Tankless 1000 GPD Reverse Osmosis System User Guide

Tankless

User Guide

Contents

Troubleshooting Guide

Problem	Possible Reason & Solution
Why the system can't be powered on afier inserting t he plug of power adapter?	Al: Power failure: Check if there is power outage. Check the power under the sink, s this mostly occurs 'w hen the power under the sink is off. Check if the power a dapter is properly connected to the machine and power outlet. Or simply disconnect the system and try another power outlet.
	A2: Power adapter failure: Check if the adapter light is o ff. Replace the power adapier. If you are unsure about th e model of adapter, please contact our Customer Servic e for further assistance.
	Al: Excessive bending of water pipe: Check and straight en out the pipe.

Why there is no water dispensing from the faucet or t he water output becomes weaker?	A2: RO feed water adapter is being tumed off: Check an d make sure the feed water adapter switch is being turn ed on totally.
	‘A3: Water outage occurred: Check if there are any wate r outage in the area. If yes, please wait for the local wate r supply to be fixed.
	Ad: Filters clogged: Check filters to see if they are prope rly inserted. Make sure all the filters are replaced and ha ve not expired yet.
	A5: Leak from pipe connection: Check and make sure th e pipe is properly connected and no leakage on the pipe (s).
	A6: Temperature of feed water is low: Check and make sure the system runs at water temperature between 41° F-100°F.
Why TDS in filtered water is so high?	Al: It is normal, this is commonly referred to as TDS creep – when an RO system sits idle and there is no acti ve pressure being applied to the raw water side ofthe ‘m embrane, the appearance of salt can creep into the treat ed side of the membrane and lead to a higher TDS If thi s happens, you can open the faucet, allow it to run for 1 minute. The TDS reading will return to normal.
	A2: The RO filter expired: Replace the RO filter immedia tely.
	A3: The waste water pipe may be crimped or clogged. Check and remove crimps. Re-align the drain saddle an d drain pipe
	Ad: The source water may have a high TDS Test the sou rce water and filtered water, The filtered water’s TDS sh all be about 5%-10% of your source water’s TDS. This is a normal range. If there is a high TDS in the sour ce water, it may reduce the service life of the system. W hen the filtered water’s TDS creeps up to 15%-20% of th e source water’s TDS, please perform routine filter repla cement.
	AS: Mains water pressure is low, check by installing a pr essure gauge to the unit. If below 40 PSI you may need a booster pump.
	A6: The filters are not well-installed. Make sure the filter s are placed properly.
Why the pure water looks dirty?	A1: Activated carbon particles: It is normal that the pure water turns black with activated carbon particles in the n ew filter. Do not drink until the 30 minutes of flushing pro cess is completed.
Why the pure water smells abnormal?	A1: Turn on the faucet for 30 minutes to flush out the filte rs.
	A2: Expired filiers remain unchanged for a long period: Replace the filters

	A3: The machine has remained unused for a long period : Restart the machine and turn on the faucet to run for 1 0 minutes. If the smell remains, please replace the filters .
Why the filtered water from the faucet tastes like tap water?	AT Incorrect pipe installation. Make sure the waste ‘wate r pipe is not connected with faucet.
	‘A2: The filters are not well-installed. Make sure the filter s are placed properly.
	A3: Filter expires. Check the filter life indicators to confir m which filter needs to be replaced and replace immedi ately.
Why the filters are clogged shortly after filter replace ment?	Actual lifetime and condition of a filter may vary due to d ifferent quality of water supply or different water usage. We do not recommend using well water as source due t o its complicated composition. If you are using ‘well water as the source, please make sure that the feed wat er has been through the spin down sediment water filter first.
Why the machine makes loud noise during operation ?	It is normal for the water purifier to have slight vibration and sound when purifying water. The sound will not exc eed 60 dB, which makes no difference to everyday lives (60 dB is tested under standard laboratory conditions, w here the feed water pressure is between 0.1-0 4MPa. A l oud sound may be caused by the following reasons: A1: The system is not positioned in a flat area. Make sur e the system is placed smoothly without shaking,
	A2: The vibration generated by the pump: Move the mac hine away from the side wall. Do not place the machine against the side wall or on the uneven ground
	A3: Unstable feed water pressure: Check and confirm th e water pressure is between 0.1-0.4MPa.
	A4: Check if the silicone foot pad at the bottom of the R O system falls off.
	A5: Abnormal power voltage: Contact our support team f or assistance. Do not attempt to repair as there may be electrical leakage.
	A6: Excessive bending of water pipe: Check and straigh ten out the pipe.
Why the machine makes slow ice making, frequent s tart-stop issue, etc during operation?	Since different refrigerator/ice maker has various requirement of water pressure, it’s not possible for our R O system to provide them all. Connection under mismat ched circumstance may result in many problems, includi ng but not limited to: slow ice making, frequent start-stop issue, etc. Therefore, if you need to connect tankless R O system to a refrigerator and ice maker, we recommen d you to purchase the PMT pressure tank

Water Leakage	A1: Check all joints, fittings and tubing connections to lo cate the leakage; make sure that the water pipe is insert ed in place
	A2: Check if the water pipe may have a burr problem; ‘m ake sure that the water pipe surface is neat, without burr s, and no severely deformed
	A3: Unknown reason: contact our support team for assis tance
Why do the filters start reminding to replace before t he ideal time?	Actual lifetime and condition of a filter may vary due to d ifferent quality of water supply or different water usage. We do not recommend using well water as source due t o its complicated composition. If you are using well wate r as the source, please make sure that the feed water ha s been through the spin down sediment ‘water filter first. The lifetime of the filters in our RO system depends on 2 aspects: the total service time and the amount of filtered water. As long as one of these two limits has been reach ed, then the filter needs to be replaced. Detailed information as follows: F2 600GPD RO system: RO: 24 months / 1902 gal PCF: 12 months / 951 gal F3 1000GPD RO system: RO: 36 months / 2853 gal GAC: 12 months / 951gal PP+CB: 12 months / 951 gal
Why does the flow rate of the faucet slow down after using the RO system for a period of time?	The filtration accuracy of the reverse osmosis membran e is 0.000 1 micron, so that all impurities larger than the pore size of the RO membrane in the water can be remo ved through physical osmosis technology. Although the filtering effect of this method is good, it will cause part of the water with high concentration to not flo w in, and it can only be discharged as wastewater. As time goes by, the RO membrane is slowly clogged by some filtered impurities, causing more and more water t o fail to pass through the RO membrane. This will result in a gradual decrease in pure water and a gradual increase in waste water.

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Documents / Resources

	**Tankless 1000 GPD Reverse Osmosis System** [pdf] User Guide 1000 GPD Reverse Osmosis System, 1000 GPD, Reverse Osmosis System, Osmosis System

References

- **User Manual**