed to withstand extreme humidity or water spray from below. Examples are: constant heavy mist, near corrosive environment, upwards spray from sprinkler.
- **Direct Sunlight** — The materials used will fade or discolor over time in direct sunlight. The integrity of the materials will not degrade to cause system failures.
- **Temperature** — Extreme hot or cold temperatures may cause damage to the valve or controller. Freezing temperatures will freeze the water in the valve. This will cause physical damage to the internal parts as well as the plumbing.
- **Insects** — The controller and valve have been designed to keep all but the smallest insects out of the critical areas.

**TYPICAL TOOLS AND FITTINGS REQUIRED**

- Pipe Cutter
- Tubing Cutter
- File
- Pliers
- Tape Measure
- Soldering Tools
- Lead Free Solder
- Bucket
- Towel
- Plumber Tape
- Adjustable Wrench
- Tube 100% Silicone Grease
VALVE LAYOUT

SPECIFICATIONS

Flow Rates (Valve Only)
- Service @ 15 psi: 21 gpm (79 lpm) full flow
- Backwash @ 25 psi: 19 gpm (72 lpm) full flow
- Fast Rinse @ 25 psi: 5 gpm (19 lpm)

Valve Connections
- Tank Thread: 2-1/2 inches (63.5 mm) – 8, male
- Inlet/Outlet Thread: 3/4 inch (19.05 mm) BSP, male
- 3/4 inch (19.05 mm) NPT, male
- 1 inch (22.5 mm) BSP, male
- 1 inch (22.5 mm) NPT, male
- 1-1/4 inch (31.75 mm) BSP, male
- 1-1/4 inch (31.75 mm) NPT, male
- 1-1/2 inch (38.1 mm) BSP, male
- 1-1/2 inch (38.1 mm) NPT, male
- Drain Line: 1 inch (22.5 mm) BSP, male
- 1 inch (22.5 mm) NPT, male
- Distributor Tube Diameter: 1.050 inch (27 mm)
- Distributor Tube Length: Flush to top of tank ± 1/2 inch (13 mm)

Design Specifications
- Valve Body: Glass-filled Noryl®
- Rubber Components: Compounded for cold water
- Operating Pressure: 20-125 psi (1.38–8.61 bar)
- Water Temperature: 34-100°F (1-38°C)
- Ambient Temperature*: 34-120°F (1-49°C)
- * Recommended for indoor use only

Drain Line Flow Controls
- 1" (22.5 mm): 8-20 gpm (30-76 lpm)
- 3/4" (1.9 cm): 4-7 gpm (15-29 lpm)

EQUIPMENT INSTALLATION

If you are also installing a water softener, the softener should be installed downstream of this system.

Grounding the Plumbing
It is important that the plumbing system be electrically grounded. When a water treatment system is installed a nonmetallic bypass valve may interrupt the grounding. To maintain continuity, a grounding strap can be purchased at a hardware store. When it is installed the strap will connect the plumbing into the system to the plumbing leaving the system.

Water Line and Bypass Connection
Once you have selected your location check the direction of the water flow in the main pipe.
A bypass valve system should be installed on all water conditioning systems. The bypass valve system isolates the filter from the water supply and provides untreated water to service during routine maintenance and servicing procedures.

Normal Operation
- Valves 1 and 3 open
- Valve 2 closed

Bypassed Position
- Valve 2 open
- Valves 1 and 3 closed

Before inserting the connector:
- Check that all O-rings are in place and not damaged.
- O-rings are pre-lubricated. Sliding surfaces should be lubricated with 100% silicone grease.
Firmly insert connector into the valve body. Press locking clip into position. Make certain the clip is fully engaged.

To remove a clip:
1. Turn off water and release water pressure at the valve.
2. Push the water line connectors into the valve body. This will help release O-rings that may have seated in place.
3. Remove the clip by inserting a flat blade under the top center of the clip and lifting (prying up) (Figure 4 Connector Assembly).

**WARNING:** Do not use pliers to remove a clip. It is likely the clip will break.

**Drain Line Flow Control**
The drain line flow control (DLFC) requires assembly (Figures 4 and 5).

**1 Inch Drain Line Flow Control**
Rates 8 - 20 GPM

**3/4 Inch Drain Line Flow Control**
Rates 4 - 7 GPM

**Drain Line Connection**

**NOTE:** Standard commercial practices are expressed here. Local codes may require changes to the following suggestions. Check with local authorities before installing a system.

4. Use appropriate fittings to connect tubing to the DLFC connection on valve.
5. The drain line may be elevated up to 6 feet (1.8 m) providing the run does not exceed 15 feet (4.6 m) and water pressure at the filter is not less than 40 psi (2.76 bar). Elevation can increase by 2 feet (61 cm) for each additional 10 psi (.69 bar) of water pressure at the drain connector.
6. Where the drain line is elevated but empties into a drain below the level of the control valve, form a 7 inch (18 cm) loop at the far end of the line so that the bottom of the loop is level with the drain line connection. This will provide an adequate siphon trap.
7. Secure the discharge end of the drain line to prevent it from moving.

**Figure 7 Drain Line Connection**

**NOTE:** Waste connections or drain outlet shall be designed and constructed to provide for connection to the sanitary waste system through an air gap of two pipe diameters or one inch (22 mm), whichever is larger.

**WARNING:** Never insert drain line directly into a drain, sewer line, or trap (Figure 7 Drain Line Connection). Always allow an air gap between the drain line and the wastewater to prevent the possibility of sewage being back-siphoned into the filter.

**Electrical Connection**

**WARNING:** This valve and control are for dry location use only unless used with a Listed Class 2 power supply suitable for outdoor use.

The 363 controller operates on 12-volt alternating current power supply. This requires use of the an AC adapter with your system.

Make sure power source matches the rating printed on the AC adapter.
SYSTEM STARTUP

The system will now need to be placed into operation. Please review MANUALLY INITIATING A CLEANING CYCLE on page 7 before attempting startup.

1. With the supply water for the system still turned off, position the bypass valve to the “not in bypass” (normal operation) position.

2. Press and hold the button on the controller for three seconds. This will initiate a manual cleaning cycle, and cycle the valve to the backwash position.

3. Filling the media tank with water:
   A. With the system in backwash, open the water supply valve very slowly to approximately the 1/4 open position. Water will begin to enter the media tank. Air will begin to be purged to drain as the media tank fills with water.
   B. When all of the air has been purged from the media tank (water begins to flow steadily from the drain line), open the main supply valve all of the way. This will purge any remaining air from the tank.
   C. Allow water to run to drain until the water runs clear from the drain line. This purges any debris from the media bed.
   D. Turn off the water supply and let the system stand for about five minutes to allow any trapped air to escape from the media tank. Turn on the water supply after five minutes. Check for leaks.

The system is now fully operational.

INSTALLATION CHECKLIST

___ Read the owner’s/installation manual?
___ Follow all safety guidelines in the manual?
___ If metal pipe was used, did you restore the electrical ground?
___ Securely install drain hose to an approved drain?
___ Perform a leak test?
___ Move the bypass valve to service?
___ Start a cleaning cycle?

CONTROL OPERATION AND LAYOUT

Large LED Display
A large two digit LED readout is highly visible in most installation settings.

Simplified Three-Step Programming
Only three buttons are required to fully program the control.

Recycle Button
Initiates either a delayed or immediate cleaning cycle.

Time Button
Displays or programs the time of day.

Cleaning Cycle Interval Button
Displays or programs the amount of water to treat between cleaning cycles.

Backwash Duration Button
Displays or programs the amount of time to elapse during the backwash cycle step.

Flow Indicator
The decimal point/flow indicator blinks on and off when water flow turns the meter.

Power Loss Memory Retention
The control features battery-free time of day retention during loss of power. The time will remain in memory.

NOTE: All other programmed parameters are stored in the flash memory and are retained during power outages.
PROGRAMMING THE 606F DEMAND

CONTROL

Time of Day: Press \( \) to display the current time value in hours. The time value is displayed as a number from 0 to 23, with 0 representing midnight and 23 representing 11:00 PM. While the value is being displayed, press the button to increase the value. Press and hold the button to rapidly advance the value. Release the button when the desired value is displayed. The value will be stored in memory after five seconds.
Range: 0 - 23 hours
NOTE: The elapsed minutes will reset to zero when the hours are changed.

Backwash Duration: Press \( \) to display the current backwash cycle step duration setting. The value in minutes will be displayed for five seconds. While the value is being displayed, press the button to increase the value. Press and hold the button to rapidly advance the value. Release the button when the desired value is displayed. The value will be stored in memory after five seconds.
Range: 2 - 50 minutes
NOTE: The Rapid Rinse cycle step adjusts automatically based on the Backwash Duration value. See table below.

<table>
<thead>
<tr>
<th>Backwash Time</th>
<th>Rinse Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 - 5 minutes</td>
<td>1 minute</td>
</tr>
<tr>
<td>6 - 9 minutes</td>
<td>2 minutes</td>
</tr>
<tr>
<td>10 - 13 minutes</td>
<td>3 minutes</td>
</tr>
<tr>
<td>14 - 17 minutes</td>
<td>4 minutes</td>
</tr>
<tr>
<td>18 - 21 minutes</td>
<td>5 minutes</td>
</tr>
<tr>
<td>22 - 25 minutes</td>
<td>6 minutes</td>
</tr>
<tr>
<td>26 - 29 minutes</td>
<td>7 minutes</td>
</tr>
<tr>
<td>30 - 35 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>36 - 40 minutes</td>
<td>9 minutes</td>
</tr>
<tr>
<td>41 - 50 minutes</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>

Cleaning Cycle Interval: Press \( \) to display the current cleaning cycle interval setting. The value in cubic meters (metric units) or hundreds of gallons (U.S. units) to treat between cleaning cycles will be displayed for five seconds. While the value is being displayed, press the button to increase the value. Press and hold the button to rapidly advance the value. Release the button when the desired value is displayed. The value will be stored in memory after five seconds.
Range: 0.4 - 9.5 cubic meters
100 - 4,000 gallons
Default: 1.0 cubic meters
10 x 100 (1,000) gallons
Calendar Override: To set a time duration between cleaning cycles to ensure proper function of the filter in the event of a flow sensor malfunction, press and hold \( \) and \( \) for three seconds. The value in days between cleaning cycles will be displayed for five seconds. While the value is being displayed, press the button to increase the value. Press and hold the button to rapidly advance the value. Release the button when the desired value is displayed. The value will be stored in memory after five seconds.
Range: 8 hours (0.3 days) - 30 days; 0 to disable
Default: 0 (disabled)

Accessing History Values
The control features a review level that displays the operation history of the system. This is a great troubleshooting tool for the control valve.

To access history values, press \( \) and \( \) simultaneously and hold for three seconds to view the diagnostic codes.
NOTE: If a button is not pushed for 30 seconds the controller will exit the history values table.
Press \( \) to advance through the table. When the desired diagnostic code is reached, Press \( \) to display the value. Some history values may have up to four digits. Press \( \) to display the first two digits of the value. Press \( \) to display the last two digits.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>Days since last cleaning cycle</td>
</tr>
<tr>
<td>H2</td>
<td>Current day of week (displayed as 0 - 6)</td>
</tr>
<tr>
<td>H3</td>
<td>Water used today since 1:00 AM</td>
</tr>
<tr>
<td>H4</td>
<td>Water used since last cleaning cycle</td>
</tr>
<tr>
<td>A0</td>
<td>Average water usage for day 0</td>
</tr>
<tr>
<td>A1</td>
<td>Average water usage for day 1</td>
</tr>
<tr>
<td>A2</td>
<td>Average water usage for day 2</td>
</tr>
<tr>
<td>A3</td>
<td>Average water usage for day 3</td>
</tr>
<tr>
<td>A4</td>
<td>Average water usage for day 4</td>
</tr>
<tr>
<td>A5</td>
<td>Average water usage for day 5</td>
</tr>
<tr>
<td>A6</td>
<td>Average water usage for day 6</td>
</tr>
</tbody>
</table>

Manually Initiating A Cleaning Cycle

Delayed Cleaning Cycle
Press and release \( \) to program a delayed cleaning cycle. The system will regenerate at the next cleaning cycle time (1:00 AM). Repeat procedure to disable the scheduled cleaning cycle. The display indicator dot blinks when a delayed cleaning cycle is scheduled.

Immediate Cleaning Cycle
Press and hold the \( \) for three seconds to initiate an immediate cleaning cycle. The control cycles to the backwash cycle step. The control will proceed through a complete cleaning cycle. A cascading symbol (- -) will be displayed until the cycle is complete.
PROGRAMMING THE 606F DEMAND

CONTROL CONTINUED

Quick Cycling The Control

Quick Cycling
Press and hold ☰ for three seconds to initiate an immediate cleaning cycle. The control will cycle to the backwash cycle step.
1. Press and release ☰ to display “C1” (backwash).
2. Simultaneously press then release ☰ and ☰ to move the control to the next cycle step, “C2” (rinse).
NOTE: The time may be displayed for 5 seconds.
3. During a cycle step, press and release ☰ to toggle between “- -” and “C#”.
4. Repeat steps 2 and 3 to cycle through each position.

Quick Cycle to Service Position
Simultaneously press ☰ and ☰ and hold for three seconds during any cleaning cycle step. The control will skip the remaining cycle steps and return to the service position. The time of day will be displayed when the control reaches the service position.

AUXILIARY SWITCH
An optional auxiliary switch kit (P/N 4002757) is available for the 363 demand valve to control an auxiliary switch when a cleaning cycle is initiated.
### Autotrol® 363 Demand Automatic Filter Valve • 9

#### VALVE ASSEMBLY

<table>
<thead>
<tr>
<th>Item No.</th>
<th>QTY</th>
<th>Part No.</th>
<th>Description</th>
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<td>4002555</td>
<td>Kit, Valve Discs, 360 Series Filter</td>
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<tr>
<td>2</td>
<td>1</td>
<td>4002211</td>
<td>Top Plate, 360 Series Filter</td>
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<tr>
<td>3</td>
<td>14</td>
<td>1234170</td>
<td>Screw, Pan Head, #8-18 x 9-16 LG</td>
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<tr>
<td>4</td>
<td>1</td>
<td>4002213</td>
<td>Spring, One Piece</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>4002212</td>
<td>Cam, 3 Cycle, 360 Series Filter</td>
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<td>6</td>
<td>1</td>
<td>1000589</td>
<td>Cap, Pillow Block</td>
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<td>Control Assembly, 363/606F, North American</td>
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<td>4001260</td>
<td>12 Volt Motor Assembly w/ Optical Sensor</td>
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<td>Valve O-ring Kit</td>
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<td>Kit, DLFC, 15GPM, NPT, 360, Fltr</td>
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**4002436 Rev A**
### Control Error Codes

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<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1 is displayed.</td>
<td>Program settings have been corrupted.</td>
<td>Press any key. Reprogram control. If E1 does not clear, replace control.</td>
</tr>
<tr>
<td>E3 is displayed.</td>
<td>Control does not detect the camshaft position and is returning to the service position.</td>
<td>Wait until the control returns to the service position.</td>
</tr>
<tr>
<td>Camshaft is not turning during E3 display.</td>
<td>Check that motor is connected. Verify that the motor wire harness is connected to motor and controller module. Verify that optical sensor is connected and in place. Verify that motor gear has engaged the camshaft. If everything is connected, replace components in this order: 1. Motor Assembly, Optical Sensor 2. Control</td>
<td></td>
</tr>
<tr>
<td>Camshaft is turning more than five minutes to find Home position:</td>
<td>Verify that optical sensor is in place and connected to wire. Inspect for debris in the camshaft slots. If motor continues to rotate indefinitely, replace the following components in this order: 1. Motor Assembly, Optical Sensor 2. Control</td>
<td></td>
</tr>
</tbody>
</table>

### System

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flowing or dripping water at drain after cleaning cycle.</td>
<td>Debris is preventing #3 or #4 valve disc from closing. Worn #3 or #4 valve disc.</td>
<td>Remove debris. Replace valve discs.</td>
</tr>
<tr>
<td>Control will not complete a cleaning cycle automatically.</td>
<td>AC adapter or motor not connected. Debris is preventing camshaft from rotating. Defective motor. Meter clogged with debris.</td>
<td>Connect power. Remove debris. Replace motor. Remove and clean meter.</td>
</tr>
<tr>
<td>Backwashes or purges at excessively low or high rate.</td>
<td>No drain line flow control. Restricted drain line.</td>
<td>Install drain line flow control. Remove restriction.</td>
</tr>
</tbody>
</table>
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