



## **Rola-Chem Peristaltic Pumps – Advisory Letter – June 2014**

Rola-Chem recently received an incorrect potentiometer configuration from our supplier. This supplied potentiometer changes the timed cycle feature from our standard nine minute cycle to a one minute cycle. The one minute cycle feed rates are greater on the “LO” setting and less on the “HI” setting than our published feed rates.

We are publishing this advisory because Rola-Chem Peristaltic Pumps with this one minute potentiometer will have feed rates that are different than our published rates.

Test to determine if potentiometer is correct or incorrect:

- Note your current timer setting and return to that setting after test.
- Turn the timer switch to the off position (middle setting).
- Turn the timer dial to “HI” setting.
- Turn the timer switch to “TIMER” setting. The unit will begin to run.
- Time the run cycle for 60 seconds.
  - If the pump cycles off for 4 seconds after 60 seconds run time = incorrect potentiometer
  - If the pump does not cycle off for 4 seconds after 60 seconds run time = correct potentiometer

**Corrective action:** Rola-Chem recommends that the potentiometer assembly be replaced. **Rola-Chem will make available a new potentiometer assembly at no charge for field replacement on any unit with a one minute potentiometer.**

Models manufactured during November 2013 to May 2014 may have the incorrect Potentiometer. To determine if your Rola-Chem Peristaltic Pump may be eligible for this free replacement part, please contact Rola-Chem at (800) 549-4473 and provide the pump’s Serial Number and voltage.

A five-minute instructional video demonstration of how to replace the potentiometer assembly is available at <http://www.youtube.com/watch?v=ZXfHHbF85-c> and additional information about our pumps is available at [www.rola-chem.com](http://www.rola-chem.com)

For Rola-Chem pumps being controlled by a Chemical Controller and not utilizing the timer function, this situation does not apply.

Please call us at (800) 549-4473 or e-mail us at [info@rola-chem.com](mailto:info@rola-chem.com) if you have any questions.