

# Most Common Problems with the Entourage / Entour Venue



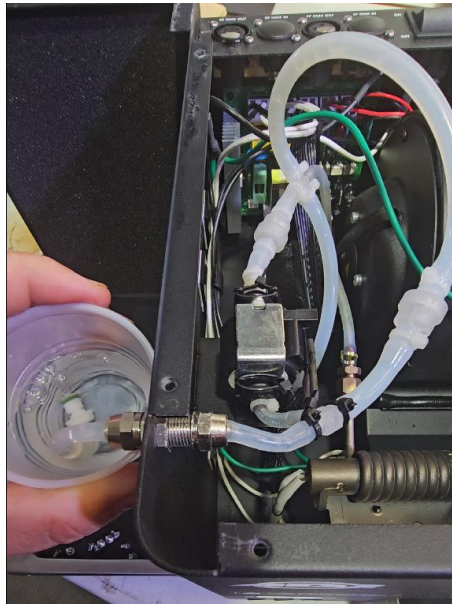
Version notes and Updates		
Version 1.0	Initial release of manual	08/07/2025

**Fluid is being sent back into the container of the unit “Solution for both units”**

The tubing system was designed to stop pressure from building up if the heater gets blocked. Normally, this pressure would cause the tubing to either split or tubing to pop off a fitting, leading to fluid spilling everywhere inside. This, in turn, could cause a short circuit or an overall bigger problem. However, the problem happens sooner than it should, meaning if the heater gets a tad bit dirty, it will start sending fluid back into the container. This new unidirectional valve will now take a lot more pressure to

**Please remove the cover**

- Once the unit is open, proceed to inspect the tubing.
- If the tube looks like the following, then It’s the old style that was upgraded.



- Swap out the old unidirectional valve for the newer style one which can currently be found here.

**RETURN FLUID UNIDIRECTIONAL VALVE**

**SKU**

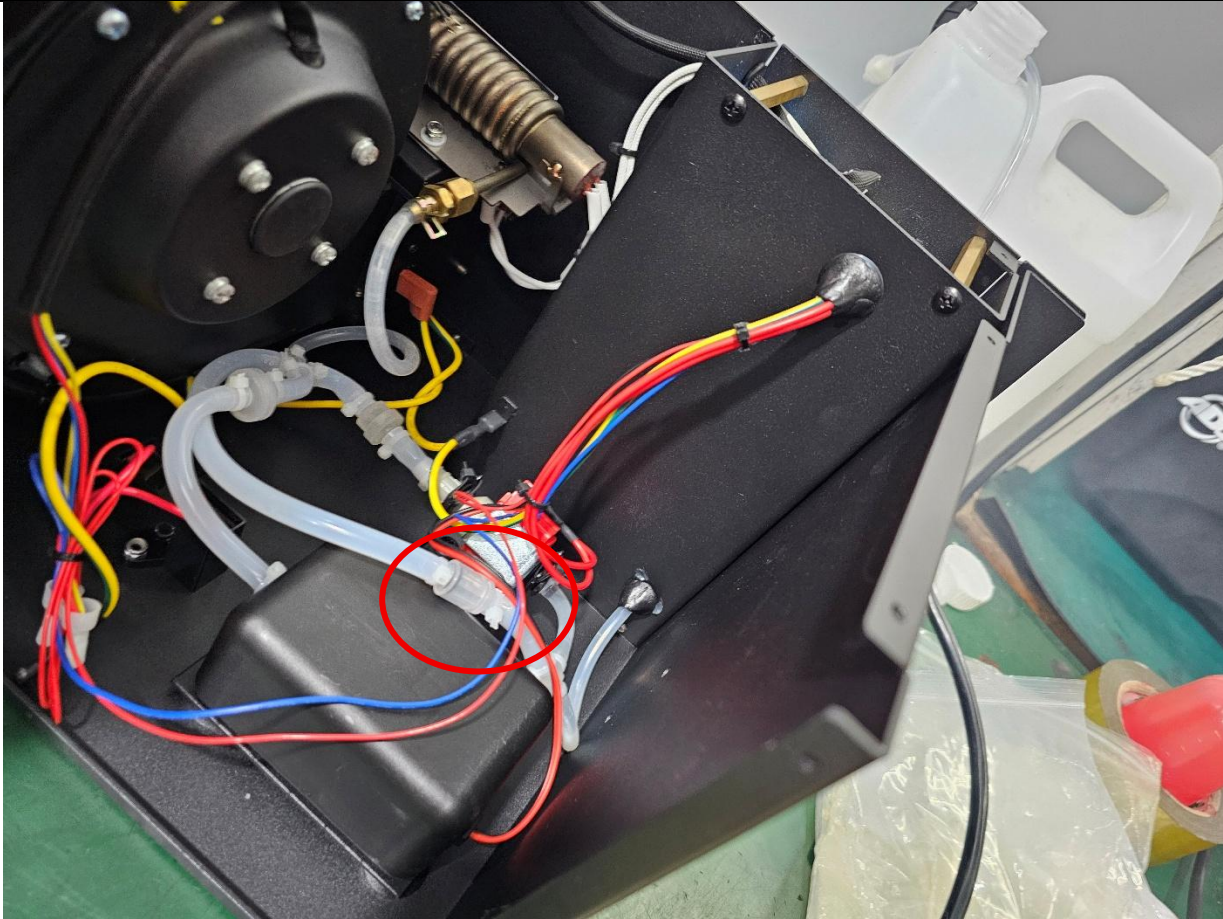
**Z-WIX100KPAZZZ**



[https://parts.adj.com/catalog/product/view/id/22250/?parent\\_id=20435](https://parts.adj.com/catalog/product/view/id/22250/?parent_id=20435)

The unit should look like the following.

build up  
before  
allowing it to  
flow back  
into the  
container.



**Unit is not outputting after replacing the pump “More of a Service tech problem”**

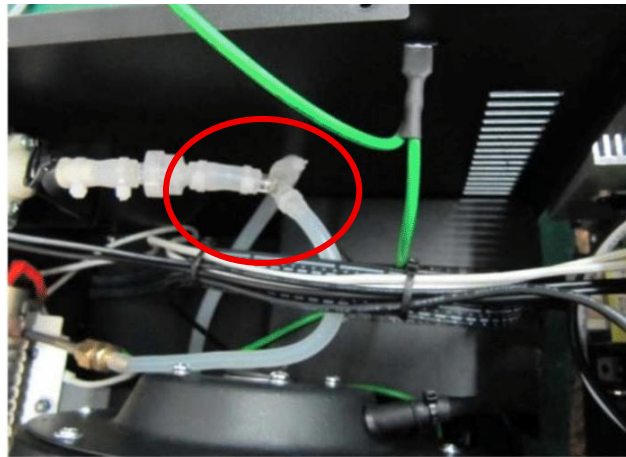
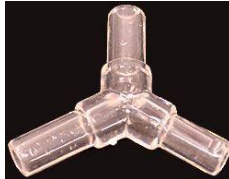
The unit is not outputting fog correctly, after replacing the pump.

**Please remove the cover to look at the pump.**

- This unit has had two different types of pumps used and it's important to know which one was used for which setup. Please look at the 2 different setups.

Unit A Older

This style used a y valve to connect the air pump and fluid pump, then into the heater core.



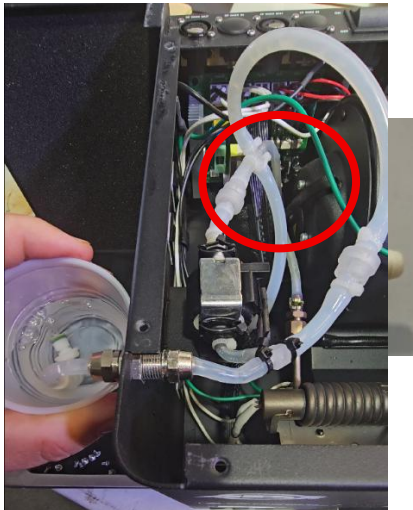
The pump used in this setup is the following.



Type 2

Unit B Newer

This style uses a T “Cross” valve to connect the air pump, fluid pump, Return fluid, and then into the heater core.



Type 1