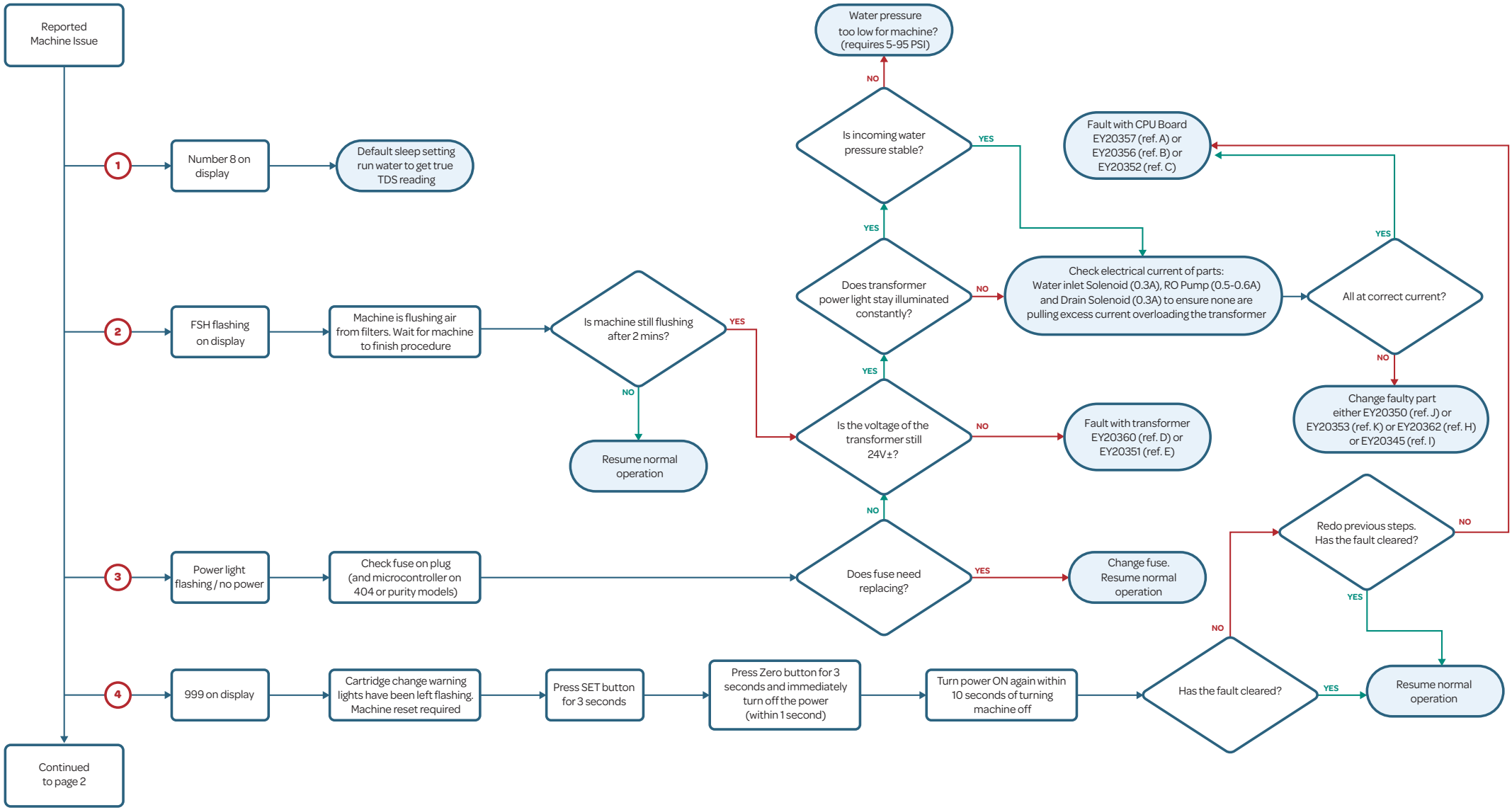
EauFlow

EauFlow RO soft and hard water troubleshooting flowchart



EauFlow

Continued from page 1

Resume normal operation

YES

Has TDS level dropped or ! light gone out?

NO

Change flow restrictor EY20125 (ref. F) or EY20126 (ref. G)

Issue resolved?

YES

Resume normal operation

NO

Possibility of filter 4 replacement required

Change DI filter

YES

Is the inline TDS reading (after the blue DI) equal to the RO TDS reading?

YES

NO

Resume normal operation

Is there a blue DI filter fitted?

YES

NO

If in a hard water area fit blue DI filter

Unscrew TDS sensor from housing and release any trapped air. Resolved?

NO

YES

Resume normal operation

Has it been over 9-12 months since filters were last changed?

NO

YES

Change filters

Turn on valve and flush 1 x tank of water through machine

YES

5

! light flashing or TDS number very high (i.e >100)

TDS is too high

Has valve on waste water line been turned off? Ie 90 deg to the line

NO

Is RO pump water pressure at or above 60psi?

YES

NO

Check voltage of transformer (when pump is working). If transformer is less than 24V change transformer part: EY20360 (ref. D) or EY20351 (ref. E). If transformer is ok change pump part: EY20362 (ref. H) or EY20345 (ref. I)

6

5 lights flashing and machine beeping

Water leak sensor has been activated

Have filters been recently changed?

NO

YES

Turn off water supply and open machine to check for leaks

Leak found?

YES

NO

Replace leaking part if required or tighten joint

Turn on water. Resume normal operation



Remove black probe and dry. Wipe out base of unit and replace probe

If room is very warm, possibility of condensation forming on the filters and dripping to the base of the unit

7

SRC Fault code on screen (or SOURCE light flashing on Clarity and 189 models)

No water detected from low pressure switch

Turn on water, ensure all valves are open

Water is turned on, has fault gone out?

NO

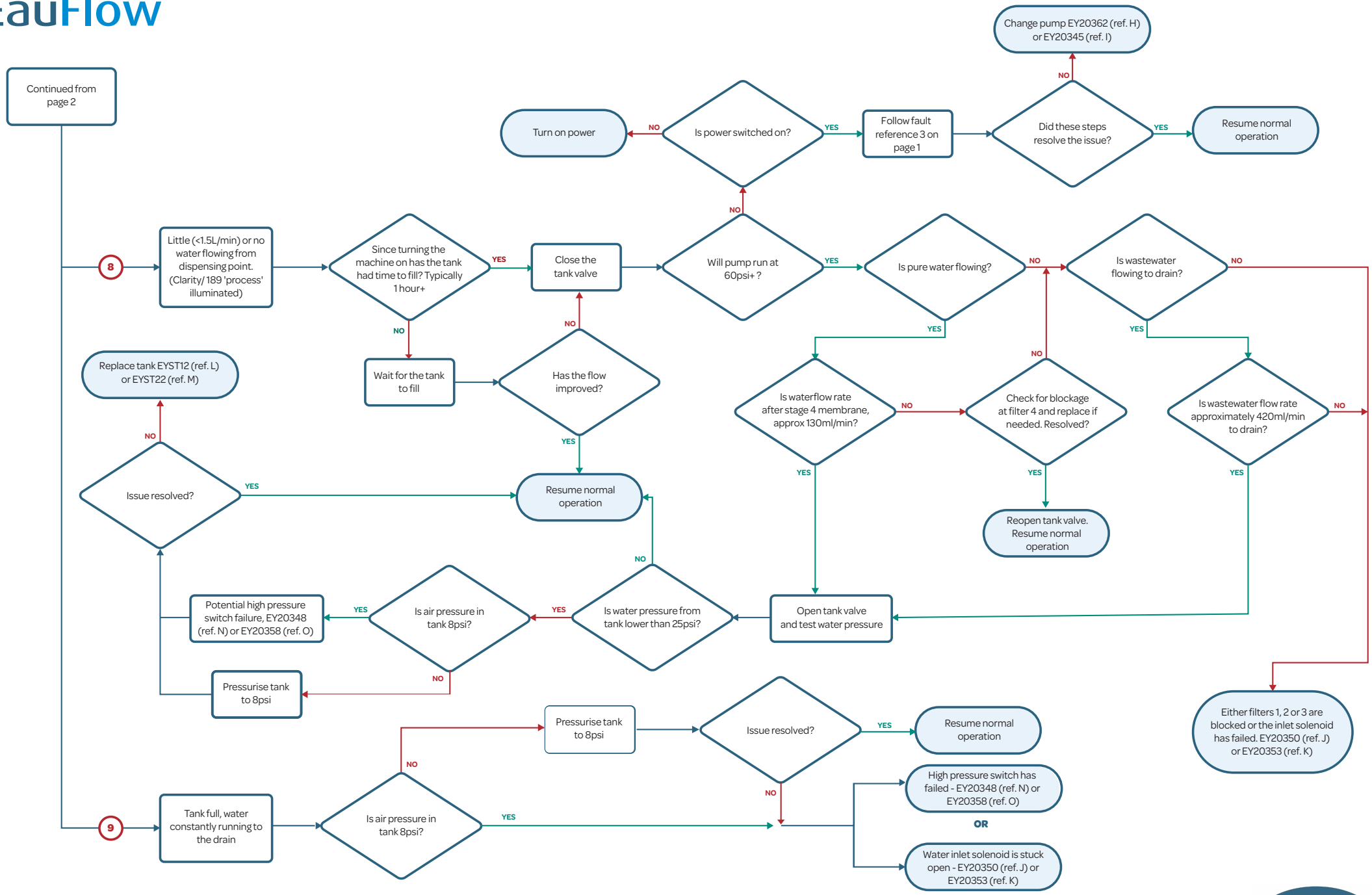
YES

Change low pressure switch: EY20359 (ref. P) or EY20349 (ref. Q)

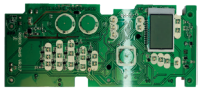
Resume normal operation

Continued to page 3

EauFlow

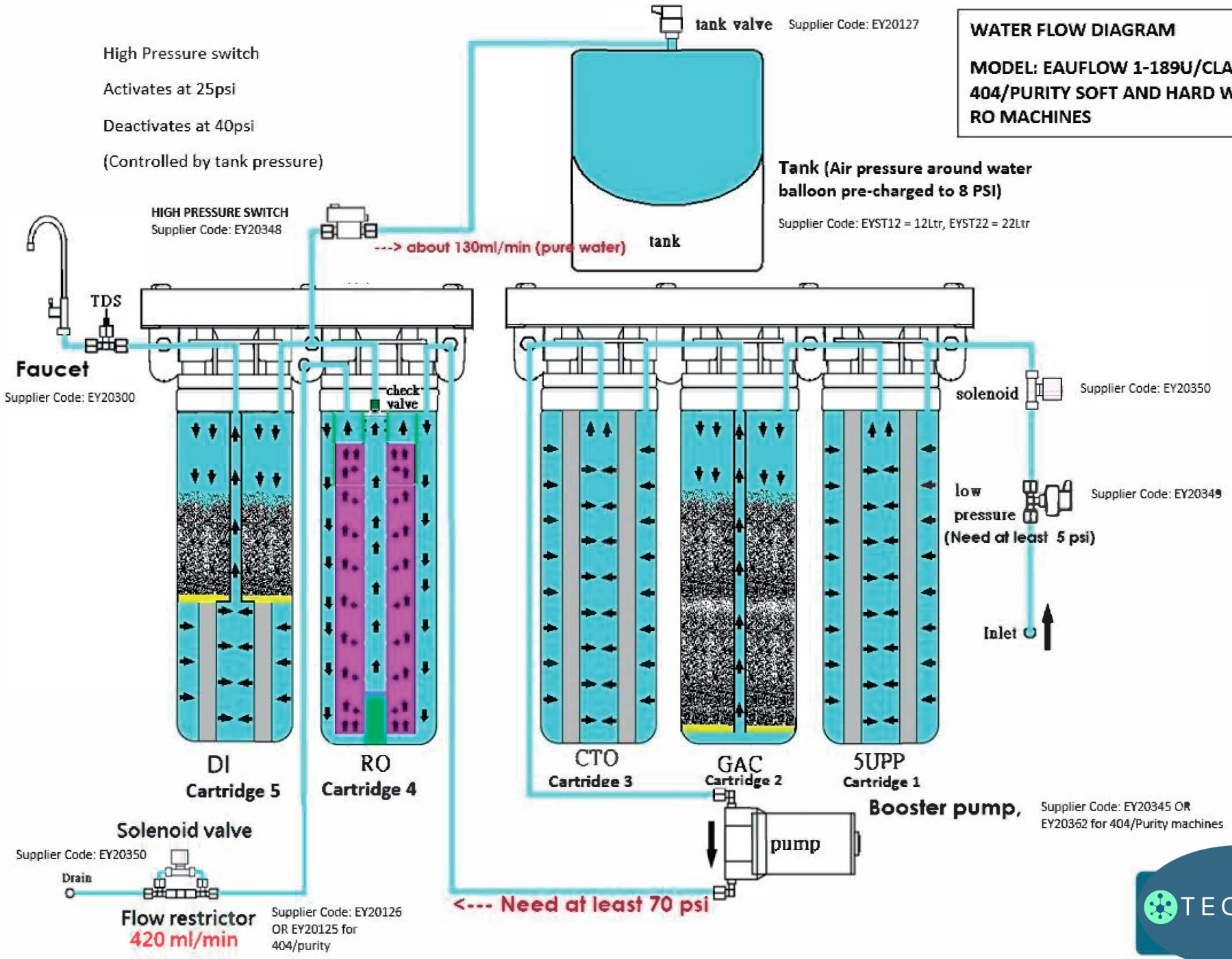

Continued from page 2
8
Little (<1.5L/min) or no water flowing from dispensing point. (Clarity/ 189 'process' illuminated)
Since turning the machine on has the tank had time to fill? Typically 1 hour+
YES
NO
Close the tank valve
Wait for the tank to fill
Has the flow improved?
NO
YES
Will pump run at 60psi+ ?
YES
NO
Turn on power
Is power switched on?
NO
YES
Follow fault reference 3 on page 1
Change pump EY20362 (ref. H) or EY20345 (ref. I)
Did these steps resolve the issue?
NO
YES
Resume normal operation
Is pure water flowing?
YES
NO
Is wastewater flowing to drain?
NO
YES
Is waterflow rate after stage 4 membrane, approx 130ml/min?
NO
YES
Check for blockage at filter 4 and replace if needed. Resolved?
NO
YES
Reopen tank valve. Resume normal operation
Is wastewater flow rate approximately 420ml/min to drain?
NO
YES
Either filters 1, 2 or 3 are blocked or the inlet solenoid has failed. EY20350 (ref. J) or EY20353 (ref. K)
Replace tank EYST12 (ref. L) or EYST22 (ref. M)
NO
Issue resolved?
YES
NO
Resume normal operation
Open tank valve and test water pressure
Is water pressure from tank lower than 25psi?
YES
Is air pressure in tank 8psi?
YES
Potential high pressure switch failure, EY20348 (ref. N) or EY20358 (ref. O)
NO
Pressurise tank to 8psi
9
Tank full, water constantly running to the drain
Is air pressure in tank 8psi?
NO
YES
Pressurise tank to 8psi
Issue resolved?
YES
Resume normal operation
NO
High pressure switch has failed - EY20348 (ref. N) or EY20358 (ref. O)
OR
Water inlet solenoid is stuck open - EY20350 (ref. J) or EY20353 (ref. K)

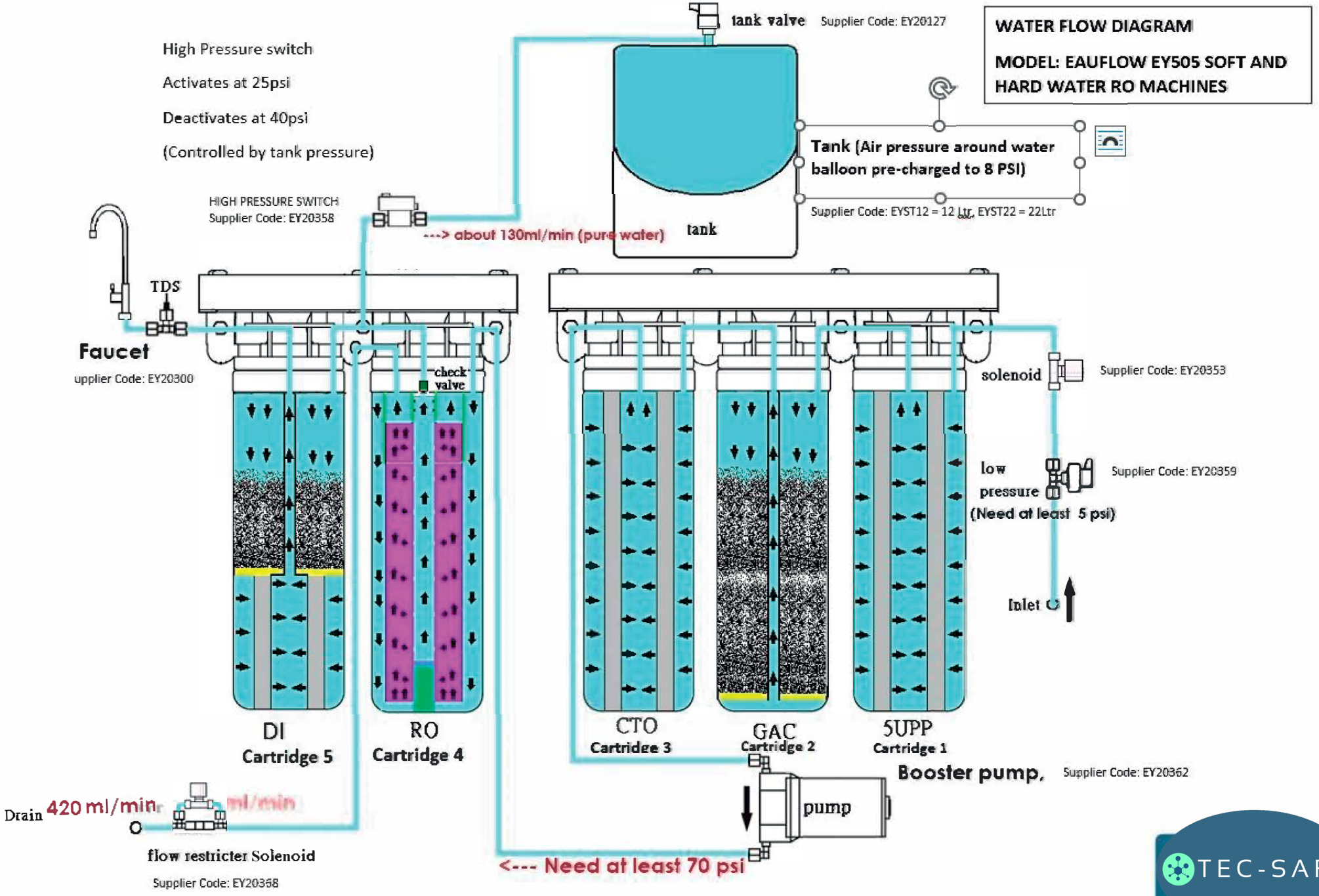
EauFlow

Flow chart reference (ref) letter	Item Code	Item Name	Item Image	RO Machine Compatibility EY505	RO Machine Compatibility EY189-U / Clarity	RO Machine Compatibility EY404 Purity
A	EY20357	PCB circuit board		✔	✘	✘
B	EY20356	PCB circuit board		✘	✔	✘
C	EY20352	Micro-Computer Controller. Auto remind change cartridge with TDS display		✘	✘	✔
D	EY20360	Transformer 1.5A CE UK plug		✔	✘	✘
E	EY20351	Transformer 1.2A CE UK plug		✘	✔	✔
F	EY20125	Flow Restrictor, 1/4" NPTF - Rate: 400		✘	✘	✔
G	EY20126	Flow Restrictor, 1/4" NPTF - Rate: 420		✔	✔	✘
H	EY20362	50 - 75 GPD Booster Pump (No Green wire)		✔	✘	✔
I	EY20345	50 - 75 GPD Booster Pump (With Green wire)		✘	✔	✘

EauFlow

Flow chart reference (ref) letter	Item Code	Item Name	Item Image	RO Machine Compatibility EY505	EY189-U / Clarity	EY404 Purity
J	EY20350	1/4" NPFT Solenoid Valve DC24V		✘	✔	✔
K	EY20353	1/4" Quick Solenoid Valve LS-SVP-DC24V		✔	✘	✘
L	EYST12	12 Litre water capacity tank		✔	✔	✔
M	EYST22	22 Litre water capacity tank		✔	✔	✔
N	EY20348	High pressure switch 1/4" Jaco type		✘	✔	✔
O	EY20358	High pressure switch Quick change		✔	✘	✘
P	EY20359	Low pressure switch Quick change		✔	✘	✘
Q	EY20349	Low pressure switch, 1/4" female		✘	✔	✔
R	EY20368	1/4" Flow restrictor and auto flush		✔	✘	✘


WATER FLOW DIAGRAM
MODEL: EAUFLOW 1-189U/CLARITY / 404/PURITY SOFT AND HARD WATER RO MACHINES
High Pressure switch
Activates at 25psi
Deactivates at 40psi
(Controlled by tank pressure)
tank valve
Supplier Code: EY20127
tank
Tank (Air pressure around water balloon pre-charged to 8 PSI)
Supplier Code: EYST12 = 12Ltr, EYST22 = 22Ltr
HIGH PRESSURE SWITCH
Supplier Code: EY20348
---> about 130ml/min (pure water)
TDS
Faucet
Supplier Code: EY20300
check valve
solenoid
Supplier Code: EY20350
low pressure
(Need at least 5 psi)
Supplier Code: EY20349
Inlet
DI
Cartridge 5
RO
Cartridge 4
CTO
Cartridge 3
GAC
Cartridge 2
SUPP
Cartridge 1
Booster pump,
Supplier Code: EY20345 OR EY20352 for 404/Purity machines
pump
<--- Need at least 70 psi
Solenoid valve
Supplier Code: EY20350
Drain
Flow restrictor
420 ml/min
Supplier Code: EY20126 OR EY20125 for 404/purity


WATER FLOW DIAGRAM
MODEL: EAUFLOW EY505 SOFT AND HARD WATER RO MACHINES
High Pressure switch
Activates at 25psi
Deactivates at 40psi
(Controlled by tank pressure)
tank valve
Supplier Code: EY20127
Tank (Air pressure around water balloon pre-charged to 8 PSI)
Supplier Code: EYST12 = 12 Ltr, EYST22 = 22Ltr
tank
HIGH PRESSURE SWITCH
Supplier Code: EY20358
---> about 130ml/min (pure water)
TDS
Faucet
upplier Code: EY20300
check valve
solenoid
Supplier Code: EY20353
low pressure
(Need at least 5 psi)
Supplier Code: EY20359
Inlet
DI
Cartridge 5
RO
Cartridge 4
CTO
Cartridge 3
GAC
Cartridge 2
5UPP
Cartridge 1
Booster pump,
Supplier Code: EY20362
pump
Drain
420 ml/min
ml/min
flow restricter Solenoid
Supplier Code: EY20358
<--- Need at least 70 psi