WOW RO TROUBLESHOOTING GUIDE

Scenario 1. Adding a secondary appliance hook-up from a pre-installed WET Installation.

PROBLEM: **The installer has added an additional line to the WOW RO Wet Installation for an ice maker/coffee maker/water cooler. Once connected to the secondary appliance, the WOW RO stopped working and the secondary appliance is also not getting water from the unit.**

SOLUTION: The reason the unit is not working is because the line feeding the secondary appliance has air trapped in it. This has caused back pressure on the unit when the unit goes into "SQUEEZE MODE". The buildup in pressure will not allow the unit to depressurize or allow water to go to the drain line. Attempting to release this pressure by turning the RO faucet on will not correct the pressure imbalance. You must have an isolation valve for the secondary feed line.

The isolation valve must be closed upon start up because the secondary line will have air in it, and you must have enough water in the system to fully hydrate that line and clear all of the air in that line at its exit point (i.e. the icemaker, water cooler). Depending on the distance from the initial unit, you may need a secondary storage tank so that you are able to clear the line. For example, if you need to feed a water cooler/Ice Maker that is a considerable distance away, you will need a greater volume of storage water to fill that feed line and purge this line of air.

Before the **WOW RO SYSTEM** is operational, it must be properly primed by removing all air from the unit.

This problem can be avoided by following simple guidelines for connecting ANY additional appliances:

A. It is a must that the filter and water lines to any and all added outlets be clear of air. Note: System will not work with air in the lines.

B. Close isolation lines to all additional lines.

C. Charge system to its full status. (Refer to Installation and User Manual, Start-up Procedure, Section 1, Page 14.)

D. Follow the instructions provided from the Installation and User Manual, Section 2, Pages 16-23.

To fix the problem, you will need to bleed the air trapped in the line running to the secondary appliance. When installing a second, third, or fourth outlet you must draw water across those lines to clear air out of those lines. Until the lines are cleared of air, the back pressure caused by the trapped air will not allow the unit to function. Make sure that an appropriately sized isolation/shut-off valve is installed at the system in the secondary appliance line and is easily accessible under the sink cabinet.

BLEEDING LINES OF TRAPPED AIR:

- Refrigerator with no door dispenser:
    - Open up freezer and clear ice cube tray.
    - Push lever down to engage ice-making. This will begin clearing air out of line.
- Refrigerator with door dispenser:
    - Use glass to engage water dispensing and wait for a solid stream of water.
- Coffee Maker
    - Brew a pot of coffee.
- Water Cooler
    - Open spigot to dispense water and wait for a solid stream of water.

For instructions on hooking up the unit to secondary appliances (i.e. **ice maker/coffee maker/water cooler**) refer to Section 2, pages 16-23 of the User and Installation Manual.

Scenario 2. Adding a secondary appliance hook-up from a pre-installed DRY Installation.

PROBLEM: **The installer has added an additional line on the WOW RO Dry Installation for an ice maker/coffee maker/water cooler. Once connected to the secondary appliance, the WOW RO is not working, and the secondary appliance is not getting water from the unit.**

SOLUTION: The reason the unit is not working is because the installer did not follow any of the initial instructions and hooked up everything at one time. They attempted to turn everything on at the same time and now the unit is completely air logged. There is too much internal pressure for water to move through the unit properly and they will have to follow a procedure similar to pre-charging to remove trapped air from the system. Follow the steps below to solve the problem:

1. Turn the isolation/shut-off valve, that connects feed water (F PORT) to the unit to the off position. Then turn the RO faucet to the on position for 10 seconds and leave it in this position.
2. Remove each of the filters from the manifold starting with the post-filter, then the RO filter, and finally the pre-filter. Each filter can be removed by grasping the filter near the bottom, wiggling slightly, with an upward motion give it a clockwise twist, and remove the filter.
3. Pre-fill each cartridge with bottled water or tap water until they overflow from the top. Wait 3 minutes and top off as cartridges soak up water. Repeat until cartridges are completely saturated and no air is present at the top.
4. Attach post-filter in the labeled post position, RO membrane in the labeled RO position and the pre-filter in the labeled pre position, with a twisting counter clockwise upward motion until you feel and hear stop tabs touch, and colored dots are aligned.
5. With the filters now in place make sure that the following tubing is correctly connected:
    a. Feed F connection: One end of 1/4" red tubing is connected to the feed water adapter. The other end should be connected to WOW RO System emergency shut-off/isolation valve (from the installation kit). A 6" piece of the same tubing should connect the shut-off/isolation valve to the F PORT on the manifold.

b. Drain D connection: The 1/4" black tubing should connect the saddle clamp on the sink drain to the D PORT on the manifold.
c. RO Faucet connection: The 1/4" blue tubing should connect the FA2 PORT on the manifold to the RO Faucet. The FA1 PORT should be connected to a piece of 3/8" tubing that is connected to a shut-off/isolation valve, that is then connected to the secondary appliance.

6. Make sure the RO Faucet and all other outlets using an isolation valve are CLOSED.
7. Turn feed water adapter valve and emergency shut-off valve on. Notice the sound of water filling the system.
8. Within 3-4 minutes, the waste line from the system will open with a noticeable exhaust of air and water.
9. After waiting another minute, open RO faucet. Notice air/water exhausting from faucet port. Wait for a steady stream of water and then CLOSE the faucet.
10. Within 2 minutes, the waste port will open again with a shot of air/water exhausting. At this point, let the tank fill for approximately 45 minutes.
11. After system shuts down (indicated by no audible or visible drain flow), open RO faucet and empty system to a trickle. At this point, the system should have generated a full gallon and a half of water. If not, see Note 1 below or refer to Troubleshooting Guide (Page 35).
12. Turn off RO faucet and let water make-up process refill tank (approximately 45 minutes).
13. The unit is operational, but it is required to repeat this process (Steps F & G of the Installation and User Manual) five times to completely prep and flush filter cartridges and ensure TDS levels are at their minimums. This will guarantee the best tasting water immediately.
14. System is now fully operational. If system does not work, refer to Troubleshooting Guide.

NOTE 1: If your connections along any FA lines have a leak (even one drop), the system will not work. Repair leak and repeat Start-up Procedure.

NOTE 2: See Pages 16-23 of INSTALLATION & USER MANUAL if adding any appliances.

NOTE 3: Unlike traditional captive air RO systems, the WOW RO will always have water in the tank. This fact does not change the need to follow steps A-F of the Installation and User Manual (Page 15) for Start-Up Procedure.

Scenario 3. Adding a secondary appliance hook-up from a pre-installed WET Installation.

PROBLEM: **The installer has added an additional line to the WOW RO Wet Installation for an ice maker/coffee maker/water cooler. Once connected to the secondary appliance, the system has a low flow volume or trickle of water and has never initiated to a high flow volume. The secondary appliance is 1.) a considerable distance from the WOW RO system and requires a long service line, or 2.) The secondary appliance requires a high volume of water.**

SOLUTION: The reason the unit is producing low flow volume is either due to a leak down line of FA ports, the system has added outlets with no isolation valves, causing trapped air in the lines, or the

volume demand is exceeding storage capacity and the current storage is insufficient. Follow the steps below to determine the issue:

1. Inspect the entire system for leaks. Check that all connections to the manifold, shut-off/isolation valves, and secondary appliance are connected correctly and tightly. Locate leaks and repair them. If there does not appear to be any leaks, proceed to step 2.
2. The system may have added outlets with no shut-off/isolation valves, which has caused air to be trapped in the lines. Turn the shut-off/isolation valve to the feed port off and turn the RO faucet on to release pressure from the system. Remove the line from the port for the secondary appliance and add an isolation valve. To fix the problem, you will need to bleed the air trapped in the line running to the secondary appliance. When installing a second, third, or fourth outlet you must draw water across those lines to clear air out of those lines. Until the lines are cleared of air, the back pressure caused by the trapped air will not allow the unit to function. Make sure that an appropriately sized isolation/shut-off valve is installed at the system in the secondary appliance line, and is easily accessible under the sink cabinet.

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- Coffee Maker
  - Brew a pot of coffee.
- Water Cooler
  - Open spigot to dispense water and wait for a solid stream of water.

3. For instructions on hooking up the unit to secondary appliances (i.e. **ice maker/coffee maker/water cooler**) refer to Section 2, pages 16-23 of the User and Installation Manual.