

Troubleshooting Guide

Problem	Possible Cause	Possible Solution
Compressor does not start or restart	Power cord not plugged in.	Plug cord into grounded outlet.
	Motor thermal overload switch has tripped.	Turn air compressor off, wait until motor is cool, if motor is a manual reset type, then press motor thermal overload button firmly until click is heard. (Located on motor)
	Fuse blown or circuit has tripped.	Replace fuse or reset circuit breaker. Check for proper fuse; only "Fusetron" type T fuses are acceptable. Check for low voltage conditions. Disconnect any other electrical appliances from circuit or operate air compressor on its own branch circuit.
	Wrong gauge wire or length of extension cord.	Check chart for proper gauge wire and cord length. If possible, eliminate extension cord.
	Defective motor, motor capacitor or pressure switch.	Contact Jenny Customer Service at 1-888-4-A-JENNY.
	Tanks have air pressure in them.	Bleed tanks fully.
	Engine oil too low. Low oil shut off is on.	Add engine oil.
	Manual lock on pilot valve is in the loaded position.	Move manual lock into an in-line position.
	Engine idle speed too low.	Increase idle speed.
	Engine problem.	See "Taking care of unexpected problems" in engine owners manual.
Compressor Stalls	Air compressor on unlevel surface.	Do not incline the air compressor more than 10° in any direction while running.
	Engine idle speed too low.	Increase idle speed.
	Engine problem.	See "Taking care of unexpected problems" in engine owners manual.
Unit does not or is slow to come up to speed.	Lubricant viscosity too high.	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Carbon build up on top of piston.	Clean piston. Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Crankshaft seal worn or crankshaft scored.	Replace seal or crankshaft assembly.

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	Ambient temperature too low.	Relocate unit to warmer environment. Ensure Jenny Ultimate Blue Synthetic Oil is in crankcase.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone
	Defective motor, motor capacitor or pressure switch.	Contact Jenny Customer Service at 1-888-4-A-JENNY.
	Air compressor is not large enough for air required.	Check the accessory air requirement. If it is higher than the CFM or pressure supply of the air compressor, you need a larger air compressor.
	Possible defective safety/relief valve.	Operate safety relief valve manually by pulling on test ring. If it still leaks, replace.
	Defective gaskets.	Replace and torque head bolts to 6 - 7 ft lb.
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Crankcase overfilled with oil.	Drain oil. Refill to proper level with Jenny Ultimate Blue Synthetic Oil.
	Manual lock on pilot valve is in the loaded position.	Move manual lock into an in-line position.
	Engine idle speed too low.	Increase idle speed.
	Engine problem.	See "Taking care of unexpected problems" in engine owners manual.
Air compressor not making enough air.	Clogged or dirty inlet and or discharge line filter.	Clean or replace.
	Lubricant viscosity too high	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Compressor check valve leaky, broken, carbonized or loose.	Clean or replace as required. Inspect valves.
	Carbon build up on top of piston.	Clean piston. Repair or replace as required.
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.

Problem	Possible Cause	Possible Solution
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Air compressor is not large enough for air required.	Check the accessory air requirement. If it is higher than the CFM or pressure supply of the air compressor, you need a larger air compressor.
	Defective gaskets.	Replace and torque head bolts to 6 - 7 ft lb.
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Hose or hose connections are too small or long.	Replace with larger hose or connectors.
	Possible defective reed valve. (Hand Carry Units)	Remove pump head and inspect valve plate and (reed) valve. Clear or replace valves as required.
Insufficient pressure at air tool or accessory	Clogged or dirty inlet and or discharge line filter.	Clean or replace.
	Lubricant viscosity too high	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Compressor check valve leaky, broken, carbonized or loose.	Clean or replace as required. Inspect valves.
	Carbon build up on top of piston.	Clean piston. Repair or replace as required.
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Air compressor is not large enough for air required.	Check the accessory air requirement. If it is higher than the CFM or pressure supply of the air compressor, you need a larger air compressor.
	Defective gaskets.	Replace and torque head bolts to 6 - 7 ft lb.

Problem	Possible Cause	Possible Solution
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Pressure regulator knob not turned to high enough pressure or defective pressure regulator.	Adjust pressure regulator knob to proper setting or replace.
	Hose or hose connections are too small or long.	Replace with larger hose or connectors.
	Possible defective reed valve. (Hand Carry Units)	Remove pump head and inspect valve plate and (reed) valve. Clear or replace valves as required.
High oil consumption.	Lubricant viscosity too low	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Extremely light duty cycles.	Run unit for longer duty cycles
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Crankshaft seal worn or crankshaft scored.	Replace seal or crankshaft assembly.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone.
	Air compressor on unlevel surface.	Do not incline the air compressor more than 10° in any direction while running.
	Plugged oil crankcase vent.	Clean.
Unit runs excessively hot.	Clogged or dirty inlet and or discharge line filter.	Clean or replace.
	Lubricant viscosity too low	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Lubricant level too low	Add Jenny Ultimate Blue Synthetic Oil to crankcase to proper level. Check for bearing damage.
	Detergent type lubricant being used.	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.

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	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Crankshaft seal worn or crankshaft scored.	Replace seal or crankshaft assembly.
	Extremely dusty atmosphere.	Install more effective filtration or relocate unit.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone.
	Wrong gauge wire or length of extension cord.	Check chart for proper gauge wire and cord length. If possible, eliminate extension cord.
	Air compressor on unlevel surface.	Do not incline the air compressor more than 10° in any direction while running.
Excessive starting and stopping	Compressor check valve leaky, broken, carbonized or loose.	Clean or replace as required. Inspect valves.
	Defective motor, motor capacitor or pressure switch.	Contact Jenny Customer Service at 1-888-4-A-JENNY.
	Air compressor is not large enough for air required.	Check the accessory air requirement. If it is higher than the CFM or pressure supply of the air compressor, you need a larger air compressor.
	Defective gaskets.	Replace and torque head bolts to 6 - 7 ft lb.
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Possible defective reed valve. (Hand Carry Units)	Remove pump head and inspect valve plate and (reed) valve. Clear or replace valves as required.
Excessive noise during operation	Lubricant viscosity too low	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Lubricant viscosity too high.	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Lubricant level too low	Add Jenny Ultimate Blue Synthetic Oil to crankcase to proper level. Check for bearing damage.
	Detergent type lubricant being used.	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Carbon build up on top of piston.	Clean piston. Repair or replace as required.

Problem	Possible Cause	Possible Solution
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Crankshaft seal worn or crankshaft scored.	Replace seal or crankshaft assembly.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone.
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Possible defective reed valve. (Hand Carry Units)	Remove pump head and inspect valve plate and (reed) valve. Clear or replace valves as required.
	Air compressor on unlevel surface.	Do not incline the air compressor more than 10° in any direction while running.
	Crankcase overfilled with oil.	Drain oil. Refill to proper level with Jenny Ultimate Blue Synthetic Oil.
Moisture in discharge air.	Condensation in air tank caused by high level of atmospheric humidity.	Drain air tank after every use. Drain air tank more often in humid weather and use an air line filter.
	Unit located in damp or humid location.	Relocate unit.
Moisture in crankcase or “milky” appearance in petroleum lubricant or rusting in cylinders.	Extremely light duty cycles.	Run unit for longer duty cycles
	Compressor check valve leaky, broken, carbonized or loose.	Clean or replace as required. Inspect valves.
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone.

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	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
	Defective or rusted air tank	Air tank must be replaced. Do not attempt to repair air tank
	Water in oil due to condensation.	Drain oil. Refill to proper level with Jenny Ultimate Blue Synthetic Oil.
	Unit located in damp or humid location.	Relocate unit.
Oil in discharge air (oil pumping)	Lubricant viscosity too low	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Extremely light duty cycles.	Run unit for longer duty cycles
	Carbon build up on top of piston	Clean piston. Repair or replace as required.
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Worn cylinder finish.	Deglaze cylinder with 180 grit flex-hone.
	Crankcase overfilled with oil.	Drain oil. Refill to proper level with Jenny Ultimate Blue Synthetic Oil.
	Plugged oil crankcase vent.	Clean.
Oil leaking from shaft seal	Crankshaft seal worn or crankshaft scored.	Replace seal or crankshaft assembly.
Safety relief valve "pops" or reliefs pressure.	Possible defective safety/relief valve	Operate safety relief valve manually by pulling on test ring. If it still leaks, replace.
	Excessive air tank pressure	Adjust pilot valve or pressure switch. If problem still exists replace pilot valve or pressure switch.
Air leaks at pump.	Defective gaskets.	Replace and torque head bolts to 6 - 7 ft lb.
	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.

Problem	Possible Cause	Possible Solution
Air leaks at fittings.	Fittings not tight enough or leaking.	Warning drain air before tightening: tighten fittings where air can not be heard escaping. Check joint with soap solution. Do not overtighten.
Air leaks from tank.	Defective or rusted air tank.	Air tank must be replaced. Do not attempt to repair air tank
Abnormal piston ring or cylinder wear.	Lubricant viscosity too low	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Lubricant level too low	Add Jenny Ultimate Blue Synthetic Oil to crankcase to proper level. Check for bearing damage.
	Detergent type lubricant being used.	Drain existing lubricant and refill with Jenny Ultimate Blue Synthetic lubricant.
	Extremely light duty cycles.	Run unit for longer duty cycles
	Piston rings damaged or worn (broken, rough, or scratched). Excessive end gap or side clearance. Piston rings not seated, are stuck in grooves or end gaps not staggered.	Install new rings.
	Cylinder or piston scratched, worn, or scored.	Repair or replace as required.
	Connecting rod, piston pin, or crank wrist pin bearings worn or scored.	Inspect all. Repair or replace as required.
	Extremely dusty atmosphere.	Install more effective filtration or relocate unit