

HydroGEN Troubleshooting Guide

If you smell gas

- Discontinue use until the gas leak is discovered and corrected or the unit is replaced.
- Check the regulator and its connections using soapy water. Tighten if necessary.
- Check the hose connection to the unit using soapy water (this connection does not require Teflon tape, it seals with a flare fitting). If there is a gas leak coming from the hose connection try to tighten but use a backup wrench and don't over tighten. If there is still a leak at the hose connection remove the hose and inspect the brass gas inlet, it should be smooth with no nicks or gouges and should be clean. If there is a problem with this adapter either clean it off if it is dirty or contact Hydro Innovations for a replacement adapter.
- Check the gas adapter that comes installed on the unit with soapy water. If there is a leak at this connection use a backup wrench on the unit and remove the gas adapter. Clean the threads of any sealant and reattach using Teflon tape. Do not over tighten.
- If no external leaks were detected using soapy water and the smell of gas is coming from inside the unit do not use and contact Hydro Innovations.

If you have water dripping out of the bottom of the unit

- Most likely you are experiencing condensation dripping from the copper tubing inside the unit. This is caused from the water being used to cool the HydroGEN is too cold or the humidity in your garden is too high, or both. This is similar to a cold glass of water sweating and happens when the water cools the tubing below the dew point in the room. Measures have been taken to reduce the condensation and the damage that it causes by insulating as much of the tubing as possible and moving electronics so that they won't be damaged by it. Because we have done everything possible in the design of the unit to prevent damage and because we don't have control over the humidity in your garden or your water temperature we do not cover damage to the unit caused by condensation, which would only be a problem if it were excessive.

How to curb or eliminate condensation

- The water must be warmed to above the dew point or the humidity must be lowered in the garden which lowers the dew point to below the water temperature.
- If using a recirculation system turn up the chiller slowly until the condensations stops.
- For drain to waste cooling the water can be stored in a reservoir and allowed to warm up to room temperature; you would use a pump to supply water to the HydroGEN and the water would still be drained to waste.
- The incoming water for the HydroGEN can be run through our Ice Box heat exchanger with a fan attached. The exiting water from the Ice Box should be connected to the inlet of the HydroGEN. With the fan running and the water flowing heat from the grow room will slightly warm the water that is used to cool the HydroGEN typically raising it above the dew point. As an added bonus cold air is blown in to your garden. This will typically cause the Ice Box to sweat which does not cause any damage and this water can be collected and removed from your grow room bringing down humidity levels.
- If using drain to waste the cooling the user can be switch to a recirculation system to completely stop condensation.

HydroGEN has a water leak, it's not condensation

- Contact Hydro Innovations

HydroGEN does not try to light or relight, no clicking is heard.

- Check to make sure that the unit is plugged in and that the outlet has power.
- Make sure that the HydroGEN power cord is plugged into the correct outlet and not the powered outlet for the optional HydroGEN heat scrubber.
- Check to make sure that the power cord is securely attached to the unit.
- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.
- Check to see if your water lines are attached correctly, gas on the left, water outlet in the middle and water inlet on the right.

HydroGEN lights and does not stop clicking

- Make sure that the HydroGEN power cord is plugged into the correct outlet and not the powered outlet for the optional HydroGEN heat scrubber.

HydroGEN lights but the flame dies right away or shortly after.

- Check for gas leaks, there is a sensor that detects internal gas leaks and if a leak is detected the unit will not run. Turn the unit off and smell for gas, if you smell gas coming from inside the unit discontinue use contact hydro Innovations.
- Check to make sure that the propane bottle valve is on.
- Check bottle level, keep in mind bottles feel heavy even when empty.
- Make sure there is adequate oxygen in the area the unit is being used in; there is an oxygen depletion sensor for safety.
- Check the inlet screen located just inside the water inlet for debris by removing the inlet hose barb, the screen is located just inside the inlet on the unit. Remove the screen, inspect, and clean if necessary. Even when using a recirculation system with clean water this screen can get clogged, even if using drain to waste there can still be debris in the lines.
- Make sure that the water isn't over 125F/50C or the overheat sensor will shut down the unit.
- You may not be flowing enough water to run the unit on high and could trip the overheat sensor. Test this by turning the burner to the lowest setting and turn back on the HydroGEN. If the unit continues to run properly then this is most likely your problem. If you want to run the unit on the higher settings you will need to increase water flow.
- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.
- Check for kinks in the gas line

HydroGEN stays lit only on the lowest gas settings.

- There is most likely not enough water flowing through the unit and the water is getting to hot. Your choices are to run the unit on a lower setting or increase the water flowing to the unit.

HydroGEN stays lit only on the lowest water setting.

- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.

What to do if you suspect low water flow or low water pressure.

- **If using a pump make sure that it has at least 15' of lift. This is a powerful pump and is necessary for the HydroGEN to operate. This is the most common problem that customers have.** If not using a pump with 15' of lift (marked on the pump packaging) replace the pump. This is a standard recommendation and the pump size may vary if there is an installation that is not typical. This would be pumping more than 6' to 8' or pumping for longer distances, usually over 30' total hose length for the supply and the return.
- If using a pressurized water source make sure that the HydroGEN water valve is mounted in the correct direction. There are arrows on the top of the valve.
- Check the inlet screen located just inside the water inlet for debris by removing the inlet hose barb, the screen is located just inside the inlet on the unit. Remove the screen, inspect, and clean of necessary. Even when using a recirculation system with clean water this screen can get clogged, even if using drain to waste there can still be debris in the lines.
- If the distance from the pump to HydroGEN is over 15' (30' total supply and return) the tubing may need to be larger or may require a larger pump. A water hose works well.

If you have checked everything listed above and you unit still doesn't operate properly.

- If using a recirculation system attach the HydroGEN water inlet DIRECTLY to a water faucet with a water hose. If using drain to waste bypass the HydroGEN valve. Turn the water faucet to full open and if the unit works properly most likely there is an issue with one of the items above since there is adequate pressure and flow from any municipal water supply.

What do you do if you have tried everything, how do I contact Hydro Innovations?

- Do not return to the store, contact Hydro Innovations first.
- For a quick response contact us at support@hydroinnovations.com.