

# Automatic Flushing System



## Problem / Solution Guide

### STEP 1. Identify The Model

#### Atmospherically Flushing

Flushes to Ground

- HG-1-Basic/S Warm Climate
- HG-1 Warm/Moderate Climate
- HG-3 Cold Climate
- HG-6 (Hydrant Model)
- HG-6-Basic (Hydrant Model)

#### Directed Discharge

Flushes Away From Device

- HG-2 Low Profile, Warm/Moderate Climate
- HG-2 High Profile (formerly the HG-5), Warm/Moderate Climate
- HG-4 Cold Climate

- HG-8 Cold Climate
- HG-8 Warm Climate

**NOTE: Model identification is shown ahead of the serial number on each device.**

### STEP 2. Identify The Issue / Review Solutions

PROBLEM	SOLUTION
<b>FLOW OR NO FLOW</b>	
<ul style="list-style-type: none"> <li>• Device will not turn on</li> <li>• Device will not turn off</li> <li>• Water is leaking from device</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm water to unit is on.</li> <li>• Install fresh batteries into controller (Node: 9v Alkaline; T-2: 9v Lithium).</li> <li>• Verify valve adjustment is at 100% open.</li> <li>• Flush water service line leading to device prior to installation (critical for use of HG-6 &amp; HG-6/Basic).</li> <li>• Run a manual test of controller and solenoid and listen for solenoid to click.</li> <li>• Remove solenoid and check it for debris.</li> <li>• Open valve and check valve diaphragm for debris or damage (including debris screen inside of valve body).</li> <li>• Confirm the correct Year, Day and Time have been entered into the controller (including the handheld controller if applicable).</li> <li>• Confirm all programs have been set properly – according to the utility’s preferred schedule – by manually checking each scheduled entry. Be certain to check ALL programs (i.e., A,B, C).</li> <li>• Ensure there is not a hidden program causing the issue. Clear ALL programming from programmer (including handheld if applicable) and re-enter preferred programs.</li> <li>• If model features freeze protection, inspect the valve for presence of debris on or in valve (some disassembly may be required).</li> <li>• For deep bury / cold weather models, confirm that the set screw and lower threaded shaft on the freeze protection system have not been altered from factory settings.</li> </ul>
<b>PROGRAMMING</b>	
<ul style="list-style-type: none"> <li>• Programmer will not keep correct time</li> <li>• Programmer will not save programs</li> <li>• Having trouble programming unit</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm the correct Year, Day and Time have been entered into the controller (including the handheld controller if applicable).</li> <li>• Confirm all programs have been set properly—according to the utility’s preferred schedule – by manually checking each scheduled entry. Be certain to check ALL programs (i.e., A,B, C).</li> <li>• Clear ALL programming from programmer (including handheld if applicable) and re-enter preferred programs.</li> </ul>
<b>VALVE CLOSING SPEED</b>	
<ul style="list-style-type: none"> <li>• Valve closes too fast</li> </ul>	<ul style="list-style-type: none"> <li>• Remove top of valve body. Confirm that the regulating port on the top of the valve’s outlet side is not damaged (on some models this may require removal of the internal assembly).</li> </ul>

FOR ADDITIONAL SUPPORT, CONTACT CUSTOMER SERVICE: 877.864.8500.



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