

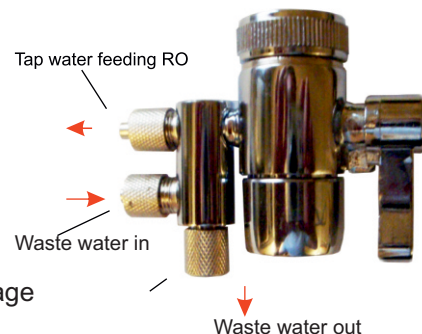
Common questions. Troubleshooting.

I screw diverter onto faucet and when I turn water on water splashes out.

Most likely the clear O-ring fell out. Just insert O-ring inside a diverter. If you use adapter with diverter, make sure double O-rings installed (spout - o-ring - adapter - o-ring - diverter). Also problem might be related to wrong size of adapter. If diverter wobbles at connection, different adapter needed. Obtain correct size adapter or contact Customer Care.

RO unit produces 2 water flows. Which is waste and which is pure line?

Pure water line is white loose tubing with white union fitting at the end.
Waste water comes from small outlet located at bottom of diverter.



I turn water on , there is no pure water coming out.

If this is the first time using RO please wait 3-5 min. until water passes all filters. If you used RO lately without problem there is a chance that delicate membrane located inside second stage is failing. We noticed that in some areas (parts of NYC, Queens and Brooklyn), it may occur after couple days of use. Contact our Customer Care specialist for instructions how to replace the second stage carbon filter with different brand carbon filter. Also check first stage semiclear filter. If it turned dark brown we recommend to change it as well. It takes another 3-4 months before cartridge gets clogged completely.

Your adapter doesn't work with my faucet.

We carry different size adapters as well (only 5-10% faucets have different size and thread than our diverter and adapter). Contact our Customer Care for correct size adapter.

My faucet is pull down type. Can I attach RO?

Yes, you will need special adapter. Contact Customer Care after the purchase.

I don't like how much water is going to drain (waste water).

We use 550ml or 450ml restrictors which provide ratio 1:2.6. If you would like to lower down amount of waste water, you can order lower restrictor (for example 400ml), which lowers amount of waste water. At the same time lower size restrictor decreases quality filtration and life span of membrane. Also we recommend to collect waste water and reuse for watering plants, use for car wash or other technical needs.

I do not know how to replace filters.

Just check Installation / Replacement Manuals section (MyAquaFilter.com) for manual/video about how to replace filters.

My water looks blackish when I start using RO.

Water will be blackish for 5-10 min when new carbon filter installed. Just wait until water becomes clear. Blackish color caused by carbon dust (fully unharmed).

I do not know which replacement filter set needs to be ordered.

Contact Customer Care with your order number.

My unit arrived with broken fitting. Do I need to return unit?

No. It takes 2-3 min to fix it. Elbow fitting are the most delicate plastic part which can be easily damaged during shipment. We enclose 1 spare elbow inside small package with parts. We have a manual how to fix the problem. If you need more elbows contact Customer Care. Check our manual section on website for manual.

I'd like to connect my RO via Garden/Laundry Hose outlet.

We carry garden/laundry adapter. Also you can buy Garden/laundry conversion kit (set includes adapter, on/off valve, extra long tubing and goose faucet).

Can I place RO under the sink?

No. It is not designed to be used under the sink.

I'd like to have RO tank.

We don't recommend to use RO tanks. RO tank stores a mix of fresh and old water. Since first use bacteria grow inside the tank. There is no way to clean / sterilize RO tanks because they are under the pressure. So you will need extra antibacterial filter or UV stage to fight bacteria. Countertop RO can be converted to work with RO tanks, but it requires an installation some extra parts, reconnecting many tubing and disassembling/reassembling RO unit. The best way is to buy Traditional RO with tank from our website.

How do I know when water container will be filled.

We recommend to use kitchen timer (or buy one from our website) and setup alarm. It takes approx. 20 min to fill up 1 gallon container.

What useful tools do you recommend?

TDS meter for measuring water TDS (total dissolved solids), pH meter (for alkaline filters), kitchen timer (to setup alarm when container is full). You can find these tools under Useful Tools section on website.

How to store replacement filter(s).

Put inside plastic bag. Keep in dark cold place (above freezing point).

I run hot water through the system by accident.

If you run hot water for 5-10 min, there was no much harm made to filters. Hot water have a lot more contaminants and high level of chlorine to control bacteria, it decreases filter life in 5-10 times. If you run hot water for more than 1-2 hours , we recommend to change at least first and second stage filters.

I'd like to add extra filter(s) to Countertop RO. How can I do it? Can I add it later?

Yes. Order filter(s) from our website. Filter can be ordered as stage set. Stage set comes with extra tubing, elbow fitting and clips needed for installation. If you need assistance with installation, contact Customer Care for manual.

Can I move RO from my countertop? I don't like tubing over my sink.

There are 3 options: use union quick connect fitting (as shown on picture) to leave diverter at place all the time or unscrew diverter every time. First options is more convenient. You can buy those union fitting on our website. SKU #SQC.



How to store RO unit during vacation time.

If you leave for week or two, we recommend to disconnect RO unit and move into dark cold place (above freezing point). Many customers put RO inside plastic bag and place inside the fridge on the bottom of shelf. **Make sure temperature is above freezing point.** If you leave RO unit on countertop for more than 5-7 days without use, some bacteria may start growing inside filter(s). Avoid direct sun light.

Can I shorten or extend tubing between RO and diverter?

To extend tubing you will need extra tubing to replace short one. Purchase extra tubing from our website in section Parts. To shorten or extend tubing: remove blue C-ring (elbow fitting), disconnect tubing from the fitting (push on top of fitting and pull tubing out), cut tubing or replace with desired length (tubing needs to be cut under 90 degree angle to avoid leaks), insert tubing back onto fitting, reinsert blue C-ring. If you insert new tubing, connect another side of tubing to diverter (link below).

How to replace diverter?

Just follow this link: <https://www.youtube.com/watch?v=AdU-JKycOml>