

COMPLETE CAFÉ SERVICES – PRO RO TROUBLESHOOTING / USER GUIDE

This troubleshooting guide is designed to work in conjunction with the installation 'map'- see next page; for reference;

- Q - 'My coffee machine is struggling for water / pump pressure is dropping or rising / making loud noises – what do I do?'
A - Locate the bypass valve on the Pro RO system and turn ON - this will allow filtered water to run the machine until we can be onsite to trouble shoot the system for you. Note – the bypass tap is normally labelled as 'BP'- and can be seen on the installation guide under position 'B' – also labelled 'Bypass'. As soon as you have activated this, call our techs to let them know that this has occurred. **(0412 602 902 or 0418 812 799)**
- Q- 'What is the TDS / level, and what do I need to do to change it?'
- A – TDS means 'Total Dissolved Solids'- This is basically the mineral 'makeup' of your water and is used to measure the water quality going into the RO system, and the water being produced by your RO system. If you locate the dual display TDS meter – *see fig 1.1*



FIG 1.1 – dual TDS meter

Note: the unit features auto power off, so if there is no display, press the 'ON/OFF' button to switch on. (if there is still no display you will need to change the batteries in the rear of the unit).

If you switch the meter to 'IN', the display will tell you the TDS reading of the INCOMING / MAINS water. Typically this reading will be around 210 – 250

If you switch the meter to 'OUT' (your coffee machine should be running for this reading as you will not get a proper representation of the water going into the machine while the unit is static / stationary) – the ideal TDS should be between 90 and 130 PPM (parts per million)

If the reading is outside of these margins, DO NOT WORRY – you do not need to do anything or change it. The TDS reading will change and vary regularly, depending on the use of the machine, the quality of the water coming in etc – please only notify us if it is abnormally high or low.

- Q 'How often do my filters need to be changed?'
- A – Typically, the 2 pre filters (marked PRC200) are changed every 6 months (or more often in high volume / use accounts) and the RO membrane cartridge every 3 to 4 years. **CCS will contact you when these are due.** The remin filter (puts in 'good' minerals to make up your TDS) is rated for 10,000 ltrs. CCS should be notified if the counter reaches around 1,200 ltrs (remaining). If you locate the water meter – *see fig 1.2* – the unit counts DOWN (so is set to 10,000 ltrs when the remin is installed / changed) – the reading you see will be how many ltrs you have remaining.



FIG 1.2 – Water usage meter

- Q – 'What else do I need to do to the RO system on a day-to-day basis?'
- A – Nothing. The Pro RO system is designed with ease of operation and low impact / user input required. The system uses no power and doesn't require any ongoing maintenance (aside from the filters being changed)

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Typical Installation PRO RO Commercial Reverse Osmosis System with bestprotect bypass

COMPLETE CAFE SERVICES - STANDARD COMMERCIAL RO SETUP

