



**Important Reminders**

Please read your Select Doser user manual as many questions can be answered by reading the manual.

Replace your pump tubes every month to prevent a tube burst and maintain dosing accuracy.

Clean the unit and the sensor using CLR or Hydrogen Peroxide (especially when using hard water).

Did you turn the water back on after cleaning the sensor / unit?

Are new parts installed correctly?

Is the unit plugged in?

If you have more than 1 unit, use another unit to test the issue.

Issue	Possible Causes	Recommendations
<b>Select Doser unit is high flowing.</b>	Bad Motor.	Replace the motor.
	Seized up rollers.	Ensure the rollers are turning freely.
	Ratio has been changed.	Ensure correct / desired ratio is being used.
	Rollers missing magnets (Select Doser Max).	Ensure your Select Doser Max rollers have the magnets.
	Missing magnetic plate (Select Doser 640).	Ensure your Select Doser 640 has the magnetic plate.
<b>Select Doser unit is shutting down.</b>	Seized up rollers.	Ensure the rollers are turning freely.
<b>Select Doser unit is not registering flow.</b>	Dirty flow sensor.	Clean the fins on the flow sensor using CLR or Hydrogen Peroxide.
	Sensor or sensor cable may be worn out.	Replace the sensor / sensor cable.
<b>Select Doser unit is getting loud.</b>	Gears may be worn.	Replace the motor (Select Doser 640). Replace the motor (Select Doser 380). Replace the gears (Select Doser Max).
	The motor bearings could be failing.	Replace the motor.
<b>Select Doser pump tube is not holding suction.</b>	Bad Motor.	Replace the motor.
	Wobbly rollers.	
<b>There are no graphics on the Select Doser brain box.</b>	Unit may be unplugged.	Plug the unit in.
	Flow sensor cable could be bad.	Replace the flow sensor cable.
	LCD Display could be bad.	Replace the LCD display.
	Circuit board could be bad.	Replace the circuit board.
	EEPROM or Processor chips could be bad.	Replace the EEPROM or Processor chip.
<b>Solution is not injecting into the waterline.</b>	PSI too high.	Maximum PSI on units: Select Doser 640 (32 PSI). Select Doser 380 (80 PSI). Select Doser Max (100 PSI).
<b>Unexpected "Tube Fractured!" Message.</b>	Water inside the pump head.	Dry the inside of the pump head.

If you believe that you need to send your unit in for repair, please e-mail [selectdoser@genesisinstruments.com](mailto:selectdoser@genesisinstruments.com).

**Labor** is billed at \$75/hr & each repair is subject to 0.6 hour minimum (\$45)