

Hydro Unit | Frequently Asked Questions

1. What is a dilution test?

- a. The dilution test measures the cleaning product/water ratio flowing through the unit.

2. What is the proper dilution for Banner and Maxim Lemon?

- a. The proper dilution for Dogtopia Banner and Maxim Lemon is 2 oz per gallon.

3. How do I perform the dilution test?

- a. The dilution test is very easy. It is recommended to be completed monthly. You can find it on SharePoint, Dogtopia Marketplace.com, refer to printed instructions or by using the QR code provided at the end of this document.

4. How often should I do a dilution test?

- a. It is recommended monthly, at minimum once a quarter.

5. In what situations should I perform a dilution test?

- a. If you notice improper dilution. Observe the color of solutions.
- b. If your location has hard water.
- c. If you notice you are using the product faster or slower than usual.
- d. If the cleaning product is not moving throughout the tubing as usual.
- e. If you notice an excess of air bubbles in your Y pick-up assembly.

6. What is the difference between the Purple and Orange Metering tips

- a. The purple metering tips are inserted into the spray bottle port (a grey port on the Hydro). The spray bottle setting fills at a rate of 1 gallon per minute.
- b. The orange metering tips are inserted into the mop bucket port (a yellow port on the Hydro). The mop bucket setting fills at a rate of 3.5 gallons per minute.

7. What is the first thing I should do if I notice my cleaning products are not properly diluted?

a. Refer to maintenance guide

b. Run a dilution test – see #3 above.

c. Identify if over-diluted (Not enough cleaning product)

- i. Check for hard water. Remove the inlet water hose, observe for any white chalky build-up or debris, and clean or replace the inlet strainer as needed.
- ii. Check water pressure (recommend 40-50 PSI)
- iii. Flush the Hydro unit with water:
 1. Remove the pick-up line from the cleaning product and drain the product from the line into the supply bucket.
 2. Place the pick-up line in a bucket of clean water.

3. Flush each setting for one minute (Banner – spray and mop bucket, Maxim Lemon – spray and mop bucket)
- iv. Clean inlet water strainer:
 1. Remove the Hydro selector knob and cover.
 2. Remove the water inlet hose from Hydro. The inlet strainer washer is found just inside the port.
 3. Remove the inlet strainer washer and check for debris or hard water deposits.
 4. Clean by removing the inlet strainer washer and run under warm water using a soft brush if necessary.
 5. Replace the inlet strainer washer if there is noticeable damage. Order a replacement inlet strainer washer from Dogtopia Marketplace.com
- v. Replace valves and metering tips – Purchase on Dogtopia Marketplace.com
 1. Cleaning products and hard water deposits can get clogged in the valves and metering tips over time.
- vi. Replace Y pick-up assembly tubing.
- vii. Replace the pick-up tubing.

d. If under-diluted (too much cleaning product):

- i. Check the metering tips as they are likely missing.
- ii. Purchase replacement tips on Dogtopia Marketplace.com
- iii. Always have a spare set of purple and orange metering tips.

8. How often should I replace my Y pick-up assembly and metering tips?

- a. Once a quarter for regular maintenance
- b. As needed, if you notice your dilution rate is not correct. Cleaning products and hard water deposits can build up over time, clogging the parts.

9. What other parts should I replace on my Hydro to keep it at its top performance?

- a. Inlet strainer washer where the water is supplied to the side of your Hydro unit.
- b. The pick-up strainer is located at the bottom of the pick-up tubing, which rests at the bottom of your cleaning product supply.

10. What water temperature should I use with the Hydro and our cleaning products?

- a. Cold water or room-temperature water, NO HOT WATER

11. Why should I use a Y pick-up assembly that includes check valves instead of two separate pick-up tubes (one for the spray bottle and one for the mop bucket)?

- a. Our product testing shows that our Y pick-up assembly is the most efficient, accurate and easy to use. There are fewer parts to clean and troubleshoot. Pre-assembly at the factory reduces installation errors and the amount of air introduced into the lines. The Y assembly is a custom-made part for Dogtopia to reduce the tubing and pick-up lines in the mop sink area. The valves are assembled at the manufacturer's location to ensure proper fit. Y pick-up assembly replacement can be purchased at Dogtopia Marketplace.com

12. What cleaning products are used with the Hydro System?

- a. Banner Bio Enzymatic
- b. Maxim Lemon Disinfectant

13. How many cleaning products can be used with my Hydro unit?

- a. Two

14. Can I use the Hydro with glass cleaner and De-Greaser?

- a. No. Dilute these items according to the instructions on the product's packaging.
- b. Our glass cleaner and de-greaser come in concentrated packets pre-measured to fill a spray bottle.

15. How should my Hydro unit be installed?

- a. Mounting brackets should be 5' from the floor.

16. How high is standard FRP (water-resistant wall covering)?

- a. FRP standard height is 4' tall.

17. Where should my cleaning product be placed in relation to the Hydro unit?

- a. The distance from the Hydro unit to the bottom of your cleaning product container must be at least 2 feet but not greater than 7 feet. Your pick-up tube should be no longer than 7 feet.
- b. Pick-up tubing must have the straightest line possible from the Hydro to the bottom of the cleaning product. Do not loop the tube around any plumbing or other fixtures.
- c. Products need to be below the Hydro unit (not on the same plane).

18. What is included in the Custom Hydro Mixing Unit?

- a. The Custom Hydro Unit includes:
 - i. Dispenser Unit Assembly and Cover
 - ii. Discharge Tube (output), Long, VINYL, 1/2" ID X 6' for Mop Bucket discharge.
 - iii. Custom Accessory Kit

1. 1-8” tube – discharge tube, short, VINYL, 1/2" ID X 8" for spray bottle discharge
2. Dark Grey Hose Hook
3. Wall Bracket for mounting the back of the unit to the wall with mounting screws.
4. QDV – Knob Select (standard)
5. 2- Y Pick-Up Assemblies with Accumax in-line blue and white check-valves
6. 8’ roll of pick-up tubing
7. Pick-up Strainer and Ceramic Weights (2 each.) Positioned at the bottom of the pick-up tubing.
8. 2 extra screws (One for each side of the cover as optional.)

**You may need to purchase two dry-wall anchors*

19. What type of water hose should be used with my Hydro?

- a. Hydro recommends using the 7’ Hydro water supply hose sold on the Dogtopia Marketplace.com with this product.

20. Do I need a drum pump?

- a. A drum pump is not required; however, you may find having one on hand is helpful in certain situations, as described below:
 - i. Good for pumping the remaining product from the bottom of the drums to eliminate the wasted product.
 - ii. This method is good for filling smaller containers, such as a 5-gallon or 1-gallon pail, which is often used when space is limited.

21. Why would I need a drum pump and a Hydro unit?

- a. Hydro unit dilutes the cleaning product to a usable solution.
- b. A drum pump moves cleaning products from one container to another.

22. Can I get replacement parts for my Hydro?

- a. Yes, you can get replacement parts directly from Dogtopia Marketplace.com

Scan for documents, videos, & guides regarding your Hydro Unit



Do

- * Mount Hydro about 5' from the floor.
- * Place cleaning product at least 2' below the level of the Hydro unit.
- * Allow pick-up tubing to hang straight down from your Hydro unit and hang freely with no loops or coils.
- * Flush the Hydro unit with water regularly to keep it free from debris and build-up.
- * Check the water inlet strainer washer for debris, hard water build-up, or damage and replace as needed.
- * Check the pick-up strainer for debris and damage and replace it as needed.
- * Replace weights if broken or lost.
- * Check the incoming water pressure to ensure proper range.
- * Connect the two arms of the Y pick-up assembly to the metering tip ports, one on each side.
- * Ensure you are only using the orange and purple dilution tips.
- * Connect the purple tips to the gray port for the spray bottle.
- * Connect the orange tips to the yellow port for the mop bucket.
- * Hold the discharge tube while filling the bucket so that it is not submerged in the bucket.
- * Use cold or tap water when diluting cleaning products with the Hydro unit.

Don't

- × Mount your Hydro unit in a low position near the floor. The Hydro should be positioned so that it is above the cleaning product.
- × Mount your Hydro unit parallel or on the same plane as the cleaning product.
- × Allow pick-up tubing to wrap around faucets, other plumbing, or shelving. The pickup tubes should be in a straight line from the Hydro unit to the bottom of the cleaning product container.
- × Leave output hose submerged in water when filling.
- × Use hot water when diluting cleaning product.
- × Use a pick-up tube shorter than 2' or longer than 7'.
- × Skip your routine maintenance.
- × Use metering tips other than those sold through Dogtopia Marketplace.com as they are calibrated for our cleaning products.

- × Use valves other than those sold through Dogtopia Marketplace.com as they are calibrated for our cleaning products.

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