

## JetStream™ Troubleshooting FAQs

[I've just installed a new JetStream™ and it isn't working – what should I do?](#)

[How do I prime my pump?](#)

[My unit has stopped working – what should I do?](#)

[My unit doesn't click – why not?](#)

[Why am I getting excessive vacuum consumption?](#)

[Why are my non-return valves blocked?](#)

[My lever gun is leaking – what can I do?](#)

[My chemical consumption is too high.](#)

[I want to replace the diaphragms on my pump, but there seems to be a clear gel lubricant on them – do I need to use something special?](#)

[My question has not been covered – how can I get more information?](#)

[Top](#)

- [I've just installed a new JetStream™ and it isn't working – what should I do?](#)

We would recommend that you go through a number of checks to make sure that the unit has been installed correctly.

- 1) With the vacuum pump switched on, check that the vacuum link is airtight and vacuum is reaching the unit by pulling off the supply pipe (ATS/413) and testing with your finger.
- 2) Ensure that the chemical container has been filled and that the intake filter and tubing is fully seated in the liquid.
- 3) Make sure that the Directional Valve (ATS/425) is [clicking](#) properly and that it is clean. The red [Bleed Valve](#) may be blocked and require cleaning using the wire supplied with it.
- 4) Check the Diaphragm Pump (AJS/2004) to make sure that it is pumping. The [non-return valves](#) ATS/445 and ATS/446 can be removed for cleaning or replacement if required.

[Top](#)

- [How do I prime my pump?](#)

All Pump units are primed before leaving the factory. However, sometimes (especially with older units) the pump will periodically lose its prime and as a result will not pump, this can be rectified using the following procedure.

- 1) Use water rather than teat spray and make sure that the teat spray guns are open.
- 2) Raise container of liquid so that it is on a level or above the teat spray unit.

If this doesn't work.

- 3) Disconnect tube from output line.
- 4) Connect the unit to a vacuum and set it running.
- 5) Take a separate tube from a source of vacuum and push it temporarily onto the output nipple of the unit until water can be seen going through the pump.
- 6) Once water has passed through then the pump should continue to pump. Disconnect the vacuum and re-connect the liquid output line.

If the pump loses the prime this would be an indication of faulty inlet and outlet valves.

[Top](#)

- My unit has stopped working – what should I do?

We would recommend that you go through a number of checks to find the fault.

- 1) Ensure that the chemical container is filled and that the intake filter and tubing is fully seated in the liquid.
- 2) Check that the intake filter is not blocked or has not dropped off. It can be removed for cleaning, but replacements are available as spare parts, either as a pack of 2 (ATS/419) or complete with flexible tubing (ATS/412). If the system is taking up muck because no filter is in use then it is likely that this will block up the pump or the guns.



- 3) Check that the gun nozzle isn't blocked. Most of our nozzles can be disassembled for cleaning.
- 4) Make sure that you are using a suitable chemical. The JetStream™ and the Viton JetStream™ systems are not suitable for use with Sodium Hypochlorite or with Peracetic Acid. A Viton JetStream™ is required for Chlorine Dioxide or Lactic Acid. A conversion kit containing viton diaphragms is available (AJS/2023-V).



- 5) Make sure that the Directional Valve (ATS/425) is [clicking](#) properly and that it is clean. The red [Bleed Valve](#) may be blocked and require cleaning using the wire supplied with it.
- 6) With the vacuum pump switched on, check that the vacuum link is airtight and vacuum is reaching the unit by pulling off the supply pipe and testing with your finger.

[Top](#)

- My unit doesn't click – why not?

The clicking sound is made by movement of a slide valve in the Directional Valve (ATS/425) at a rate of 30-33 beats per minute. Therefore, if the unit stops clicking then there is likely to be a fault with the Directional Valve. We do provide a service kit (ATS/448) and a number of spare parts.

The fibre filter can get soiled reducing the effectiveness of the product, but this can be replaced with new filters (ATS/444) and we would advise doing this at least every 1000 hours. The red bleed insert (ATS/447) contains some tiny restrictor holes (with o'rings) which can get blocked. The thin wire wrapped around the bleed insert can be used to poke through these holes and remove any ingrained dirt. Make sure that when you put the bleed insert back into the Directional Valve that the o'rings are still correctly seated, otherwise the unit will not seal properly and you will get vacuum leakage.

[Top](#)

- Why am I getting excessive vacuum consumption?  
This can be caused by failure of the Directional Valve diaphragm. We would recommend that you first make sure that the bleed insert is correctly and fully inserted. Make sure that the 'o' rings on both sides of the bleed insert are not distorted, damaged or missing as this can cause vacuum leakage. The bleed insert can be replaced – product code ATS/447.



If this does not resolve the issue then remove and carefully inspect the diaphragm for signs of perishing or small punctures. Replacement diaphragm assemblies can be purchased separately (ATS/443) or as part of the Directional Valve Service Kit (ATS/448). When putting the diaphragm assembly back, or replacing it, make sure that you line up the holes properly so that you get vacuum.



[Top](#)

- Why are my non-return valves blocked?  
Non-return valves contain a small glass ball which moves up and down with the flow of the chemical through the pump. If intake filters are not in use, or a chemical has dried inside the pump then it is possible for these to get blocked.



If there is a problem, then the non-return valves can be removed for checking and cleaning (using an AmbiSpanner™). We recommend warming the tubing before removing it from the nipple and before replacing it, so that no damage occurs. Simply rinse the non-return valves through with fresh water and check that the ball is moving freely and that the 'o' rings (marked with black dots on the drawings above) are in place. Make sure that the correct valves are being used as the inlet and outlet valves are NOT interchangeable. The outlet valves must be sited on the side of the pump head with the arrow. Replacement valves are available with the product codes ATS/445 and ATS/446.

[Top](#)

- My lever gun is leaking – what can I do?

Lever guns can get blocked up, especially if an intake filter is not in use. When it is blocked it either stops working altogether, or leaks because the control valve is being held open. In order to unblock it we would recommend that you switch off and depressurise the system, then carefully remove the control valve at the back of the gun (using the AmbiSpanner™). Make sure not to lose the 'o' ring, the spring or the control valve. Wash through the gun with clean water and also clean the control valve itself, before fixing it back together using the AmbiSpanner™. The groove on the screw plug should line up with the length of the lance.

If any of the parts are missing or damaged then they can be replaced using a Trigger valve service kit – available in blue, green or yellow to match your lance (ATS/405, ATS/405-Y, ATS/405-G).



[Top](#)

- My chemical consumption is too high.

The level of chemical consumption is largely dependent upon the time taken to spray the cows' teats and the amount of attention to detail that is paid when spraying. Consumption will generally be higher than for dipping, but can be minimised by adopting a circular spraying motion to ensure all surfaces of the teat are covered. On average this should last only about 1 second and, depending on the chemical used, consumption should be in the region of 15ml per cow.

More information is available on our livestock health pages:

[Monitoring coverage of teat spray systems and maintenance;](#)

[How effective is post-milking teat spraying?](#)

[Top](#)

- I want to replace the diaphragms on my pump, but there seems to be a clear gel lubricant on them – do I need to use something special?

With the exception of Silicone Grease, silicone lubrication is used to ease assembly during build. Silicone Grease is used typically as a lubricant on reciprocating parts of the pump.

[Top](#)

- My question has not been covered – how can I get more information?

For further technical information please contact Ambic either by email or by telephone:

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[Top](#)