



SINGERTM

SINGER SOLUTIONS:

A VISUAL GUIDE TO TROUBLESHOOTING YOUR VALVES

Mueller Co.

Reliable Connections[®]

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Water management professionals know all too well that problems arise — usually sometime after 2 a.m., or just as you're walking out the door for a holiday weekend. No matter how well-prepared you are, or how sophisticated your system, sometimes you're going to run into challenges. It's simply the nature of the industry.

When you experience an issue with your valves (especially when they're failing to open or close as expected) your first instinct is to call the factory for support. While some cases may require factory assistance, this isn't always the most efficient solution.

If you're experiencing these issues, the first step is to relax. Take some deep breaths. Imagine you're on a beach, sipping a tropical beverage...

OK - now come back. We've got work to do.

TO SAVE YOU A PHONE CALL, A HEADACHE AND HOURS OF MUCH-NEEDED BEAUTY SLEEP, WE'VE DEVELOPED THREE HANDY VISUAL TROUBLE-SHOOTING GUIDES. PRINT THEM OUT, FRAME THEM AND STUDY THEM EVERY NIGHT — OR SIMPLY SAVE THIS GUIDE FOR EASY REFERENCE.

PROBLEM 1:
**HELP! MY
RELIEF
VALVE
ISN'T
OPENING.**

Check the handles.

**ARE ALL BALL
VALVES OPEN?**

NO

Go ahead, open them.

**DID THE
VALVE OPEN?**

YES

NO

It's possible there's no
pressure to the valve inlet.

**ARE THE LINE
VALVES OPEN?**

NO

Well, open them.
How about now?

**DID THE
VALVE OPEN?**

YES

NO

The pilot isn't adjusted correctly.
Try adjusting the pilot.

**DID THE
VALVE OPEN?**

YES

**CONGRATULATIONS!
YOU DID IT.
GIVE YOURSELF A
PAT ON THE BACK.**

NO

We've got a possible
pilot diaphragm
failure. We need
to undo the flare
nut downstream
of the pilot.

**WAS THERE
FLOW
THROUGH
THE PILOT?**

YES

NO

Don't panic. Let's
go ahead and
disassemble the
pilot and repair as
necessary. (See IOM)

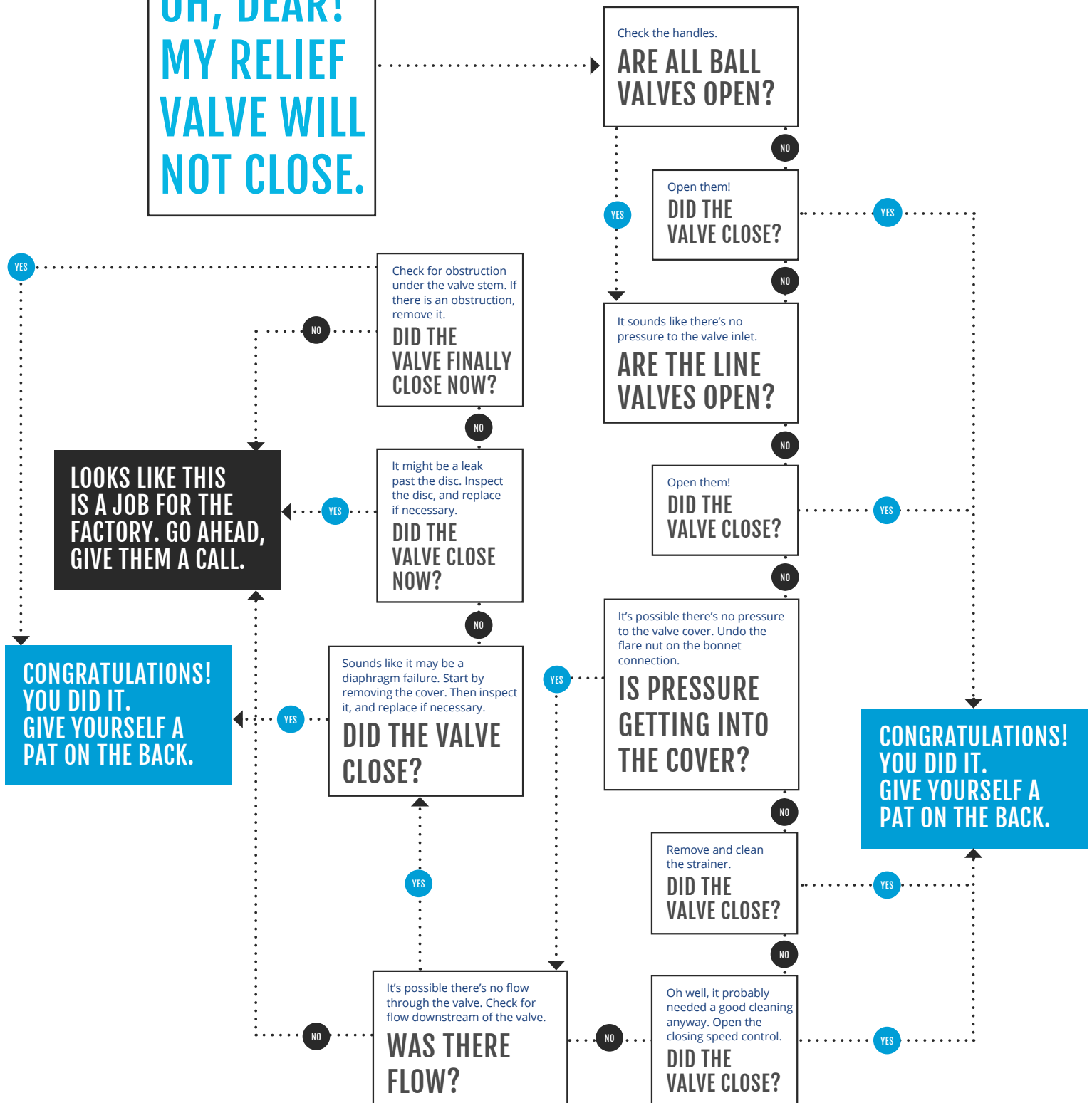
**DID THE
VALVE OPEN?**

YES

NO

**LOOKS LIKE THIS
IS A JOB FOR THE
FACTORY. GO AHEAD,
GIVE THEM A CALL.**

PROBLEM 2: OH, DEAR! MY RELIEF VALVE WILL NOT CLOSE.



PROBLEM 3:
**SOS! MY
REDUCING
VALVE WILL
NOT OPEN.**

Check the handles.

**ARE ALL BALL
VALVES OPEN?**

NO

YES

Go ahead, open them.

**DID THE
VALVE OPEN?**

YES

NO

It sounds like there's no
pressure to the inlet of the valve.

**ARE THE LINE
VALVES OPEN?**

NO

YES

Well, open them.
How about now?

**DID THE
VALVE OPEN?**

YES

NO

Model 26 isn't adjusted properly.
You're going to have to adjust it.

**DID IT WORK?
IS THE VALVE
OPEN?**

YES

NO

The pilot isn't ad-
justed correctly. Go
ahead and adjust it.

**DID THE
VALVE OPEN
NOW?**

YES

NO

Sounds like there
may not be flow
through the pilot.
Undo the flare
nut downstream
of the pilot.

**WAS THERE
ANY FLOW
THROUGH
THE PILOT?**

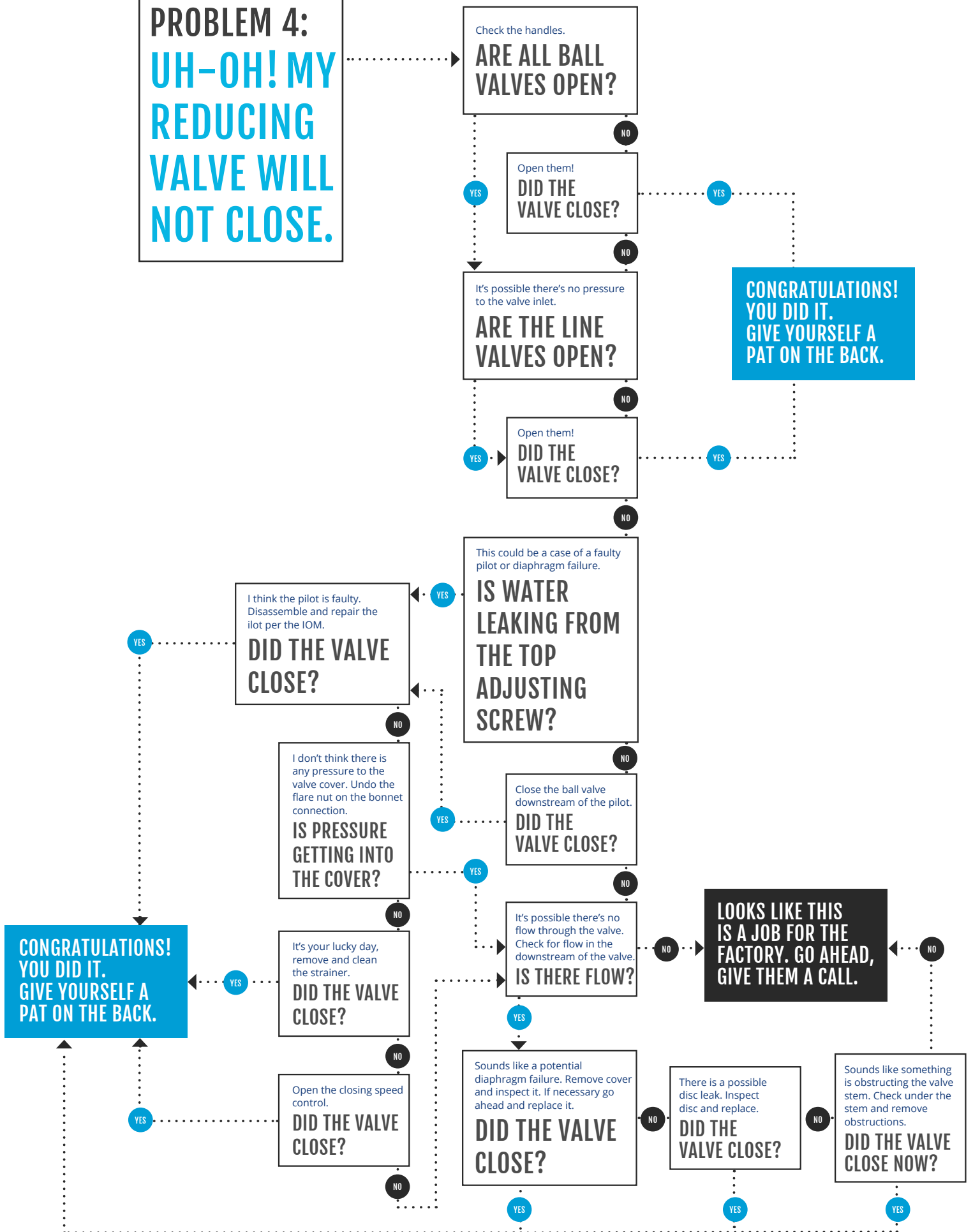
YES

NO

**LOOKS LIKE THIS
IS A JOB FOR THE
FACTORY. GO AHEAD,
GIVE THEM A CALL.**

**CONGRATULATIONS!
YOU DID IT.
GIVE YOURSELF A
PAT ON THE BACK.**

PROBLEM 4: UH-OH! MY REDUCING VALVE WILL NOT CLOSE.



PROBLEM 5:
YIKES! MY VALVE IS UNSTABLE.
(RAPID FLUCTUATIONS)

First, let's try bleeding the air off the indicator or bonnet plug, and other high points in the pilot system.

DID THE PRESSURE STABILIZE?

YES

NO

Check Model 26. If fitted, it's not set correctly. Adjust Model 26.

DID THE PRESSURE STABILIZE?

YES

NO

It's possible the sensing line is at a poor location, if fitted. You're going to have to relocate the sensing line to a better location.

DID THE PRESSURE STABILIZE YET?

YES

NO

LOOKS LIKE THIS IS A JOB FOR THE FACTORY. GO AHEAD, GIVE THEM A CALL.

CONGRATULATIONS! YOU DID IT. GIVE YOURSELF A PAT ON THE BACK.

THE SINGER SOLUTION

Whether your system is challenged with pressure and level control issues, noncompliance with safety standards, pipe bursts or lack of surge protection, Singer has a cutting-edge solution to fit your needs. Check out our [complete product guide](#) and contact a [Singer](#) representative to discuss your water system challenges.

ABOUT SINGER

Singer designs and manufactures automatic control valves for the global water industry. Since 1957, its pilot-operated diaphragm control valves have been installed on virtually every continent around the world. Whether it is water loss management in Southeast Asia, water conservation concerns in Saudi Arabia or urban distribution demands in the United States, Singer provides water management solutions to governments, cities, companies and contractors around the world.