

PRECISION-RO

TROUBLESHOOTING

Please carefully follow the instructions provided below. Thank you.

1. Check to see if the product water is going somewhere. A leak or malfunctioning ice maker could leave you with no product water.
2. Do you have severely reduced water pressure at the sink faucet? The RO system needs to have at least 40 psi in order to function correctly. Check to see if there is water going down the drain.
3. If you cannot tell by listening, you can disconnect the black tube from the drain saddle and see if water is coming out. The following steps mention flow rates that are applicable if you have 60 psi feed water pressure and normal tap water at 77° F.
4. A normally operating system would put out about 220 ml per minute (approximately 7.5 ounces or almost one cup per minute) down the drain. Be sure to reconnect the black tubing to the drain saddle securely. Wash your hands thoroughly with soap and water before proceeding if you have disconnected the black tube from the drain saddle.
5. If water is going down the drain then the system should be making water. You can check the membrane productivity by closing the tank valve and opening the RO faucet. A normally operating system should produce about 105 ml per minute (approximately 3.5 ounces or almost ½ cup per minute) as product. If the system is producing noticeably less than about 80 ml per minute (2-2/3 ounces or 1/3 cup per minute) then the membrane module may need replacement.
6. If there is no water going down the drain, shut off the incoming water.
7. Remove the lock on the system side of the feed valve (white valve with a blue handle - located on the green tubing). Pull the tube out of the feed valve by pushing the white ring on the valve towards the valve while pulling on the tube.
8. Point the open end of the valve into a bucket and open the valve momentarily. It should flow forcefully – like a fire hose.
9. If water flows forcefully then you probably have a malfunctioning RO system. It will need to be removed and replaced.
10. If water does not flow forcefully then you have a plumbing or installation issue. The RO system cannot operate well if the feed water supply is not adequate.

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