



REINMOSON 8 Stage Reverse Osmosis System Countertop Instruction Manual

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REINMOSON 8 Stage Reverse Osmosis System Countertop Instruction



Q Can I use the remaining water in the tank for the next filtration?

- A NO, the remaining water in the water tank after a filtration cycle is NOT unused or non-filtered water but the RO rejects water that holds all the containment removed from the raw water. To control the concentration of the RO reject water, once the water level goes below the designed white cylinder in the tank, the filtering process will immediately stop.

From the principles of Reverse Osmosis, the RO system gets rid of the dissolved solids (such as dust, heavy metals, microbes, etc.) to produce pure drinking water. To ensure that the dissolved solids do not stay or creep back and contaminate the drinking water, the RO process naturally diverts poor-quality reject water to the drain. To put it short: An RO water purifier NEEDS to produce wastewater to flush the dissolved particles and serve pure, clean drinking water.

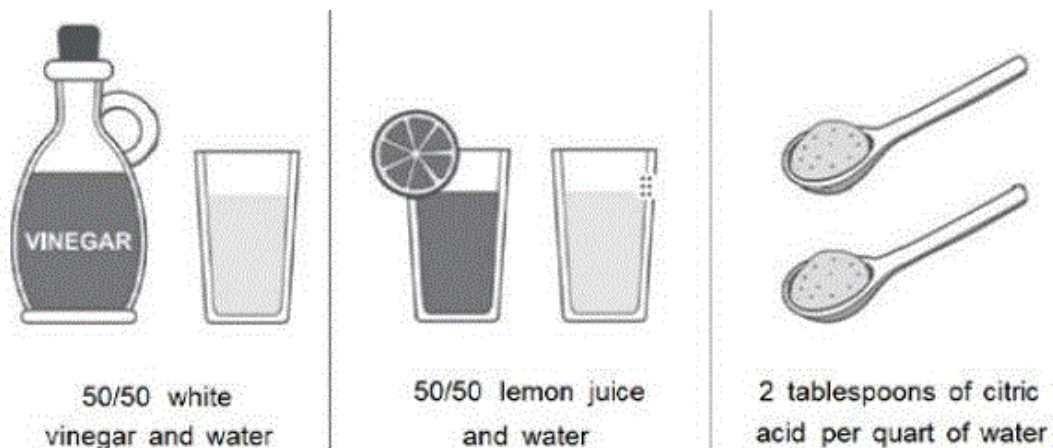
Besides, the system is Programmed to stop working if you don't pour out the wastewater. Reusing the RO reject water will cause an accumulation of contaminants that damage the machine and filters.

Q Why does the RO System stop working and the “Add Water” alert keeps appearing even after you’ve added water to the tank?

- It seems you may have added water directly into the water tank without first removing it from the system. To address this, you can lift the water tank and reposition it correctly (You will hear a clicking sound on both side). However, we don't recommend this approach. The remaining water in the tank is wastewater, and reusing it can lead to a buildup of contaminants that can harm the machine, and filters, and elevate the TDS.

Q Why does the water flow become unstable or slow?

- There is Limescale build-up in your machine or filter clogged. You can use the “Flush” function 2-3 times to fix the issue. If the “Flush” function doesn't work, please use the following descaling DIY solutions:



1. Mix up the descaling solution in the water tank, then place it back onto the base.
2. Press the “ON/OFF” button and start a filtration cycle.
3. Turn off (Plug out the power cable) the system midway through the cycle, and let it sit and soak for an hour.
4. Pour out the descaling solution.
5. Finally, run three filtration cycles with tap water to rinse the system and remove the odor or taste of the descaling solution. If the sour taste remains, please repeat for a few more rounds until the water tastes clean.

Q Why does the Water leakage occur?

- A There are 2 possible reasons for the water leakage issue.
 1. The water leaks from the bottom place or especially where the wire is. The water tank is not installed correctly, so you need to lift up gently and reposition it correctly(You will hear clicking sound for both side).
 2. The water leaks from the bottom. The filters are not tightly connected to the filter base on the system, so you need to check if the filters are connected tightly and the buckles are closed tightly.


Q If the button indicator keeps on, please check the following solution:

Fault description	"Keep Warm" indicator	"Warm" indicator	"Hot" indicator	"Boiling" indicator	Action
Water bottle is not installed	On	On	On	Flash	Install or rotate bottle
Short circuit of NTC	On	On	Flash	On	Contact the after-sales service department for treatment
Over-temperature of NTC	On	On	Flash	Flash	Check whether the water in the bottle is at a low level or power on the machine again
Abnormal at 120 V	On	Flash	On	On	Contact the after-sales service department for solution
Dry burning	On	Flash	On	Flash	Check whether the water in the bottle is at a low level or power on the machine again
Heating time over 20 min	On	Flash	Flash	On	Contact the after-sales service department for solution
Fault of heating system	On	Flash	Flash	Flash	Contact the after-sales service department for solution
Abnormal communication	Flash	On	On	Flash	Contact the after-sales service department for solution

If you still not fixed the issue above, please contact us directly and we will provide a proper solution for you within 5 hours.

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References

- [User Manual](#)