

# EauFlow

Innovative  
clinical  
water purification



## Eau Flow 505 (Hard Water-2021)

code EY5505HW

### Installation Manual

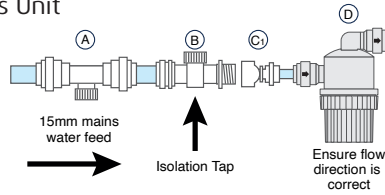
Thank you very much for selecting an Eau Flow. In order to bring the out best use of your system please read this instruction manual carefully before installation

# Fitting Instructions

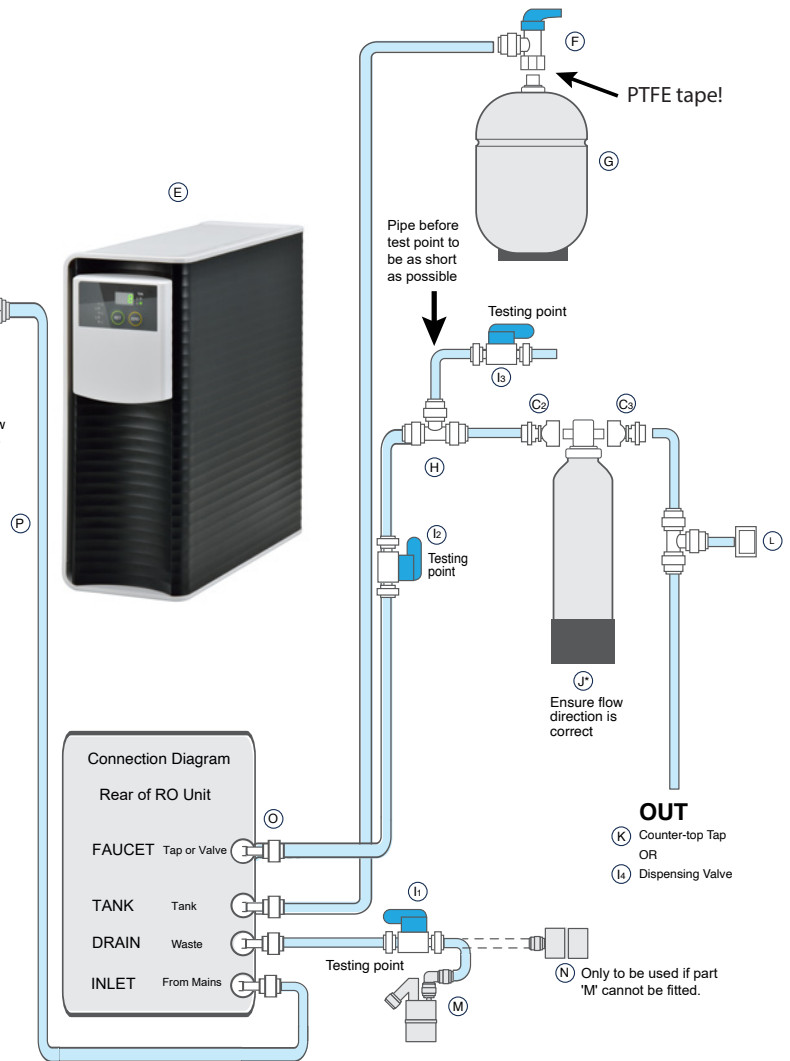
## Eau Flow 505

(Medium/Hard Water)  
Reverse Osmosis Unit

(Supplier Code:  
EY5505 HW)



Supplier codes (see fitting instructions)		Dispatched
A) Non return valve	EY20110	<input type="checkbox"/>
B) Appliance tap	EY20111	<input type="checkbox"/>
C) 3/4" to 1/4" BSP (x3)	EY20112	<input type="checkbox"/>
D) RO filter strainer	EY20334	<input type="checkbox"/>
E) RO unit	EY5505HW	<input type="checkbox"/>
F) Tank ball valve	EY20127	<input type="checkbox"/>
G) Storage tank (12L)	EYST12	<input type="checkbox"/>
H) 1/4" T-Piece Push-fit	EY20123	<input type="checkbox"/>
I) Dispensing valve (x4)	EY20006	<input type="checkbox"/>
J) Deioniser cartridge	EY30810	<input type="checkbox"/>
K) Counter-top tap	EY20300	<input type="checkbox"/>
L) TDS meter (Inline)	EY20155	<input type="checkbox"/>
M) Drain connector/air gap	EY20336	<input type="checkbox"/>
N) Drain saddle valve	EY20065	<input type="checkbox"/>
O) Long tail Elbow connector x 4	EY20122	<input type="checkbox"/>
P) 1/4" (6.2mm) tube - 10m	EY20008	<input type="checkbox"/>
<b>Total Components = 24</b>		



Picking date: \_\_\_\_\_ Picked by: \_\_\_\_\_

## Important Installation details

Warranty not valid if the following details are not returned to [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk)

Installation date:	Serial number: 2021-EY505- -HW (back of unit)
Engineers name and contact details:	
Practice name:	Has the 'Basic maintenance' training been explained to staff? (Details)
Practice phone:	
Practice email:	
Purchase Order no (if applicable):	

# Warning

Please observe the following warning

**We do not recommend fitting** a Reverse Osmosis (RO) unit if the cold water feed to the RO:

1. ...comes from a cold water 'storage' tank that is not routinely maintained

OR

2. ...has any plumbing deadlegs in the plumbing between the stop cock in the road and the RO unit plumbing point.

Failure to observe these conditions will result in bacterial contamination of your RO system that could cause serious human health issues if left unchecked.

You can clean your RO system by using the 'RO Biofilm cleaning kit' as needed, along with a 5L bottle of CleanCert.



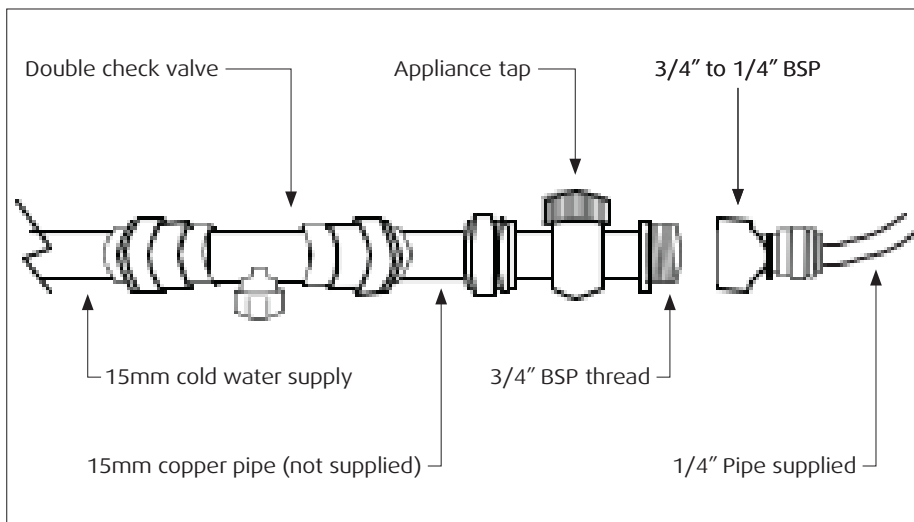
Biofilm cleaning kit  
(SUPPLIER CODE EY90002-ST)



5L bottle of CleanCert  
(SUPPLIER CODE BFCP50)

# Installation

## Connection and filling

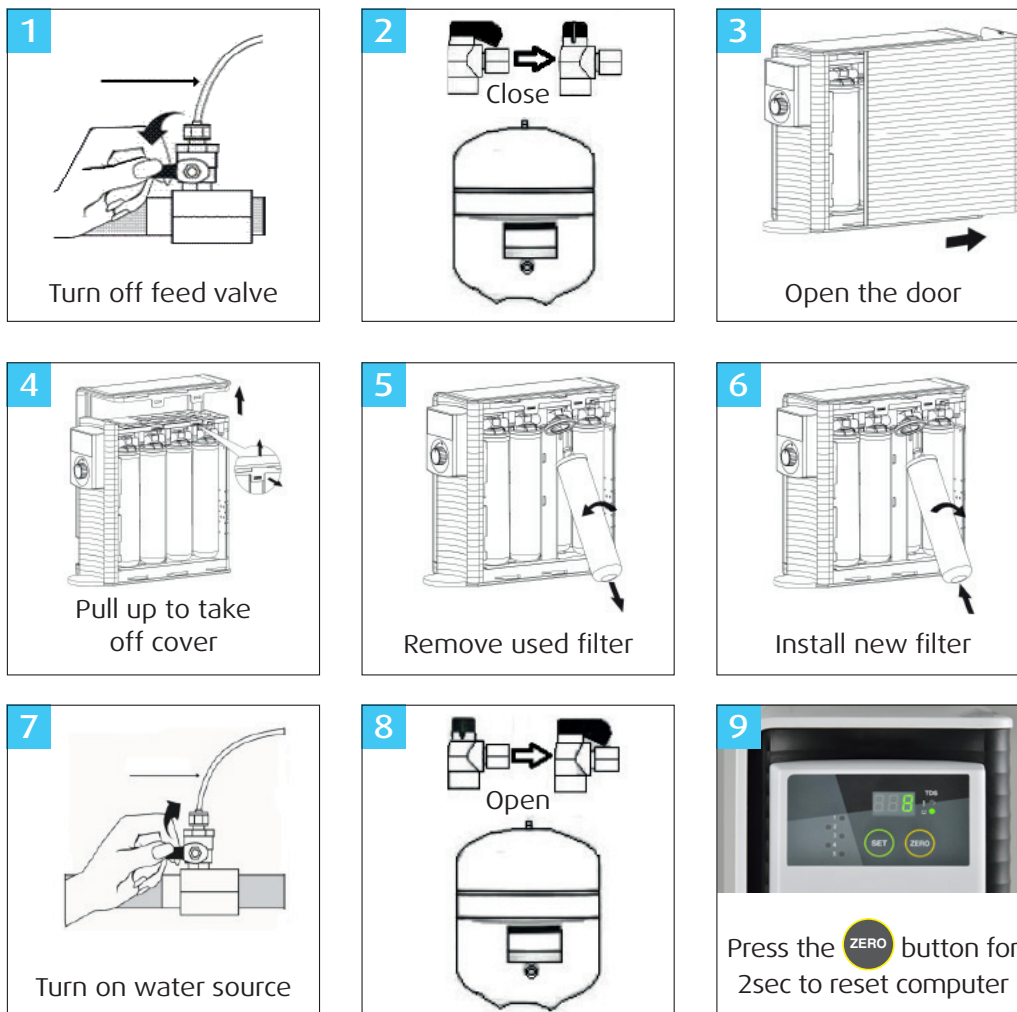


Mains Connection Diagram

1. Connect up all components as shown on the 'Fitting Instructions' sheet.
2. Ensure valve on top of storage tank is 'off' position (90 degrees to tubing) and dispensing point (valve or tap) is 'open'.
3. Connect the electricity and water supply to the RO and turn on.
4. Allow water to flush through cartridges and run from dispensing point (valve or tap) for 5 minutes down the drain.
5. Now close the dispensing point (valve or tap) and open the valve on top of storage tank (inline with tubing)
6. Allow storage tank to fill  
(around 45 minutes for a 12L tank, 60 mins for 20L, 90 mins for 40L)
7. Do not use first tank of water- allow to run down drain by opening dispensing point (valve or tap)
8. Allow tank to refill - system is ready for use.

# Maintenance

## Changing the Cartridges



The following periodic maintenance is recommended so your system will provide an uninterrupted supply of purified water:

Cartridge Filter	Service life
Pre-filter (Sediment)	Every 9-12 months
Pre-filter (Activated Carbon)	Every 9-12 months
Pre-filter (Carbon block)	Every 9-12 months
R/O membrane	Every 9-12 months
Deioniser Cartridge	Every 9-12 months

HARD WATER areas (250ppm CaCO<sub>3</sub>)- please ensure you add a post RO blue deioniser cartridge, to ensure an uninterrupted supply of purified water for your practice

# Common Troubleshooting Issues

## Issues, reasons and resolutions

ISSUE	REASON	RESOLUTION
999 appears in display screen	cartridges warning lights have been left flashing	To remove it: a) Press 'Set' button for 3 seconds b) Then Press 'Zero' button for 3 seconds c) Then unplug the RO unit within 1 second d) Then turn on again within 10 seconds. The '999' should disappear.
RO Machine bleeping and number light flashing	Cartridge needs changing	a) Turn off water coming into RO and change all 5 cartridges. b) Now press zero button for 5 seconds until it bleeps
'!' light flashing	TDS level in water too high	a) If it has been over 9-12 months since last changing cartridges/installed machine then change all 5 cartridges or b) If it has been less than 9 months since you changed cartridges, then you need an additional blue Di cartridge EY30810 (plus inline TDS meter EY20155) between RO and dispensing valve/tap. Contact your rep for details.
'Power' light flashing	Electricity fault	a) Change fuse in plug Or b) You need a new PCB board
5 lights flashing red- leak detector alarm	Water detected in base of unit, normally caused by not turning off water before changing cartridges	a) Ensure cartridges are fully secured and not leaking b) Remove panels (slide back black panel, undo white clips and lift up white panel). c) Mop up water in base of unit and ensure it is fully dry. d) You might also need to turn RO unit on its side to get rid of any excess water in the base. Have a cloth underneath for this purpose. e) Pull up TDS probe on front LHS (black wire connected to base), wipe with a cloth and replace. Ensure chamber is fully dry before replacing.
SRC showing on display	No water input	a) Ensure mains water feed in pipe is connected correctly on the unit. b) Ensure valves and taps to mains input are turned to 'on'
FSH showing on display	System is flushing water through the filters	a) Wait for the system to finish the flushing process. This process removes air from newly installed filters

# Biofilm 'cleaning kit'

**UK HTM01/05- sec 6.50:** 'Specialist items of equipment...may require cleaning and decontamination processes that are purpose designed'.

Under normal working conditions, your Reverse Osmosis (RO) water filter will not have any microbiological matter (bacteria) growing inside it. Unexpected extraneous conditions (eg temporary local water treatment problems, static water due to lack of use, poor maintenance etc) can result in bacteria growing inside your RO unit. Left unchecked, this bacteria can be detrimental to health in a clinical application and needs removing.

We recommend MONTHLY testing of the water dispensed from your RO unit with a TVC (total viable count) **dipslide** (supplier code BFCDS10) to check whether bacteria has grown inside the RO unit. In the unlikely event of your microbiological test detecting bacteria, we supply a simple '**RO cleaning kit**' (supplier code EY90200-ST), which contains components needed to clean the RO system. In addition, you will need a 5L bottle of 'CleanCert Dual action biofilm remover/dental water line cleaner' (supplier code BFCEP50), all available from your local supplier.

A video for how to run the procedure is available online on YouTube, simply type in 'Clean Eau Flow 505 RO' in the search bar.



## For further enquiries please contact:

CleanCert Hygiene  
Unit 16b Grosvenor Drive, Tisbury,  
Wiltshire SP3 6GS. UK

email [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk) phone 08443 511115



## BASIC MAINTENANCE

### Reverse Osmosis Water System

Installation Date:

Serial Number:

*We recommend that you follow these simple maintenance steps to ensure you RO system will provide you with an uninterrupted supply of purified water for your practice.*

#### 1) DAILY

##### Start of the day:

- Run waterline for 30 seconds to purge stale water from tubing.
- Check the RO unit for any flashing lights or beeping from the digital display – the TDS level needs to be below 10 (‘inorganic’ reading)
- Check your RO unit for any water leaks – report to manager immediately

##### End of the day:

- Turn OFF mains water feed to the RO – this will prevent any unexpected leaks when surgery is empty



#### 2) QUARTERLY

Test your water quality for bacterial contamination (‘organic’ reading) with TVC dipslides

- Run the RO water for 30 seconds (dispensing valve or tap)
- Using a TVC dipslide, remove cap, dip in water for 10 seconds, replace cap and allow to incubate for 1 week.
- Fill in the log sheet
- If a dipslide shows any red dots, report to your manager or contact: [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk)

#### 3) ANNUALLY

Under normal circumstances, we recommend changing all cartridges once per annum

- Change all 5 filter cartridges on the RO unit
- Change large blue DI cartridge (Hard water model only)



## 4) HOW TO CHANGE RO FILTER CARTRIDGES

This process can be easily completed in 30 seconds without tools.

- a) Turn off mains water coming into the RO on the appliance tap (as you would at the end of the day)
- b) Turn off valve on RO storage tank valve, so it's 90 degrees to tubing
- c) Open dispensing point (valve or tap) to release any water in the system
- d) Now open RO unit by sliding back black plastic panel and then release white panel with 2 clips at the top on the same side.
- e) Have a piece of cloth on hand to mop up up any residual water in the RO
- f) Remove the old filters from the RO unit by simply twisting the filter anti-clockwise, taking note of which number cartridge goes in each slot – it is important not to mix them up (green= sediment- 1, blue= carbon- 2, red= carbon- 3, purple= membrane- 4, yellow= Di- 5)
- g) Unwrap the new filter, remove the black lid and replace the new cartridge by simply twisting onto the unit, clockwise.
- h) Turn on water
- i) Close RO storage tank valve
- j) Flush through the cartridges for 1 minute
- k) Open tank valve and let the tank fill up (typically 30 – 45mins in a 12lt tank)



## 5) HOW TO CHANGE BLUE DI CARTRIDGE (EY30810)

- 1) Turn off storage tank valve,
- 2) Turn off mains water coming into RO unit,
- 3) Open tap and empty RO and Di of any residual water,
- 4) Finally disconnect push-fittings on blue Di tank (by pushing collar in and pulling pipe out at the same time)
- 5) Replace with new cartridge. Ensure tubing is pushed in tightly and flow direction is correct by ensuring water flows in direct of arrows on top of Blue DI. IMPORTANT - Do not remove red clips!

## 6) HOW TO RESET ANY FLASHING LIGHTS ON TDS DISPLAY

Press Zero button for 5 seconds.

## 7) HOW TO DECONTAMINATE THE RO SYSTEM IF BACTERIA READINGS ARE SHOWING ON DIPSLIDE:

Firstly contact [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk) for further investigation

If Cleaning is suggested see video on You Tube (search for: decontaminate RO cleancert)

Please visit our website: [www.CleanCert-hygiene.co.uk](http://www.CleanCert-hygiene.co.uk) where we supply a Biofilm Cleaning Kit (Ref: EY90200-ST) and 'CleanCert Dual action biofilm remover/dental water line cleaner' (BFCEP50), which will resolve the issue.

Instructions for this process can be found on: [YouTube-CleanCert](#)

If you have any further questions please feel free to contact the technical team on:

08443 511115 / [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk)

[www.cleancert-hygiene.co.uk](http://www.cleancert-hygiene.co.uk)

CleanCert Hygiene, Unit 16b Grosvenor Drive, Tisbury, Wilts. SP3 6GS

## Log Sheet

### Reverse Osmosis (RO) System

Date of installation:

*Thank-you for buying a CleanCert RO system.*

We recommend you carry out ongoing simple monitoring on your RO system, to provide you with an uninterrupted supply of purified water for autoclaves and dental chairs.

Water supply issues that arise in your RO output water fall into 2 categories: 'organic' (bacteria mainly) and 'inorganic' (limescale and nitrates mainly).

## MONTHLY

### Monitoring 'Inorganic' levels- Total Dissolved Solids (TDS).

Record the number in the digital display on your TDS meter: this reading should remain below 10ppm to stop your autoclave rejecting the water. Inorganic materials are 'non live' impurities found in all potable (tap) water. Please use the following log to keep a record of your TDS readings:

## Instructions

Let water run for 30 seconds before taking the reading on the TDS display:

- 'Soft water' model (EY505) - on the **built-in TDS display** on the RO unit.
- 'Hard water' model (EY5505)
  - reading on the **inline TDS meter** after the blue cartridge

Year:	RO Unit Digital TDS Meter Reading	Manual TDS Hand Meter Reading	Filters Replaced	Completed By
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

## 3 MONTHLY

### Monitoring 'Organic' levels - (bacteria)

We recommend using a TVC dipslide to proactively monitor bacteria in your RO unit.

#### Instructions

- Allow RO water to run for 30 seconds.
- Remove cap & insert dipslide in water for 10 seconds
- Incubate for 1 week to get an accurate reading.
- Repeat quarterly.

Date	Test Carried Out	Dipslide Batch No	Result	Action To Follow?

#### If you have a positive reading on your dipslide:

1. Empty RO tank completely and allow to fill up. Then retake dipslide test.
2. Ensure the water feeding your RO system is not coming from a cold water storage tank in the loft, or has any plumbing 'dead legs' on it.
3. Visit our website ([www.cleancert-hygiene.co.uk](http://www.cleancert-hygiene.co.uk)) for a Biofilm Cleaning Kit (Ref: BFCDS01) and CleanCert Dual action biofilm remover/dental water line cleaner (BFCEP50), which should resolve your issue. Instructions for this process can be found on: YouTube type in 'Clean CleanCert RO' and select your model.

If you have any further questions please contact the technical team on:  
08443 511115 or email [technical@cleancert.co.uk](mailto:technical@cleancert.co.uk)

[www.cleancert-hygiene.co.uk](http://www.cleancert-hygiene.co.uk)

CleanCert Hygiene, Unit 16b Grosvenor Drive, Tisbury, Wilts. SP3 6GS