

# TROUBLESHOOTING GUIDE

## 1. Water will not spray when the platform is stepped on.

- a. Make sure the water supply is on.
- b. Check for sand accumulation under the unit. Sand build up can interfere with the spring action of the platform and prevent the water valve from working properly. Build up may also allow sand to enter the valve at the actuator stem. If a sufficient amount of sand enters the valve, the actuator stem may seize. (See subparagraph "c" below.)
- c. Debris in the water supply (or from sand build up) may have jammed the water valve stem. Disconnect the unit and place it on its side (being careful to protect the unit against scratches). Remove the cap on the bottom of the water valve. Carefully remove the valve spring. Carefully remove the valve stem by pushing it out the bottom of the valve. The roller cam may be used as a lever to push on the top of the valve stem. Pliers may be needed to extract the stem. Watch for any debris coming from the valve body as the stem is removed. Rinse the valve body and stem until all debris is removed. Reassemble using an appropriate lubricant on the valve stem. (Note: Teflon tape or other appropriate sealant must be used on the threads of the bottom cap of the valve.)
- d. Depending upon the pressure of the water supply to the unit, 25-50 lbs. of weight upon the platform is required for activation. A very small child may not be heavy enough to activate the unit. (Note: If the water pressure is greater than 60 psi, a pressure regulator may need to be installed for optimal performance.)
- e. Check to see if the water valve cam assembly is too "loose". Lift the unit on the inlet side up to a 30 degree angle for inspection. The rollers on the cam actuator should be parallel to the bottom of the platform and nearly or barely touching it. If the rollers are much more than a business card's thickness from the bottom of the platform, the cam assembly must be adjusted. See the Valve Cam Assembly Adjustment section for the adjustment procedure.

f. If the platform has been recently removed for any reason, check to insure that the platform was reinstalled properly. The longer platform studs must be on the valve side of the unit to permit the springs to actuate.

## **2. Water will not shut off when there is no weight on the platform.**

a. Check for sand accumulation under the unit. Sand build up can interfere with the spring action of the platform and prevent the water valve from working properly. Build up may also allow sand to enter the valve at the actuator stem. If a sufficient amount of sand enters the valve, the actuator stem may seize. (See subparagraph "b" below.)

b. Debris in the water supply (or from sand build up) may have jammed the water valve stem. Disconnect the unit and place it on its side (being careful to protect the unit against scratches). Remove the cap on the bottom of the water valve. Carefully remove the valve spring. Carefully remove the valve stem by pushing it out the bottom of the valve. The roller cam may be used as a lever to push on the top of the valve stem. Pliers may be needed to extract the stem. Watch for any debris coming from the valve body as the stem is removed. Rinse the valve body and stem until all debris is removed. Reassemble using an appropriate lubricant on the valve stem. (Note: Teflon tape or other appropriate sealant must be used on the threads of the bottom cap of the valve.)

c. Check to see if the platform springs are broken. Remove the side panel on the inlet side. Remove the two lock nuts and smaller flat washers holding the platform in place on inlet side. Raise the platform carefully to inspect the springs. If the springs are broken, please contact Surf Splash, Inc. for replacement springs.

d. Check to see if anything may be wedged against the platform to prevent the springs from lifting the platform.

e. Check to see if the water valve cam assembly is too "tight". Lift the unit on the inlet side up to a 30 degree angle for inspection. The rollers on the

cam actuator should be parallel to the bottom of the platform and nearly or barely touching it. If the rollers cannot be turned easily with your fingers (because of the weight of the platform), the cam assembly must be adjusted. See the Valve Cam Assembly Adjustment section for the adjustment procedure.

f. Water pressure may be too low. If the unit is on the same water supply line with another Surf Splash unit, outdoor showers or other types of water usage, the water pressure may become too low and interfere with the proper operation of the unit. If this is the case, a different water supply line may have to be sought.

g. If water valve has been removed and reinstalled for any reason, check to insure that it was reinstalled for proper water flow direction. There is an arrow on the side of the valve, which shows the water flow direction. The arrow should be pointed toward the threaded pipe where the valve is screwed onto the unit.

### **3. Nozzle(s) not spraying fully.**

Remove (using a 9/16" six-point socket and ratchet), clean and reinstall nozzle(s). If still not spraying properly, contact Surf Splash, Inc. for replacement nozzle(s).

### **4. Platform deck board is discolored.**

Discoloration of the platform deck board can occur from storage of the unit. Any discoloration will resolve upon placing the unit in direct sunlight for a few hours.