TROUBLESHOOTING - EZ-RO with Blending and Hydropneumatic Tanks

Problem	Possible Cause	Solution
No water running to equipment.	Water supply is turned off.	Turn on the water.
	Water supply is blocked. Prefilter is plugged.	Clear blockage. Change prefilter.
	Membrane cartridge is fouled.	Replace membrane cartridge.
	Incoming water line is crimped or pinched off.	Check incoming line and verify no crimps in line. Remove any pinch points.
Running out of optimized water	Operating pressure reduced	Prefilters need to be replaced.
	Very cold feed water	Feed water temperature too low, increase water temperature up to 80°F to increase production with tempering valve or check if larger RO membrane or tank can be added.
	Valves are in incorrect positions	Ensure the inlet valve and outlet valve on the RO processor are open. See hang tag for normal operation. On the tank, ensure the outlet valve is open.
	Demand exceeds system capacity	Check RO permeate flow. Water temperatures of 48°F will reduce permeate output by 50%. Inlet pressures of 30 psi will reduce permeate output by more than 50% compared to 60 psi inlet. Consult with technical support if permeate flow is too low. Determine if the demand is unusual or inconsistent, or resize system with higher capacity membrane and/or tank.
	Reverse osmosis membrane fouled	Replace reverse osmosis membrane every 12-24 months. See "Short membrane life" page 23 for additional information.
	Low feed water pressure	Install optional feed water pressure booster pump to get pressure up to 60-80 psi. Check outlet pressure of existing booster pump if already installed.
Poor quality optimized water	Blend valve out of adjustment	Follow steps on page 17 to adjust blending valve.
Low TDS rejection <75%	Inlet and outlet valve not in normal operation	See Hang tag for normal operation. Measure reject flow rate and compare to reject flow restrictor chart on page 10. Replace prefilter, capillary flow control and RO membrane as needed. When moving inlet and outlet handles from bypass to service positions, you may detect a pressure imbalance that prevents the outlet handle from reaching full final position. Correcting this issue by turning the valve outlet or inlet handles open and closed again, will help equalize pressure to allow inlet and outlet valves handles to fully engage to the service position.
	Blend valve out of adjustment	Follow steps on page 17 to adjust blending valve.
	Membrane failure	Measure TDS out of permeate sample port. Measure reject flow rate. Replace prefilter and RO membrane as needed. Check to see if the capillary flow control is plugged. Replace capillary flow control as needed.
Nonblended optimized water <25 ppm	Mineral feed cartridge exhausted	Replace mineral feed cartridge with 4CM for 375 system, 7CM for 650 systems every 6–12 months.

TROUBLESHOOTING (CONTINUED)

Problem	Possible Cause	Solution
Short membrane life	Permeate /reject water ratio not adjusted correctly	Measure and adjust the reject flow rate per page 10.
	Poor feed water quality, presence of Hydrogen sulfide, iron, manganese, silica or hard water	Determine feed water quality by obtaining a water quality report from the city water supply utility or contact your Everpure dealer for a water test. See incoming water requirements on page 6.
	High chlorine levels in feed water	Contact your Everpure dealer for a recommended prefilter change schedule.
	Prefilter filtering capacity has expired	Change prefilter every 6 months or as needed.
Short prefilter life	Heavy sediment loading	Change prefilter more often or add an additional 10 micron coarse prefilter before system (E-10 10 inch filter EV9795-80 or E-20 20 inch filter EV9795-90).
Processor drain does not shut off	Automatic shut off valve malfunction	If water continues to flow to the drain after the tank is full, replace automatic shut off.
TDS Monitor will not turn on	Display will not turn on	Battery life expired: Replace batteries. Sensor module damaged: Replace TDS unit.
Tank full of water but water will not dispense	Tank valve closed	Open tank valve.
	Bladder ruptured	If tank does not hold precharge pressure or water is coming out of Schrader valve, replace tank.
Low water pressure at water using equipment	Tubing between reverse osmosis system and equipment too small	Increase tubing size between reverse osmosis and equipment to 1/2" or larger.
	Incorrect precharge in tank	For hydropneumatic system, precharge tank to 10 psi when empty.
	Bladder ruptured	If tank does not hold precharge pressure or water is coming out of Schrader valve, replace tank.
Objectionable water odor or taste	Additional post filtration needed	Add additional carbon filtration on outlet of system.
Reject water flow rate too low or decreases over time	Drain line restricted	Check/correct any restrictions in drain line tubing, no loops or kinks. Make sure to allow an air gap at the drain. Close RO processor inlet valve, wait for pressure gauge to read zero, disconnect reject line at quick connect fitting and inspect for obstruction or damage. Remove obstruction. Replace tubing and capillary flow control as needed.

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