

# OSMOSERS-TROUBLESHOOTING2

Original file

| PROBLEMS                                                                                               | POSSIBLES CAUSES                                                     | SUGGESTED ACTION                                         |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------|
| Power light OFF                                                                                        | No power supply                                                      | Verify the power supply wires ; switch power ON          |
|                                                                                                        | On power supply fuse is broken                                       | Check and replace the fuse                               |
| - Power light ON - No production of purified water - indicator PUMP is off - indicator SOURCE is ON    | The inlet tap water supply is closed or has insufficient pressure    | Improve water supply                                     |
|                                                                                                        | Water inlet tubing folded or obstructed                              | Check that the inlet pipe is not damaged.                |
| - Power light ON - No production of purified water - Power light ON - all control light indicators OFF | A fuse is broken :<br>- pump fuse<br>- fuse in the controller box    | Check and replace the fuse                               |
| - Power light ON - No or low purified water production - indicator PUMP light ON - Pump running        | Pre-treatment clogged                                                | Replace the pre-treatment filters before the RO membrane |
|                                                                                                        | Weak flow of inlet water                                             | Increase the flow of the inlet water                     |
|                                                                                                        | Reverse osmosis membrane clogged                                     | Change the membrane                                      |
| - Power light ON - No or low purified water production - indicator PUMP light ON - Pump always OFF     | Pump fuse burned                                                     | Replace the pump fuse                                    |
| Light indicators FULL and PUMP alternate                                                               | Defective high-pressure sensor or check valve                        | Change pressure sensor and check valve                   |
| - Power light OFF - Lack of pressure and low flow output                                               | Watertank hand valve closed                                          | Turn ON the watertank hand valve                         |
|                                                                                                        | Requested pure water volume above the capacity of the water purifier | Wait the watertank is filled again                       |
|                                                                                                        | Lack of pressure in the pressurised watertank                        | Re-adjust the air-pressure of the water tank             |
| purified water conductivity too high                                                                   | Resin saturated                                                      | Replace resin cartridge or bottle                        |
| - POWER light ON - FULL indicator ON - Pump OFF - Drain flowing continuously                           | Inlet solenoid valve defective                                       | Replace the inlet solenoid valve                         |
| Conductivity meter display OFF                                                                         | Batteries out of order                                               | Replace the batteries                                    |

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