



YOUR NEW ZEALAND MANUFACTURED ORGANIC SOLUTION
TO A CLEAN GREEN ENVIRONMENT

Bio-Zyme Dose It Pump Frequently Asked Questions & Troubleshooting

Is the pump tested before dispatch?

The power to the motor is checked and the pump head is checked to ensure it is rotating clockwise.

The primer button interferes with the clock when the power is off:

The primer button is designed purely for the pump head to turn. No way is it connected to the clock. So pushing the priming button when the power is turned off will have NO effect on the clock.

Pump heads are turning anticlockwise

The pump head turns clockwise. If it is turning anticlockwise, the cause of this is that the cables have been pulled out from the front cover and replaced the wrong way round once it has been installed.

The Zen Board has to be replace 5 yearly

Bio-Zyme has had to replace very few of these, they are only replaced when they become damaged, mostly by water getting into the pump.

(usually people hosing down areas) these don't need replacing every 5 years. We have pumps that were installed 15 years ago still working.

No battery back up to supply to clock

Bio-Zyme dose it Pump has a capaciator inside the pump that keeps the clock memory alive for up to 2 weeks. When power resumes, the pump will go back to the installation setting. Always good to check date & time when power resumes.