

Before you call for service...



Troubleshooting Tips

Save time and money! Review the charts on the following pages first and you may not need to call for service.

Problem	Possible Causes	What To Do
Water has air bubbles and is cloudy	Air in system after installation.	<ul style="list-style-type: none"> Will go away after it runs for a while.
Indicator light on faucet base not working	Batteries installed incorrectly or expended.	<ul style="list-style-type: none"> Observe orientation on page 14 and install correctly. Replace batteries if old.
	Blue light does not illuminate until 6 months.	<ul style="list-style-type: none"> Normal operation.
	Batteries are dead.	<ul style="list-style-type: none"> Use new CR2032, 3-volt battery.
Chlorine taste and/or odor in the Reverse Osmosis product water	The ppm of chlorine in your water supply exceeds maximum limits and has destroyed the Reverse Osmosis membrane.	<ul style="list-style-type: none"> If the water supply contains more than 2.0 ppm of chlorine, additional filtering of the water supply to the Reverse Osmosis is needed. Correct this condition before doing maintenance on the Reverse Osmosis system.
	The prefilter is no longer reducing chlorine from the water supply.	<ul style="list-style-type: none"> Replace the Reverse Osmosis membrane cartridge, flow control, screen, prefilter, postfilter and batteries in the electronics box.
Other taste and/or odor	High quality product water may have a different taste than what you're used to.	<ul style="list-style-type: none"> This is normal.
	Low water usage.	<ul style="list-style-type: none"> Completely drain system and allow to refill.
	Contamination in product water storage.	<ul style="list-style-type: none"> Use sanitizing procedures.
	Prefilter and postfilter need to be changed.	<ul style="list-style-type: none"> Replace the prefilter and postfilter. Sanitize system.
Water leaking from faucet air gap hole	Drain side of faucet air gap (3/8" tubing) plugged, restricted or incorrectly connected to the drain.	<ul style="list-style-type: none"> Inspect and eliminate restriction or plug. It is important that there are no dips, loops or low spots in the drain line from the faucet air gap to the drain pipe. Refer to Installation Instructions for proper drain connection. If drain line adapter was used as the drain point, periodic inspection/cleaning is recommended.
System makes product water slowly	This is normal.	<ul style="list-style-type: none"> Water flow rate will be lower than your regular faucet. It takes 3–4 hours to fill the tank.
	Water supply to the Reverse Osmosis system not within specifications.	<ul style="list-style-type: none"> Increase water pressure, precondition the water, etc., as needed to conform before doing maintenance on the Reverse Osmosis system.
	Prefilter cartridge plugged with sediments.	<ul style="list-style-type: none"> Replace the prefilter. If rate does not increase, replace the postfilter, Reverse Osmosis membrane cartridge, flow control and batteries in the faucet base.
	Reverse Osmosis membrane plugged with sediments.	<ul style="list-style-type: none"> Replace Reverse Osmosis membrane cartridge, flow control and battery in the faucet base.

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Problem	Possible Causes	What To Do
No Water	Water supply valve not turned on.	• Turn water supply valve on. See diagram on page 11.
	After filter change, tank is empty.	• It takes 3–4 hours for RO system to provide enough water to fill the tank.
Leaks at fittings	Improperly installed.	• Reinstall. See Installation Instructions.
Sounds you may hear	Sink drain, drain water from system.	• This is normal. • Drain line can be installed to an alternative drain, such as a basement drain. See pages 16 and 17 for alternative drain configurations.
	Faucet air gap—drain water flowing through the faucet air gap. This may be associated with high pressure water supply, generally 80 psi or greater.	• Install a pressure regulator in the house water supply system to reduce the pressure below 80 psi. • An alternative flow restrictor for high pressure installations is available from GE (see item #31 on the parts list, page 25). Contact GE Parts and ask for Flow Restrictor, High Pressure, Part Number WS15X10049.

Safety Instructions

Operating Instructions

Installation Instructions

Troubleshooting Tips

Consumer Support