

## The Lawn Genie® Troubleshooting Guide

Malfunctions aren't common, but when they occur, they're often due to one of these frequently overlooked causes. See the specific operating manuals for additional information.

### Valves

Valves will not open electrically	<ol style="list-style-type: none"> <li>1. Make sure valve works manually at the valve.</li> <li>2. If it does not, see "Valve will not turn on manually at the valve."</li> <li>3. Check to see if there is voltage at the valve.</li> <li>4. If there is voltage at the valve, try replacing the solenoid.</li> <li>5. If there is no voltage at the valve, check for voltage at the timer.</li> <li>6. If there is no voltage at the timer, replace or repair the timer.</li> <li>7. If there is voltage at the timer, try replacing the valve wire.</li> </ol>
Valve will not open manually at the valve	<ol style="list-style-type: none"> <li>1. If the valve has a bleed screw, open it and see if water comes out from there.</li> <li>2. If no bleed screw, unscrew the solenoid and see if water begins to spray out from beneath the solenoid</li> <li>3. If step one or two above does occur, look for a main water shutoff valve and open it.</li> <li>4. If either step one or two above successfully occurs, check to make sure the flow control on the valve is open.</li> <li>5. If the flow control is open, or the valve does not have flow control, the valve is bad and needs replacement.</li> </ol>
Valve will not shut off	<ol style="list-style-type: none"> <li>1. Disconnect one of the valve wires. If the valve shuts off, the problem is with the timer.</li> <li>2. If the valve does not shut off:</li> <li>3. Turn off the main water supply.</li> <li>4. Open the top of the valve and remove the diaphragm.</li> <li>5. Turn on the water supply and flush the valve out for 15 seconds.</li> <li>6. Inspect the diaphragm for holes or tears. Replace if necessary.</li> <li>7. Remove solenoid from top of valve and clean out ports.</li> <li>8. Put valve back together and turn on water supply</li> </ol>
Valve does not shut off completely	<ol style="list-style-type: none"> <li>1. Turn off water supply.</li> <li>2. Remove top of valve and diaphragm.</li> <li>3. Flush valve for 15 seconds.</li> <li>4. Inspect diaphragm for holes.</li> <li>5. Inspect solenoid for debris under plunger</li> <li>6. Put valve back together</li> <li>7. Turn water supply back on</li> </ol>
Valve leaks from anti-siphon shield cap	<ol style="list-style-type: none"> <li>1. The valve is not installed at least 6 inches higher than the highest sprinkler on that line.</li> <li>2. Raise the valve up so that the above condition is met.</li> </ol>

### Timers

Timer waters all zones then starts over	<ol style="list-style-type: none"> <li>1. There are too many start times programmed.</li> <li>2. Go through start times, and turn off all start times except start time #1</li> </ol>
Display is showing "fuse", "short", "f", or "bad1"	<ol style="list-style-type: none"> <li>1. The timer has detected a bad solenoid or wire on a valve.</li> <li>2. Determine which valve has not been watering.</li> <li>3. Check the wiring for bad connections.</li> <li>4. Try replacing the solenoid on that valve</li> </ol>
Mechanical timer does not keep time	<ol style="list-style-type: none"> <li>1. Check to see if the timer will activate the valves manually. <ul style="list-style-type: none"> <li>• If the timer activates the valves:</li> <li>• Remove the time dial assembly (the big dial).</li> <li>• Inspect the gear on the back for broken or bent teeth.</li> <li>• If there are broken or bent teeth, replace the time dial. If there are no bad teeth, replace the timing motor or replace the timer.</li> <li>• If timer does not activate the valves:</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>The transformer may be bad. Check to see if it is warm. If it is, the transformer is probably good. Replace the timer. If transformer is cold, that indicates it is bad. Replace transformer.</li> </ul>
Digital timer does not keep time	<ol style="list-style-type: none"> <li>1. Disconnect the unit from power including the battery.</li> <li>2. Let sit for 30 minutes.</li> <li>3. Reconnect power and reprogram unit.</li> <li>4. If problem persists, repair or replace unit.</li> </ol>
Timer will not turn on valves	<ol style="list-style-type: none"> <li>1. Turn valves on manually at the valves to make sure the water supply is on.</li> <li>2. Check to see if there is voltage at the solenoid. If there is, the solenoid may be bad.</li> <li>3. If no voltage at the solenoid, check for output voltage at the timer.</li> <li>4. If there is voltage at the timer, then there is a bad wire.</li> <li>5. If no output voltage from the timer, repair or replace the timer.</li> </ol>
Timer does not shut off valves	<ol style="list-style-type: none"> <li>1. Disconnect timer from power.</li> <li>2. If water does not shut off, the valve is stuck open.</li> <li>3. If water shuts off, disconnect timer from power, let sit for 30 minutes.</li> <li>4. Reconnect power and reprogram timer.</li> <li>5. If problem persists repair or replace timer.</li> </ol>
Timer will not hold program	<ol style="list-style-type: none"> <li>1. Disconnect timer from power and from battery.</li> <li>2. Let sit for 30 minutes.</li> <li>3. Reconnect power and reprogram unit.</li> <li>4. If problem persists, replace or repair timer.</li> </ol>

### Rotors

Rotor will not rotate -	<ol style="list-style-type: none"> <li>1. Check water pressure. Make sure it is within recommended operating range of the rotor.</li> <li>2. Clean out rotor and blow out irrigation lines. Reinstall rotor. If problem persists, replace rotor.</li> </ol>
Rotor will not hold setting	<ol style="list-style-type: none"> <li>1. Flush out rotor. If problem persists, replace rotor.</li> </ol>
Rotor will not adjust	<ol style="list-style-type: none"> <li>1. There may be dirt or debris inside. Flush out thoroughly with water.</li> <li>2. Check water pressure. Pressure that is too high or too low can cause this problem.</li> <li>3. Check available water. Make sure that the water available is not exceeded by the requirements of the zone.</li> </ol>
Rotor will not pop-up	<ol style="list-style-type: none"> <li>1. Check water pressure. Pressure that is too low can cause this problem.</li> <li>2. Check available water. Make sure that the water available is not exceeded by the requirements of the zone.</li> </ol>
Rotor leaks where barrel and cap meet	<ol style="list-style-type: none"> <li>1. There may be dirt or debris inside. Flush out thoroughly with water.</li> <li>2. Check water pressure. Pressure that is too high or too low can cause this problem.</li> <li>3. Check available water. Make sure that the water available is not exceeded by the requirements of the zone.</li> </ol>

### Sprinklers

Sprayhead mists	<ol style="list-style-type: none"> <li>1. Water pressure is too high.</li> <li>2. Reduce to manufacturer's specifications using pressure regulator or flow control on valve.</li> </ol>
Sprayheads will not pop up all the way	<ol style="list-style-type: none"> <li>1. Check the available GPM versus the GPM that the zone requires.</li> <li>2. (NOTE: There probably is not enough water to run all the sprinklers on that line.) Shut off sprayheads (using screw in center of nozzle) until zone runs properly.</li> <li>3. Remove the heads that had to be shut off and place on another zone.</li> </ol>
Caps on sprayheads keep splitting	<ol style="list-style-type: none"> <li>1. Water pressure is too high.</li> <li>2. Reduce to manufacturer's specifications using pressure regulator or flow control on valve.</li> </ol>
Sprayheads will not hold adjustment	<ol style="list-style-type: none"> <li>1. Water pressure too high.</li> <li>2. Reduce to manufacturer's specifications using pressure regulator or flow control on valve.</li> </ol>
Sprayhead will not retract all the way	<ol style="list-style-type: none"> <li>1. There may be dirt or debris that is keeping the head from retracting.</li> <li>2. Try to flush out the head. If that does not solve the problem, the head may need replacing.</li> </ol>
Sprayhead leaks where barrel and	<ol style="list-style-type: none"> <li>1. Water pressure may be too low.</li> <li>2. Check manufacturer's specifications and make sure pressure falls into that range.</li> </ol>

cap meet	<ol style="list-style-type: none"><li>3. Dirt or debris may have become lodged between the seal and the cap.</li><li>4. Try flushing out the head.</li><li>5. The seal may be bad. Replace seal or sprinkler if seal is not available.</li></ol>
Sprayhead does not spray far enough	<ol style="list-style-type: none"><li>1. Make sure that the head is designed to throw the desired distance.</li><li>2. Make certain that there is enough water available to supply all heads on the zone. If needed, add another zone.</li><li>3. Make certain there is no dirt or debris clogging the nozzle. Clean out if needed.</li></ol>