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S:\000\Trouble Shooting Tips for Caliber Collision

Herkules Paint Gun Washer Support

Dear Caliber Team Member,

Thank you for using Herkules Paint Gun Washers! We are committed to providing your shops with durable, reliable equipment. If a Herkules Paint Gun Washer has an issue, we partner with you to quickly resolve it. For that reason, we are offering this guide that addresses some of the more commonly occurring issues. If the machine is not functioning properly, begin with these QUICK CHECKS:

Air line:

Ensure that line is connected, and is not leaking, crimped, bent or in any way misshaped.

Contact points:

- Make sure the lid closes easily.
- Make sure the lid actuator rod is making full contact with the limit valve on the right rear leg.
- Make sure the both MC switches can open and are not obstructed in any way. These switches, also called limit valves, are slightly taller than a paper clip. The first switch activates when the lid is closed; the second switch is activated by the timer knob. When the top of the switch is depressed, air flows through the switch, which activates the pump.



Solution/Solvent:

- For the G520 (dual tub unit), make sure the hose is submerged in the draw tub, and that there is an adequate supply of liquid.
- For the G200/G202 Big Blue Tub units, make sure the reservoir has 5 gallons of liquid; if filled adequately, it should be an inch above the intake filter.

The next sections address these specific issues:

- Unit Starting/Stopping
- The 338 Pump
- The Push Valve

UNIT PROBLEMS STARTING/STOPPING

If the unit won't turn on:

- Make sure the airline is properly connected with a source providing at least 75 psi.
- Check all air connections to ensure that there are no leaks.
- Make sure the lid is fully closed, and that the lid actuator rod is making full contact with the limit valve on the right rear leg.
- Make sure the timer cam is engaging the limit valve.
- Make sure the timer is on and functioning correctly.

If the unit won't turn off:

- Make sure the timer cam is moving. If not, slightly loosen the nuts holding the limit valve on the right front leg of the stand. Reposition the valve and tighten nuts.
- Make sure limit valves are not stuck in the closed position.
- Make sure the timer is not pushed in against the leg.

THE 338 PUMP

This powerful pump is used on almost every Herkules Paint Gun Washer. Common issues, such as a constantly running pump or slow pump, are usually easy to address.

For the constantly running pump:

Check the solvent, most of the time if a pump keeps running, it is because it is trying to draw solvent, but can't. The pump needs to be primed, which is a simple task: make sure that there is solvent underneath the PGW, and that the draw hose is in the bucket, reaching the solvent. Then either turn on the flow-thru brush or push up the pressure wash; both actions will prime the pump.

The single tub paint gun washers (G200 and G202) do not require priming; if their pumps are running constantly, check the level of solvent in the big blue tub. Make sure there is 5 gallons of clean solution in the gun washer, with the cleaning solution an inch above the intake filter.

Pump running slowly, or not at all:

- Make sure the intake filter is not clogged; either clean or replace
- Make sure the manifold nozzles and stem supports are not clogged.
- Make sure the lid is fully closed, and that the lid actuator rod is making full contact with the limit valve on the right rear leg.

Other Pump Concerns:

If the 338 Pump is not functioning correctly, there are two quick checks that can either resolve the issue or help determine if the pump needs to be replaced.

1. **Pump check** - the pump can be checked with a brief test, without detaching it from the paint gun washer. Attach an airline to the inlet on the side of the pump. Run the air; if the pump runs normally, then the pump is operational. If the pump is running slow, make sure that the airline hoses are not twisted, kinked or bent.
2. **Switches Check** - Herkules gun washers have two M1C switches, which are slightly taller than a paper clip. When the top of the switch is depressed, air flows through the switch, which activates the pump. Make sure the switch can open, and is not obstructed in any way. Each switch has two ports (on the bottom) where air lines are attached. If the airlines are in the wrong port, the pump might run when the lid is open. To change the lines, simply push up on the black ring around the port to release the line, then switch and re-connect.

THE PUSH VALVE (G520 ONLY)

Over the course of time, the push valves on the G520 can get stuck. A quick cleaning can provide the remedy.



1. With a wrench, unscrew the valve from the shroud.



2. Disassemble the valve, using a screwdriver to loosen the screw that connects the assembly.



3. There should be four parts: upper brass piece, coil, lower brass piece, and screw.



4. Wipe clean both steel pieces, and make sure the rubber is still attached to the screw, and the coil is in good working order. If so, re-assemble. If any of these components, or the entire assembly, need replacing, contact Herkules.

Still Having Issues?

Herkules Paint Gun Washers are built to last, but even the most durable of machines can experience problems. If these tips did not resolve the issue, please contact Herkules weekdays, at 1-800-444-4351. The Herkules team welcomes questions, and works with customers to quickly resolve issues.

To simplify and expedite this process, please have the following information ready:

1. The unit's serial number; this number is located on a steel tag secured to the unit, usually near the pump. Two examples are shown below:



G520 – left, G202 - right



2. A description of problem; for example, the paint gun washer won't start, the washer won't stop, the pump is leaking.
3. The type of cleaning solution currently used in the unit.
4. The name and contact information of the operator, and best time to reach them.

With this information, either dial our toll-free number, 1-800-444-4351 and select 2; or email us at info@herkules.us.

What happens next?

Our Herkules team member will discuss the problem, and trouble shoot the issue with your tech. Sometimes, the issue can be resolved during the phone call. On occasion a replacement part is needed; the serial number enables Herkules to determine if the repair is a warranty issue. Parts are shipped weekdays from our Michigan facility. If additional steps are required, the Herkules team will work with the tech to determine the repair schedule.