

TROUBLESHOOTING

The system does not work after pressing the water-making button.

Check	Does the floating tablet in the water tank float up?
Solution	Take off the silicone sealing cap, then clean up the clogged floating tablet rail and floating tablet.
Check	Does input water level goes below the cylinder in the water tank?
Solution	Discard the remaining water left in the tank and refill it to the MAX line for the next cycle.
Check	Is the water tank stably placed on the water tank base?
Solution	Lift up the water tank, and place it back onto the water tank base.
Check	Has the filter replacement cycle passed?
Solution	Check the filter lifetime indicator, and then refer back to steps on page 12 and 13 to replace the filter if necessary.
Check	Have you finished the 4 cycles of flushing for your new filter?
Solution	Refer back to steps on page 4 and 5 to flush your new filter.

An E1 error happens or the pure water flow is significantly slow.

Check	Is the filter clogged?
Solution	Replace the filter and refer back to steps on page 13 to reset the filter life indicator.
Check	Does limescale build-up in your machine?
Solution	Refer back to the steps on page 15 to descale your machine.

An E2 error happens.

Check	Is the floating tablet missing from the floating tablet rail?
Solution	Find the floating tablet. Put it back to the floating tablet rail and seal it with the silicone sealing cap.

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The TDS number is out of the 90% TDS reduction range.

Check	Do you discard the RO reject water remaining in the water tank?
Solution	Pour out the RO reject water left below the separator and refill the water tank with new tap water for another cycle of filtering.
Check	Has the system been unused for seven days or less?
Solution	Touch the Flush button to trigger the manual backflushing. And discard filtered water from the first cycle.
Check	Is the filter tightly connected to the filter base?
Solution	Refer back to the steps on page 12 and 13 to detach and re-insert the filter. Make sure the filter is fully inserted with no gap.

Booster pump makes noise or the water volume is not accurate.

Check	Do air bubbles get trapped inside the system?
Solution	Touch the Flush button to trigger the manual backflushing and rid the system of air bubbles.

Water leakage occurs.

Check	Do leaks happen from the bottom of water tank?
Solution	Lift up the water tank slowly and gently.
Check	Is the filter tightly connected to the filter base?
Solution	Refer back to the steps on page 12 and 13 to detach and re-insert the filter. Make sure the filter is fully inserted with no gap.