

DOMESTIC REVERSE OSMOSIS – FAULT FINDING

(this list is not exhaustive)

Symptom	Possible Causes	Corrective Action
1. Lack of product water.	1a. Blocked pre filter. Low water pressure. Membrane old/scaled. Tank exhausted.	1b. Change pre filter. Check mains and the saddle valve for flow. Fit booster pump set.* Check performance of the membrane as it may need replacing. Allow tank to refill.
2. Tank heavy but no flow.	2a. Pre charge of air has been lost from tank. Diaphragm or bladder has ruptured.	2b. Re pressurise the tank to 5 – 7 psi. Replace tank.
3. Scale build up in hot water appliances.	3a. Membrane failure.	3b. Replace membrane & check non ret. valve.
4. Humming from R.O.	4a. Membrane failure. Defective N.R.V. Low tank pre charge.	4b. Replace membrane & check non ret. valve. Reset as per 2b.
5. Tank never runs out.	5a. Membrane failure	5b. Replace membrane & check non ret. valve.
6. Water tastes 'off'.	6a. Ruptured membrane. Bacteria in tank.	6b. Replace as required. Sanitise system.
7. No production at all.	7a. Water mains are off. Saddle valve is off. Kinked feed pipe.	7b. Restore feed water. Re route the pipe.
8. Bad rejection rate.	8a. Decrease in mains water pressure. Increase in feed TDS. Defective membrane. Blocked waste restrictor.	8b. Fit booster set. Fit booster set. Replace membrane. Reverse the flow for a couple of minutes to remove any blockage.
9. Black in product water following filter change.	9a. Carbon 'fines' from GAC post filter.	9b. Quite normal. Needs flushing for 5 + litres.
10. Waste flow never stops.	10a. Poor production rate. Defective non return valve. No tank pressure. Defect on auto shut off valve.	10b. See above. Fit NRV backwards on feed pipe, if water flows, replace NRV. Reset to 5psi empty. Replace with a unit of the same orientation.

* You should check with or seek authorisation from your water board before installing a booster pump set.