

Support Bulletin-SB-26-10057

Date-7.14.2026

Title: Product Valve Unable to Fully Close

Product Line: Spray Tender

Model: QuickDraw 3000

Level: Public

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Revision Letter: A



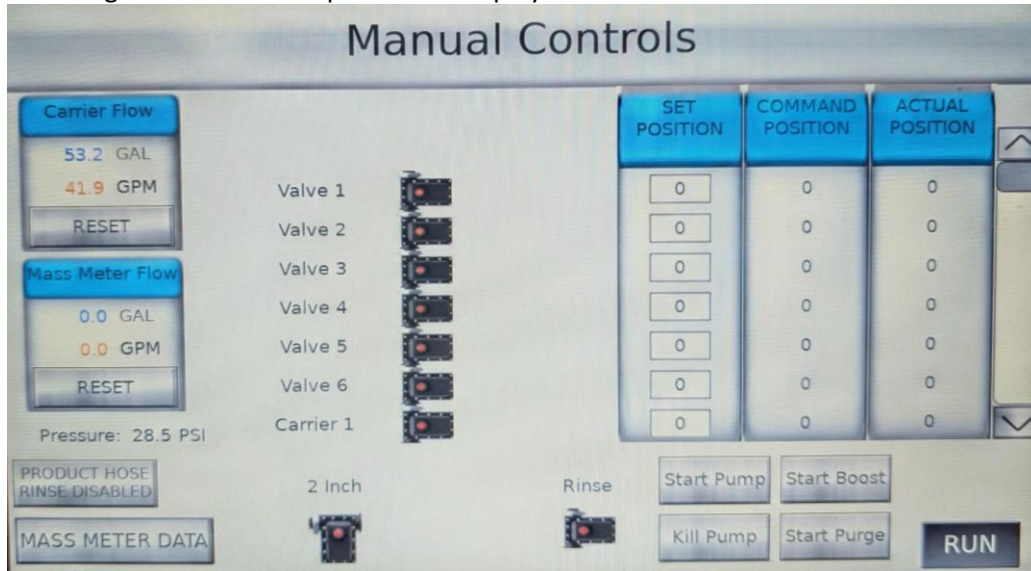
Overview: In limited cases, QuickDraw product valves EH2 or EH9 may experience increased operating torque when certain liquid formulations containing fine silicate-based components are used. (Example product: Melted Urea with a Carrier Product of ISO Blue) This buildup can cause the valve actuator to stall or prevent the valve from fully closing. This condition has not been identified as a widespread issue. It has been observed in a specific application where fine particulate material appears to collect around the valve seats and ball, increasing friction and accelerating wear.

Supporting Info: If a product valve is suspected of stalling or failing to close, inspect the valve assembly for residue buildup, seat wear, ball wear, or signs of abrasive material embedded in the sealing surfaces. Recommended inspection points include:

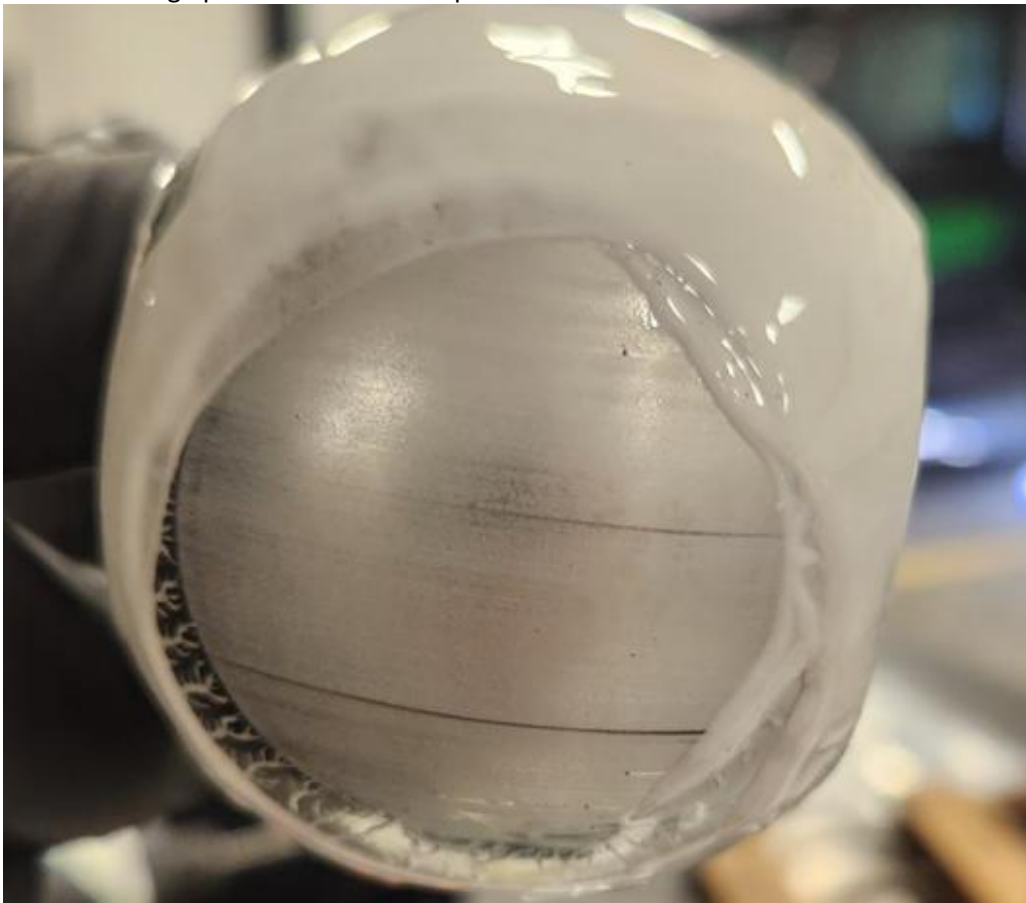
- Product residue or buildup around the valve ball and seats as seen below with A and B.



- Increased resistance when rotating the valve, weak actuator sound, or actual valve position not matching the commanded position in display under Manual Controls



- Visible wear or scoring on the stainless ball
 - Seat material damage or deformation
 - Leakage past the valve after operation



Solution: If excessive buildup, wear, or valve stalling is confirmed, replace the affected valve assembly. Where applicable, SurePoint Support may recommend an approved high-torque actuator configuration. Recommended maintenance:

- Inspect valve ball and seats annually when using products with fine particulate or silicate-based components.
- Replace the valve if wear is present or leakage may begin to occur.
- Depending on product use and number of batches per year, valve replacement may be required every 2–3 years.
- If the valve actuator stalls or the valve fails to fully close, discontinue use of that valve until inspection is completed.

When to Contact Support: Contact SurePoint Support if the valve fails to close, actuator position does not match the command, or visible residue/wear is found during inspection.

Customer Note:

Cleaning may not fully restore valve performance if particulate material has become embedded in the valve seats. In those cases, replacement is the recommended corrective action.