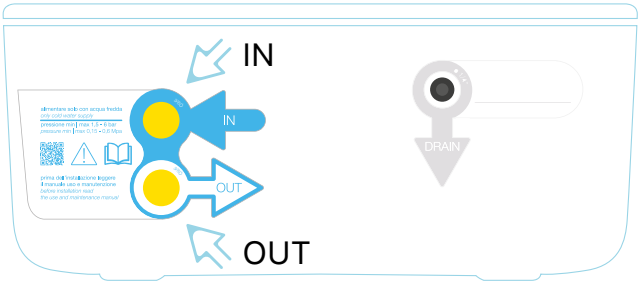
Profine®

ZERO

troubleshooting

When Something with Zero is not Working

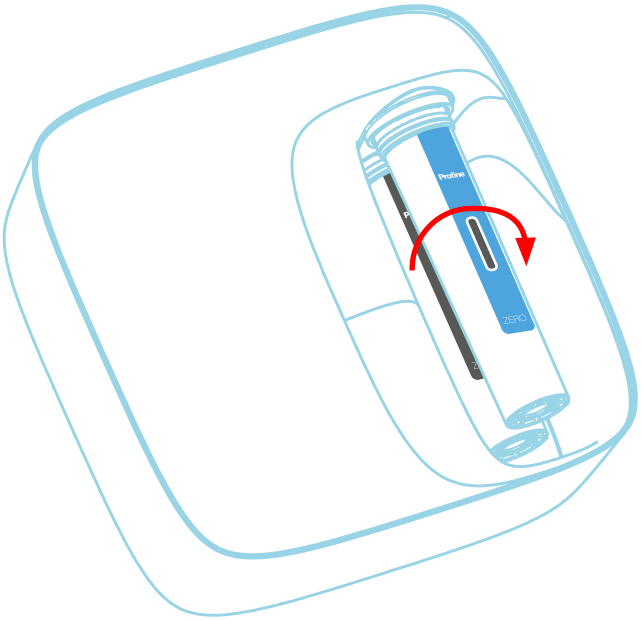
I’ve just installed zero and no water comes out when I open the tap.



Check that you have not reversed the input and output pipes.

In the event that the system does not supply water, check that the inlet and output pipes (both white 8mm pipes) have not been reversed. A sticker on the body clearly indicates where to insert the IN and where to insert the OUT.

If the system has been commissioned with inverted tubes, remember that the supply pipe is under pressure, thus making the operation of detaching the pipe more difficult.



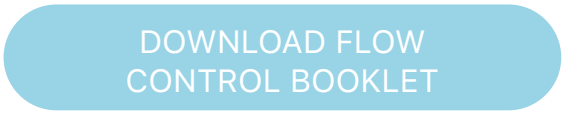
Check that the pre- and post-filters are in place.

It is absolutely necessary that both the pre-filter and the post-filter have the filter label facing the upper part of the machine, if one of the two is not fully rotated at 45° in its own place, the respective safety check valves will not open, preventing the passage of water.

Check the input line to the zero.

Check that there is hydraulic power supply to the Zero and that the dynamic input pressure is greater than 1.5 Bar. If it is impossible to carry out the pressure check, call a specialised technician.

The quality of the water coming out of zero is not what was expected.



Check for the presence of the flow reducer in the drain line according to the hardness of the incoming water.

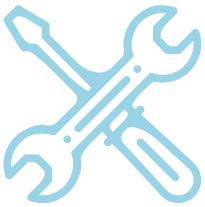
Where the conditions of the incoming water do not comply with the conditions indicated in the instruction booklet, the installation of the flow reducer supplied in the installation kit on the drain lines is strongly discouraged. In addition, having a reduced drain when the incoming water is of poor quality causes the membranes to become prematurely clogged.

Check that zero has not been installed in the hot water line.

Zero should never be installed on the hot water line, since neither the structural seal of the system nor the optimal functionality of the filters and osmotic membranes can be guaranteed.

Check the quality of the water entering zero.

Do not use Zero to refine well water unless declared drinkable by the National Health Service. The quality of the outgoing water cannot be guaranteed in the event that the incoming water is not drinkable.



Check that routine/annual maintenance has been carried out on zero.

Do not use the filters for more than one year from the moment the water enters, otherwise the pre-filtration and post-filtration quality cannot be guaranteed. Poor pre-filtration would significantly affect the durability and functionality of the osmotic membranes. At each filter change, it is strongly recommended to perform the sanitising of the equipment, which must be carried out by a specialised technician.

Check that the sanitising procedure has been carried out correctly.

The sanitising of the system must be carried out with non-chlorine-based products, since the osmotic membranes that come into contact with chlorine tend to deteriorate quickly. It is recommended to use SANI:CLEAN during sanitising.

The flow of water to the drain does not stop.

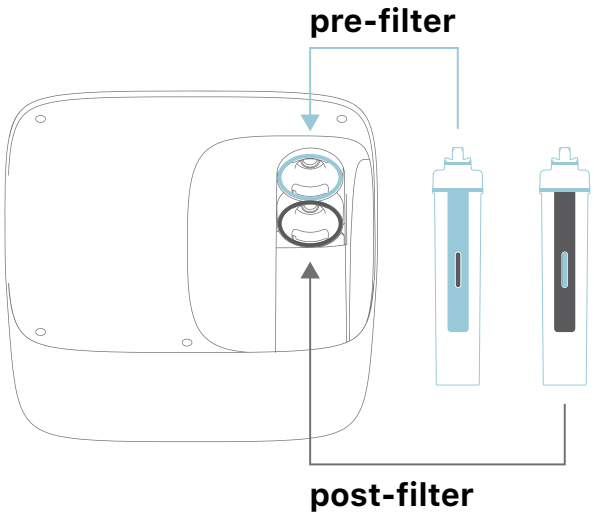
Check that you have understood zero's operating logic.

Zero works through an airless dynamic storage tank, this is to ensure a high instant flow during dispensing. Such a special tank requires a longer time to refill the 3 litres. The minimum refilling time will be about 10 minutes and will increase according to the pressure and temperature of the incoming water to Zero, in unfavourable conditions (use at the extreme end of the minimum conditions for use) it can reach up to 45 minutes. If you do not know the installation conditions, close the tap at Zero's osmotised water outlet and wait for the drain to stop without manoeuvring the outgoing tap or any other component of Zero in any way.

Check the temperature and dynamic pressure of the incoming water.

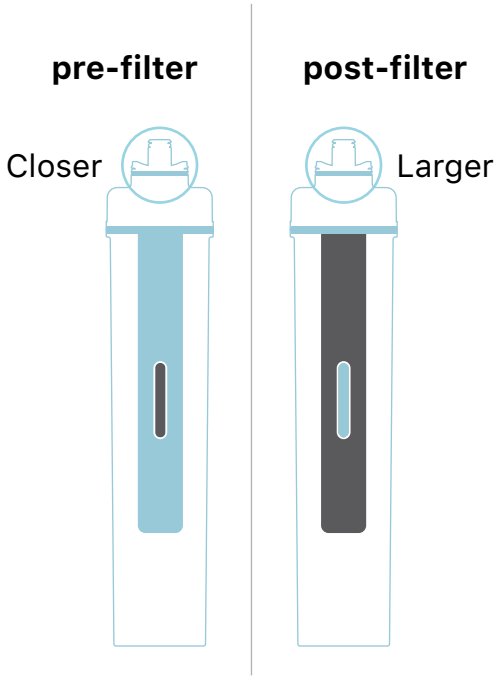
Check with specific tools that the temperature of the incoming water is included within the operating range reported in the technical data sheet in the instruction manual and that the incoming dynamic pressure is higher than 1.5 Bar. If it is impossible to carry out the checks, call a specialised technician.

I can’t change the filters.



Do not reverse the pre-filter and post-filter.

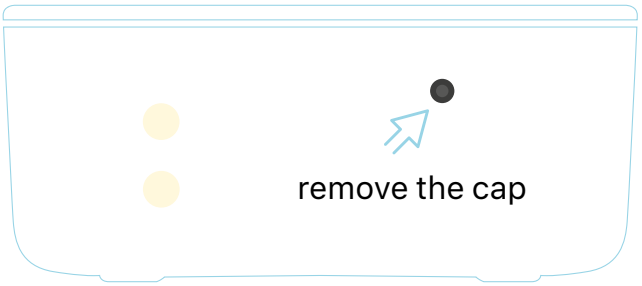
When changing filters, it is important not to reverse their positioning and not to force the tightening so as to avoid causing damage to the system. The two filters have different beaks, so it is important to insert them in the correct place.



I just installed zero and no water comes out of the drain.

If less than 1 minute has passed, keep waiting.

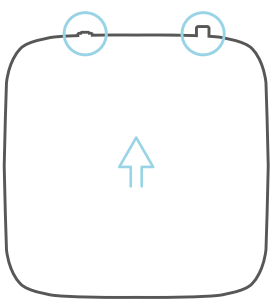
Inside the Zero circuit there may be the presence of air that in a phase of first start must be expelled through the drain line or osmotic water output line. In the event that less than one minute has passed since the opening of the hydraulic supply, wait a few more minutes.



Check that you have removed the cap from the output drain.

During installation, ensure that you have removed the cap from the drain and have connected the pipe correctly. Additionally, if the drain is clogged, the membranes will not work properly and will deteriorate very quickly.

As soon as the zero filters have been installed or changed, I hear noise coming out of the equipment.



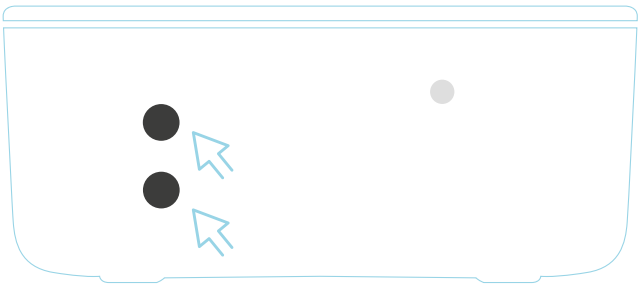
Check if the procedure described in the manual to eliminate air inside the system has been performed.

At the first start there may be water inside the circuit that must be expelled through the osmotic water line or the drain line. To facilitate its exit, initially position the machine vertically (with the attachments upwards) and perform three complete cycles of tank emptying/ filling. It may be necessary to repeat this operation even after the pre- and post-filter have been replaced. Because they are new, they reintroduce air inside the circuit. It will still take a period of 24-48 hours to completely eliminate the noise in Zero, since pre- and post-filters contain the Profine® carbon block filter, which requires time for its activation.

I just installed zero and i see some water leakage.

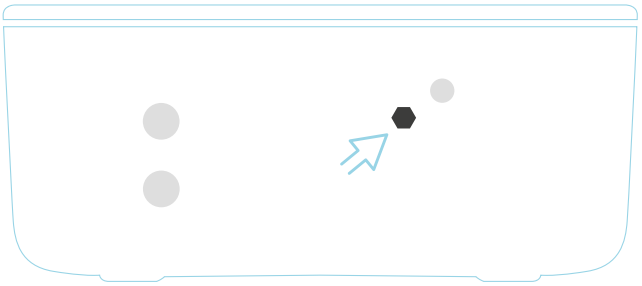
Check that there is an actual leak.

Check that the presence of water inside or outside Zero is not due to the movement of the pipes during installation or the modification of the home's wall water outlet.



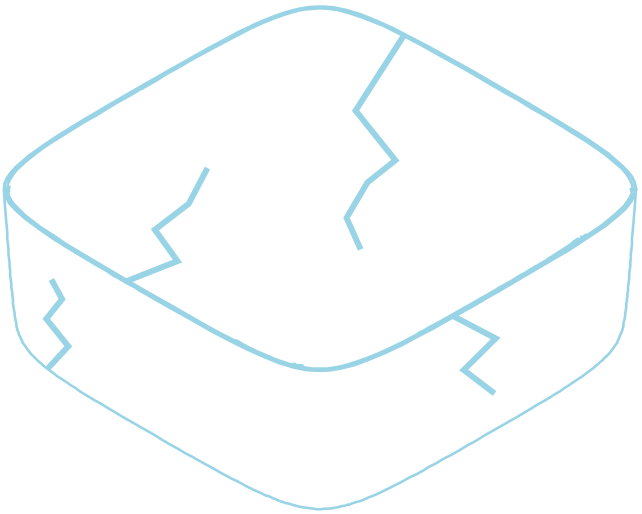
Check the seal of the fittings.

Check the presence of the gaskets in Zero's inlet and output white threaded fittings and the correct tightening of the same.



Check that the mix pin is not excessively loose.

Keeping the mix pin too loose runs the risk of its detachment with consequent water leaks, the opening of the mix pin must be carried out exclusively by hand and no tool of any kind should be used for any reason.



Check that the frame of zero has not been compromised.

Check that the internal part in black plastic has not been damaged or broken during transport due to incorrect handling, such as an accidental fall that could cause the damage.

Check the incoming pressure to the zero.

If the incoming pressure to the Zero exceeds 6 Bar, you run the risk of irreversibly breaking the frame of the equipment, therefore, it is necessary and prudent to check the operating pressure before installation and check for the possible presence of water hammers in the hydraulic circuit at the installation site, since they too could cause irreversible breakages.

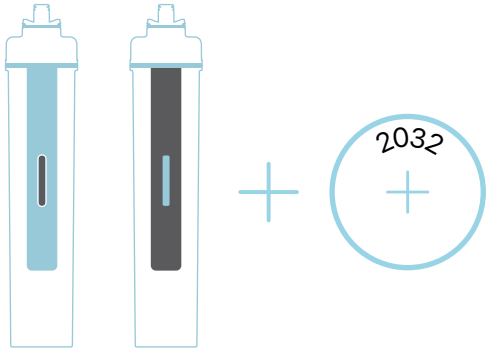
What to Do with Zero

During installation, keep the pipe curves wide.

During installation, keep the pipe curves wide so as to prevent bottlenecks or pinching that could compromise the normal operation of Zero.

Carry out filter changes and sanitising on an annual basis.

Change the filters and sanitise on an annual basis to preserve the functional level of the system and the quality level of the water produced.



Reset the led circuit at every filter change.

When changing filters, reset the LED circuit of the sampling tap and replace the battery, if the tap LED has a solid red light, just change the battery, the battery model is: 2032.

Check the dynamic pressure and temperature of the incoming water.

Check the dynamic pressure and the temperature of the incoming water in the system to evaluate the filling times of the tank and check its correct operation. The charging time of the 3 litres of our special expansion tank can vary from a minimum of about 8 minutes to a maximum of 45 minutes in extreme operating conditions, however, always within the ranges present in the manual and in the technical specifications.

Check the need to install a pressure reducer.

If the water mains pressure exceeds 6 Bar, it is strongly recommended to install a pressure reducer upstream of the system to avoid damage to the frame caused by excessive pressure.

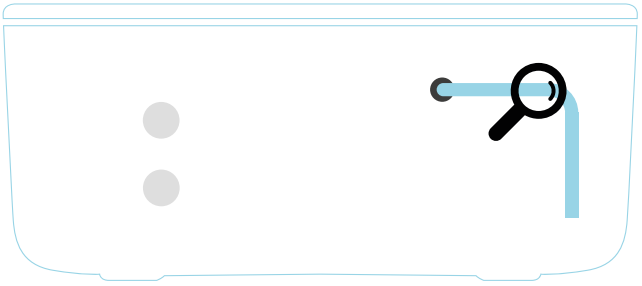
Make sure that there are no water hammers in the hydraulic circuit where zero is installed.

If the hydraulic system where Zero is installed can cause water hammers, it is necessary to install an incoming pressure reducer to Zero as well as checking its origin and solving the problem with your own home maintenance technician.

DOWNLOAD FLOW CONTROL BOOKLET

Check the condition of the incoming water.

If the quality of the incoming water makes it possible, put the flow reducer on the drain line to improve Zero's performance. In order to recommend the installation of the flow reducer, it is necessary to ascertain either the presence of a softener upstream of the system or that the incoming water meets the characteristics identified in the accompanying booklet to the flow reducer itself.



Check the cleaning of the drain.

Check that the drain line is always unclogged and free of obstructions. It is necessary to ensure that the drain to which the system is connected is in a condition to receive the water discarded from the system to avoid the malfunction of the membranes.

Sanitising of the sampling tap.

Periodically and carefully sanitise the tap for the treated water supply. This serves to ensure that there is no bacterial proliferation and that no bacterial colonies collect in the system.

Maintenance tip.

When performing filter change, membrane change, sanitising or any other routine or extraordinary maintenance operation, it is necessary to use disposable gloves to avoid possible bacterial pollution of the system and to ensure that the above operations are carried out under suitable hygienic conditions. For maintenance other than filter change, it is always advisable to contact a specialised technician.

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