

# Troubleshooting Tips

<b>Problem</b>	<b>Possible Causes</b>	<b>What To Do</b>
<i>Water contains tiny black particles</i>	New filter canisters contain activated carbon.	<ul style="list-style-type: none"> <li>• Turn on the filtered water faucet and allow to run for 11 gallons (or 10 minutes) to flush out any harmless carbon fines that may be present.</li> </ul>
<i>Water has air bubbles and is cloudy</i>	Air in system after installation.	<ul style="list-style-type: none"> <li>• Will go away after water runs for a while.</li> </ul>
<i>Indicator light on the control valve is flashing</i>	Six months usage has occurred. This is the maximum life of the filter canisters.	<ul style="list-style-type: none"> <li>• If double flash, replace filters.</li> <li>• If single fading flash, replace filters and batteries.</li> </ul>
<i>Indicator light on the control valve is not blinking</i>	Normal operation.	<ul style="list-style-type: none"> <li>• Does not blink until 6 months of operation has passed.</li> <li>• Normally the light is not on. The light blinks every 20 seconds to indicate a filter change is needed. This occurs about every 6 months.</li> </ul>
	Battery may need to be replaced.	<ul style="list-style-type: none"> <li>• Replace battery and press reset button for 5 seconds. Indicator will light to indicate proper installation and operation. Timer is reset for 6 months.</li> </ul>
<i>Indicator light on the control valve is not working when new battery is installed</i>	Battery may have been installed incorrectly or wire not connected.	<ul style="list-style-type: none"> <li>• Observe battery orientation markings on the holder.</li> <li>• Ensure wire is connected from control valve to timer box.</li> <li>• Press reset button for 5 seconds to reset timer, indicator will light and timer is reset for 6 months..</li> </ul>
<i>Chlorine taste and odor in the product water</i>	The filter canisters are no longer reducing chlorine taste and odor from the water supply.	<ul style="list-style-type: none"> <li>• Replace the filter canisters.</li> </ul>
<i>Water dispenses very slowly</i>	The filters have been installed for too long.	<ul style="list-style-type: none"> <li>• A six-month change-out period is recommended. Replace both filter canisters.</li> </ul>
	The filter canisters have become clogged.	<ul style="list-style-type: none"> <li>• High sediment levels can cause premature clogging. Replace both filter canisters.</li> </ul>
	Filter not installed fully	<ul style="list-style-type: none"> <li>• Ensure filter is fully installed, label should be centered and facing forward.</li> </ul>
<i>Fittings are leaking</i>	Tubing may not be installed properly.	<ul style="list-style-type: none"> <li>• Fully follow the installation instructions and be sure the tubing is free of nicks, burrs, etc., and is installed to the proper depth.</li> </ul>
<i>No water dispensing from system</i>	Filter canisters not fully installed.	<ul style="list-style-type: none"> <li>• Fully follow the filter replacement instructions.</li> </ul>

If you are still having trouble, please call us at 800.952.5039 in the USA or 866.777.7627 in Canada.