

TROUBLESHOOTING

Problem	Possible Reason	What to do?
The system does not work after pressing the water-making button	After some amount of use, the water volume button and the water-making button may flashing together as a reminder to flush out the remained contaminants	Follow the reminder and press these two buttons simultaneously to trigger the 6 minutes self-cleaning procedure
	Filters are expired, or the filter lifespans have not been reset after replacing the filters	Refer back to the steps on pages 8 and 9 to see how to replace the filters and reset the filter lifespans
	The system enters a lock mode if it detects that the water tank has not been removed for input water-changing	Lift up the water tank, and place it back onto the base after pouring out the RO reject water and refilling it with new tap water
		Check the bottom of the tank to see if the small round magnet is missing and need a spare part replacement
	Once the water level goes below the designed white cylinder in the tank, the filtering process will immediately stop to control the concentration of the RO reject water	Discard the remaining water left in the tank and refill it to the MAX line for the next cycle
	The raw water in the tank will fill into the new filters, so there may be no water coming out during the first two rounds	Refill the raw water tank, then repeat the filtration cycle
	The system enters a lock mode when not using the matching carafe or not correctly inserting the carafe into the system	Make sure that the glass carafe is placed correctly and its cover is closed and connected to the system
The OUT TDS number is out of the 90% TDS reduction range or continuously increasing	The remaining water in the water tank from the previous filtration cycle is not discarded, causing the contaminants to accumulate and lead to higher numbers for both the IN and OUT TDS value	Pour out the RO reject water left in the tank and refill it with new tap water every time you intend to make another cycle of pure water

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RO water flow is unstable or slow	Clogged filters are the most common reason for the slow flow rate of water	Refer back to the steps on page 8 to see how to replace the filters as per schedule
	Limescale build-up in your machine can reduce the RO water flow	Refer back to the steps on page 9 to see how to descale your machine
Water leakage occurs	The leftover water inside the bottom spring switch runs out when detaching the water tank	Lift up the water tank slowly and gently
	Filters are not tightly connected to the filter base on the system	Refer back to the steps on page 8 to see how to detach and re-insert the filters. Make sure all filters are fully inserted with no gap between the filter base
	The black sealing rings on the top of filters are distorted or loosened	Use the spare sealing rings in the packet to replace the original ones
Water volume is not accurate	Air bubbles get trapped inside the system	Refer back to the steps on page 10 to backflush and rid the system of air bubbles
Booster pump makes noise		