

Common Problems and Solutions

Condition	Possible Problem	Solutions
<ul style="list-style-type: none"> The power light is not on or the power switch doesn't seem to work. 	<ul style="list-style-type: none"> Unit may not be plugged in correctly. Unit may be plugged into an outlet controlled by a switch. Fuse at the bottom of the machine may be blown. 	<ul style="list-style-type: none"> Make sure power plug is plugged into outlet correctly. Plug unit into an outlet that is constantly 'hot'. Replace the fuse at the bottom of the unit.
<ul style="list-style-type: none"> Water volume is low or doesn't come out of the unit. 	<ul style="list-style-type: none"> Angle Valve Adapter and/or cold water supply are turned off. One or more of the water supply tubes is crimped. House water pressure is too low. Pre-filter and/or unit filters are blocked. 	<ul style="list-style-type: none"> Make sure all water supply valves are open. Check all hoses and tubes. Water pressure may be low for many reasons (RO system, sprinkler system, etc) Call your dealer support for assistance. If unit has been used for 6 months or more, replace filters as needed.
<ul style="list-style-type: none"> Tubing is leaking. 	<ul style="list-style-type: none"> Tube is not seated properly or there is a hole in the tubing. 	<ul style="list-style-type: none"> Disconnect and reconnect tubing making sure it is seated 3/4 inch deep or replace tubing.
<ul style="list-style-type: none"> Pre-filter is leaking. 	<ul style="list-style-type: none"> Tubing to pre-filter is not seated deeply enough. O-Rings inside the pre-filter are not seated correctly or are being crimped due to housing cover being on too tight. 	<ul style="list-style-type: none"> Disconnect and reseal tubing at least 3/4 inches into filter. Disconnect tubing and unscrew housing cover. Make sure O-Rings are seated properly.
<ul style="list-style-type: none"> Water has an unpleasant odor or taste. 	<ul style="list-style-type: none"> The internal filters may need to be replaced. Water source requires a pre-filter or RO filter. 	<ul style="list-style-type: none"> Call your dealer to place an order for new filters. Call your dealer for a water quality report for your area.
<ul style="list-style-type: none"> Unit is making an unusual noise. 	<ul style="list-style-type: none"> The problem is internal and requires a qualified technician. 	<ul style="list-style-type: none"> Unplug the unit from the power source and call Technical Support.
<ul style="list-style-type: none"> Ionizer is leaking. 	<ul style="list-style-type: none"> The problem is internal and requires a qualified technician. 	<ul style="list-style-type: none"> Unplug the unit from the power supply and call Technical Support.
<ul style="list-style-type: none"> Even though the filter has been replaced, the filter life indicator still shows no-life. 	<ul style="list-style-type: none"> Did you reset the filter counter? 	<ul style="list-style-type: none"> Reset the filter by pressing the filter replacement button.

