



## **A Detergent is not spraying at an Arch Nozzle or not drawing any Detergent. Part 2 of 2**

This article contains troubleshooting information to fix an Arch Nozzle not spraying or drawing any Detergent. Information on how Tommy's Detergent and Maintenance Pods send detergents to the Arches and what each competent does will be in Part 1.

If all of your arches are not spraying any detergents or water, please call Equipment support immediately at 616-795-4892 for assistance.

### **Procedure:**

1. Check for a vacuum at the bottom of the metering tip or VersaDial.
  - a. This will be our starting point; it will help determine where the issue lies.
    - i. Place the Detergent function into Manual mode in the HMI.
    - ii. Place the fleshy tip of your finger on the Metering tip or VersaDial hose barb.
2. If there is a vacuum present, we will troubleshoot upstream of the injector.
  - i. Replace the Draw line and foot valve.
    1. Please see [How to Replace the Draw Lines, Foot Valve, and Weight - Tommy Car Wash Systems \(zendesk.com\)](https://zendesk.com/articles/123456789)
    2. Check to see if the detergent is drawing.
3. If there is no vacuum present, then we will have to troubleshoot everything downstream of the injector.
  - i. Clean and/or replace the Metering Tip or VersaDial.
    1. Please see [Maintenance: Check and Replace Metering Tips - Tommy Car Wash Systems \(zendesk.com\)](https://zendesk.com/articles/123456789)
    2. Please use the Franchise Standards VersaDial setting or Metering tips.



- ii. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
              1. If a vacuum is present, check to see if the detergent is spraying.
              2. If a vacuum is not present, move on to step 4.
  4. Clean and/or replace the Injector.
    - a. Please see [Maintenance: Injector and Elbow Replacement - Tommy Car Wash Systems \(zendesk.com\)](#)
    - b. Please use Franchise Standards Injector
      - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
        1. If a vacuum is present, check to see if the detergent is spraying.
        2. If a vacuum is not present, move on to step 5.
5. Clean and/or rebuild the Hydra-Flex.
  - a. Please see [Work Instructions: Cleaning out and/or Rebuilding a Hydra-Flex Cannon - Tommy Car Wash Systems \(zendesk.com\)](#)
    - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
      1. If a vacuum is present, check to see if the detergent is spraying.
      2. If a vacuum is not present, move on to step 6.
6. Clean and/or replace the Arch Nozzles and/or Rain Bar
  - a. Please see [How to Inspect, Clean, and Replace Nozzles in the Wash - Includes High Pressure Nozzles - Tommy Car Wash Systems \(zendesk.com\)](#) and [How to clean out the Body Wax Manifold, Rain Bar, and Foamer - Tommy Car Wash Systems \(zendesk.com\)](#)
    - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
      1. If a vacuum is present, check to see if the detergent is spraying.
      2. If a vacuum is not present, move on to step 7.
7. Clean and/or replace the Foam Generators.
  - a. Please see [How to Clean out the Foam Generators - Tommy Car Wash Systems \(zendesk.com\)](#)



- i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
            1. If a vacuum is present, check to see if the detergent is spraying.
            2. If a vacuum is not present, move on to step 8.
  8. Clean the Stainless Steel and Polyethylene Water lines from the Pod to the Arch.
    - a. Please see [Work Instructions: How to clean out the Stainless Steel and Polyethylene Water Lines - Tommy Car Wash Systems \(zendesk.com\)](#)
      - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
        1. If a vacuum is present, check to see if the detergent is spraying.
        2. If a vacuum is not present, move on to step 9.
9. Check all airlines and fittings for leaks.
  - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
    1. If a vacuum is present, check to see if the detergent is spraying.
    2. If a vacuum is not present, move on to step 10.
10. Check all Water lines and fittings for leaks.
  - i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
    1. If a vacuum is present, check to see if the detergent is spraying.
    2. If a vacuum is not present, move on to step 11.
11. Check what the air pressure is set to on the Air Pressure regulator above the Hydra-Flex.
  - a. Please see [2023 Franchise Pod Versadial Standard - Tommy Car Wash Systems \(zendesk.com\)](#) or [2023 Franchise Pod Metering Tip Standard - Tommy Car Wash Systems \(zendesk.com\)](#)
  - b. If the air pressure is now within the Franchise Standard, please adjust it to be within standards/



- i. Check for a vacuum at the metering tip or VersaDial again by repeating step 1.
  1. If a vacuum is present, check to see if the detergent is spraying.

If the issue persists, please contact Equipment Support at 616-795-4892 or [Support@TommyCarWash.com](mailto:Support@TommyCarWash.com)