Puricom®

TROUBLESHOOTING

USER MANUAL

Thank you for purchasing a Puricom water purifier.
If the filtration system stops working, please don't be worried,
this troubleshooting guide can guide you to check where the problem is.
With all gratitude, we assure you a sustainable supply of pure and tasty water.

Problem	Possible Cause	Troubleshooting
Pump not working.	1.No power supply.	1.Check the power supply.
	2.Transformer is burnt out.	2.Replace transformer. (A possible reason is a pump leak causing the bearing to jam, so the transformer burns out. The pump and the transformer should be checked at the same time.)
	3.Pump bearing jammed.	3.Replace pump.
	4.Bad wire connection.	4.Check wire connection.
	5.Bad electrical connection inside pump.	5.Replace pump.
	6.High / low pressure switch is damaged	6.Replace high/ low pressure switch.
Pump switches on and off repeatedly.	1.Low pressure switch switches on and off repeatedly because of low feed water pressure.	1.Increase feed water pressure. (If you are sure of a consistent feed water pressure, a short circuit around the low pressure switch could be made.)
	2.Bad electrical connection inside pump.	2.Replace pump.
	3.Bad wire connection.	3.Check all wire connections.
Pump keeps running.	1.Air in the tubes causes the pump to not reach sufficient pressure to shut off the pump.	1.Disconnect the outlet tube of the pump to discharge air and recon-nect to run with water in the tube.
	2.The torque of the pump has decreased, so suffi-cient pressure cannot be reached to turn off the high pressure switch.	2.Replace pump.
	3.High pressure switch is damaged.	3.Replace high pressure switch.
	4.The check valve cannot close properly, thus pressure cannot reach shut off point.	4.Replace check valve.

Problem	Possibility	Troubleshooting
Pump is noisy.	1.RO membrane or post filter is clogged.	1.Replace RO membrane or post filter.
	2.Pump bearing is worn.	2.Replace pump.
TDS value of permeated water is rising (rejection rate is lower than 90%).	1.Working pressure is lower than 40 psi. (A)Air in the tubes pre-vents pump from reaching sufficient pressure to permeate properly.	1.(A)Disconnect the outlet tube of the pump to discharge air and reconnect to run with water in the tube. (B)Replace RO membrane or post filter.
	(B)RO membrane or post filter is clogged.	2.Flow restrictor is clogged. Clean it, or replace it.
	2.The ratio of permeate water to drain water is less than 1:3.	3. Replace RO membrane.
	3. RO membrane is worn.	
Output of permeate water decreases.	1.RO membrane is clogged.	1.Replace RO membrane. (If clogging is frequent, increase the drainage ratio of the flow restrictor or install a softener to extend the lifespan of the RO membrane.)
	2.Pump is worn, decrea-sing the working pres-sure.	2.Replace pump.
No permeate or drain water is produced.	1.The solenoid valve coil is burnt out.	1.Replace solenoid valve.
	2.Bad electrical connec-tion in solenoid valve.	2.Replace solenoid valve.
	3.Solenoid valve is clogged inside, thus unable to turn on.	3.Replace solenoid valve.
	4.Shut-off valve is worn.	4.Replace shut-off valve.

Problem	Possibility	Troubleshooting
Pump is leaking.	1.Diaphragm seal is worn or split.	1.Replace pump.
	2.Feed water pressure is too high (> 40psi).	2.Install a pressure regulator or shut off pump to allow the system to run at natural feed water pressure.
System drains at full tank when pump is not running.	1.Feed water pressure is too high to turn off the shut-off valve.	1.Install a pressure regulator.
	2.The shut-off valve or solenoid valve is clogged.	2.Clean the valve or replace it.
	3.Check valve is worn and causes permeatewater in the storage tank to reverse flow to drain.	3.Replace check valve.
Solenoid valve is noisy.	1.The solenoid valve coil is not in place.	1.Fix the coil in its place.
	2.Feed water pressure is too low, causing the low pressure switch and the solenoid valve to turn on and off repeatedly.	2.Increasefeedwater pressure. (If you are sure of a consistent feed water pressure, a short circuit around the low pressure switch could be made.)
System does not run.	1.High / low pressure switch is worn.	1.Replace high / low pressure switch.
	2.Feed water pressure is lower than 5 psi.	2.(If you are sure of a consistent feed water pressure, a short circuit around the low pressure switch could be made.)
	3.No power.	3.Check power source.
	4.Pump or transformer is worn.	4.See trouble shooting for pump.
System runs at full tank when faucet is turned off.	1.Check valve is worn andcauses permeate water in the storage tank to reverse flow to the drain. The high pressure switchsenses pressure decrea se and turns on.	1. Replace check valve.
	2.High pressure switch is worn.	2.Replace high pressure switch.

- If those tips can't solve your problem, please contact your distributor.
- For more technical situations, please contact us.

PURICOM WATER INDUSTRIAL CORPORATION
No.5-28, Chengfeng Ln., Taiming Rd., Wuri Dist., Taichung City 414023, Taiwan (R.O.C.)

E-mail: sales@puricom.com Tel: 886-4-23359968 Fax : 886-4-23359967