MHY-65 Post Hydrant Troubleshooting:

**PROBLEM:** Hydrant is not operating in the on position.

**CAUSE:** Water supply is shut off.

**SOLUTION:** Turn water supply on.

**PROBLEM:** Cannot turn the hydrant with the key.

**CAUSE:** Hydrant hasn’t been used for a long time—O-Ring has adhered to the operating screw and head.

**SOLUTION:** Refer to steps 1,2,4,7,8 below.

**PROBLEM:** Water doesn’t shut off completely when hydrant is turned off.

**CAUSE 1:** There is debris present between the seat and the washer.

**SOLUTION 1:** Refer to steps 1-3 and 5-8 below.

**CAUSE 2:** Washer is worn out.

**SOLUTION 2:** Refer to steps 1-3 and 5-8 below.

**CAUSE 3:** Wire draw in seat.

**SOLUTION 3:** Replace seat.

**PROBLEM:** There is water flowing from the hydrant drainage port when the hydrant is on.

**CAUSE:** The washer guide O-Rings are missing or are broken.

**SOLUTION:** Refer to steps 1-3 and 5-8 below.

**PROBLEM:** Hydrant has a low flow when in the on position.

**CAUSE:** Water supply to the hydrant is restricted.

**SOLUTION:** Check the water supply to make sure all of the upstream valves are open to the fullest extent.

Following are some things to trouble shoot when it comes to our MHY-65 Series Post Hydrant:

**1) Is the water supply to the hydrant turned off?**

Located the water supply shut-off valve and turn until the water supply is off.

**2) Are the face nut and adjacent components removed?**

Use a crescent wrench or open-end wrench to remove the face nut from the head by turning counter-clockwise.

**3) Is the internal operating assembly removed?**

The internal operating assembly can be removed by gripping the square end of the operating screw with a pair of pliers and pulling straight out.

If the operating screw O-Ring was not the reason for service, skip to step 5.

**4) Replace the operating screw O-Ring.**

Remove the operating screw from the operating coupling by turning clockwise and slip the old O-Ring off, and replace with new O-Ring. Reinstall the operating screw into operating coupling by turning counter-clockwise. The operating screw threads and the O-Ring should be lubricated.

If the hydrant shut off washer and washer guide O-Rings were not the reason for service, skip to step 8.

**5) Replace the hydrant shutoff washer and washer guide O-Rings.**

Remove by using a flat screwdriver and turning the screw counterclockwise. Remove the washer and replace with the new washer and the new screw by turning the screw counter clockwise until tight. Remove the old O-Rings and replace with the new O-Rings. The O-Rings should be lubricated.

**6) Replace internal operating assembly.**

With the operating screw, turn counter-clockwise into operating coupling until it stops. Reinsert the internal operating assembly into the hydrant.

**7) Replace the face nut.**

Insert face nut into the head, and rotate clockwise until tight. Use a crescent wrench or open-end wrench to tighten fully.

**8) Turn on the water supply.**

Locate the water supply shut-off valve and rotate it until the water supply is on.

Also refer to the copy in the Hydrant section in the MPB-2012-USA List Price book.