



# HydroGEN PRO

WATER-COOLED CO<sub>2</sub> GENERATOR

.... **IMPORTANT** ....

PLEASE READ ALL DIRECTIONS CAREFULLY AND COMPLETELY.  
FOLLOW ALL STEPS BELOW BEFORE CONTACTING HYDRO INNOVATIONS.

## TROUBLESHOOTING FLOW CHART

### START HERE

**WON'T CLICK AT ALL**

**WILL LIGHT BUT GOES OUT**

**CLICKS BUT WON'T IGNITE**

**INTERMITTENTLY GOES OUT**

#### POWER

- A) Check your breaker.
- B) Make sure the power cord is plugged into the "IN" port on the side of your HydroGEN PRO unit.
- C) Check power cord for correct cord.
- D) Does the outlet have functional power (either test with voltmeter or other working electrical device).
- E) Verify that the led light is lit on power adapter.
- F) If you are using a CO<sub>2</sub> monitor or other controller, bypass and plug directly into outlet.

#### CHECK FOR PROPANE

Check to make sure that the propane bottle has no debris in the nozzle, that it has propane inside and that the valve is turned on.

#### BLEED AIR FROM GAS LINE

With gas, power and water all on. Disconnect and reconnect power manually at least 5 times to prime the gas line.

#### GAS LEAK

Turn off Power and gas supply. Remove the gas line from the propane tank and inspect the threads for damage before reattaching. Remove the gas line from the Hydrogen and inspect the threads for damage. Reattach the gas line, and then apply soapy water to the connections to check for gas leaks. If gas leaks continue, shut off gas and power before contacting Hydro Innovations.

#### WATER

- A) Check return flow from the unit by placing your return hose from the unit into a 1-gallon jug or 5-gallon bucket and time it to see how long it takes to fill completely. Take the volume you used (i.e. 1 or 5 gallons) and divide it by the total time it takes to fill that container. Are you getting at least 1.5-2 gallons per minute?
- B) If you are getting 1.5-2 gallons per minute proceed to troubleshoot.
  - 1) Check your water inlet screen. The water inlet screen is located inside the water inlet pipe on the unit. Remove the screen (i.e. with a razor blade, paper clip, etc.) completely to check for any obstructions (deposits, Teflon tape, pieces of plastic, bugs, etc.)
  - 2) Check your lift rating on your pump. The pump must have a minimum of 15 feet of lift or head pressure, but we recommend 20 feet of lift for optimal flow rate.
  - 3) Check for any obstructions in your line (i.e. kinks in tubing, 90 degree elbows, inline filters, ball valves, "T" connectors, etc.).
  - 4) Do you have hard water? (i.e. calcium buildup on other faucets) Your heat exchanger or water valve could be clogged with deposits, which means that the unit needs to be sent in to our technician for repair.

#### LOOSE CONNECTION ON SENSOR

Disconnect and reconnect the sensor, making sure it is sitting firmly.

#### DIRTY THERMOCOUPLER SENSOR

Turn off the gas and power supplies from the Hydrogen. Remove the adjusting knobs off the front of the Hydrogen by pulling them directly off by hand. Remove the two screws from the top and bottom of the Hydrogen, this will allow the metal face plate to be taken off. The thermocoupler is located over the burner indicated by black wire with blue tape. The needle can sometimes get fouled from carbon buildup or oxidation, to fix this problem take a piece of steel wool or fine grade sand paper and clean off the buildup/oxidation from the thermocoupler.

#### TOO MUCH AIRFLOW

Turn off fans and see if unit cycles properly without shutting down.

#### OXYGEN DEPLETION

Turn off the gas and power supplies from the Hydrogen. Remove the adjusting knobs off the front of the Hydrogen by pulling them directly off by hand. Remove the two screws from the top and bottom of the Hydrogen, this will allow the metal face plate to be taken off. Remove the cover and bring fresh air into the garden before letting the unit cycle.

#### UNIT IS LEAKING

- A) Check connections.
- B) Make sure gaskets are installed and seated properly.
- C) If leak occurs inside unit please check condensation section of the troubleshooting "guide".
- D) If you have water on your supply lines please check see condensation section of the troubleshooting "guide".

#### DIRTY PROPANE GAS

On very rare occasions customers have found their bottle of propane to be dirty and cause the system to light and go out. To fix the dirty propane problem you will need to replace your propane bottle with a bottle from a different provider. This normally occurs when you have a unit that has been working fine, with recent problems occurring around the same time of a tank change. **\*\*BEFORE REPLACING YOUR PROPANE BOTTLE IT IS HIGHLY RECOMMENDED THAT YOU CALL HYDRO INNOVATIONS FIRST FOR TROUBLE SHOOTING ASSISTANCE.\*\***

*If you have gone through all the troubleshooting on this sheet then you have exhausted all possibilities that there is an error in the setup of the unit, and must therefore be a manufacturing defect. Please contact Hydro Innovations at 512-321-7575 so that we can send you an RMA form to fill out and have your unit sent in, tested, repaired, and returned to you in a timely manner. Thank you.*