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MV4 Metpure Versatile RO System Tank Not Filling Up Troubleshoot

1) Tank is not filling up

So the issue is that you feel the tank is empty (around 6 lb empty vs 36 lb when full) or not filling up.

There could be several issues causing this:

- 1) Does tank eventually fill up? If it does, everything is functioning normally. If not, is it not filling up at all and the tank is remaining empty for over 24 hr even when no one is using the RO system? If it is, go to step 2.
- 2) There is no water feeding the system. RO system water shut valve is OFF, house main water valve is OFF, and angle shut off valve is OFF. If any of these valves is OFF or partially OFF, please turn it completely ON. If all ON and issue is not resolved, go to step 3.
- 3) Your system is not producing permeate water (filtered water). To check, remove the yellow tube from the tank and measure the flowrate of the water coming out. The water should be trickling. If no water, then your system is clogged somewhere (separate troubleshoot). If it's trickling water, measure the flowrate in turns of minutes per oz. Under normal condition, it should be in the range 3.5 oz/min 5.5 oz/min on the 50 GPD system. If you are not getting that flowrate, your system may be clogged somewhere (see **System is clogged**). If water is trickling out at the yellow tube within the range, then go to step 4.
- 4) Your tank may be over-inflated with air. To check if the air pressure of the storage tank is within the range, make sure to totally empty the tank (absolutely no water), then check for pressure on the lower-side of the tank where you will see a blue cap, covering a Schrader Valve (a valve resembling what you would see on a car tire). Take a calibrated air pressure gauge and check if the pressure is within 7-10 psi. If it's over 10 psi, release some pressure.

Please go through the above steps and see what you find.

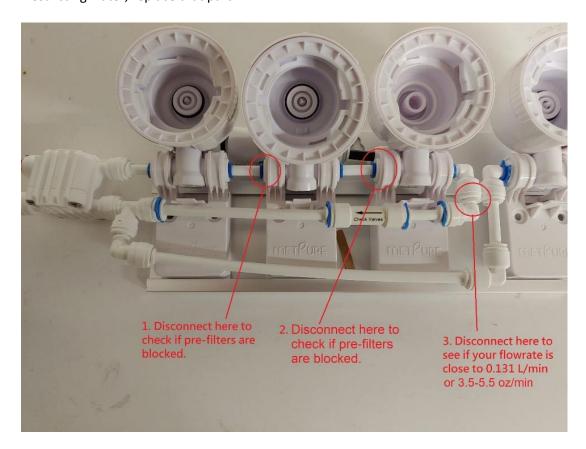
Thank you.

2) System is clogged

Please see the attached picture for reference. Make sure the filters are attached (they were removed in the picture because it's more transparent to see the exposed fittings without the filters in the way), and do the following:

- 1) Turn OFF water to the system, and disconnect at "Connection 1", then turn ON water and see if water comes out at "Connection 1". To disconnect, press on the "blue" collet ring and pull the tube out. If water comes out, then your first filter is allowing water to pass through, reconnect tubing and go to step 2. If no water comes out, your first filter is clogged and needs replaced.
- 2) Turn OFF water to the system, and disconnect at "Connection 2", then turn ON water and see if water comes out at "Connection 2". To disconnect, press on the "blue" collet ring and pull the

- tube out. If water comes out, then your first filter is allowing water to pass through, reconnect tubing and go to step 3. If no water comes out, your second filter is clogged and needs replaced.
- 3) Turn OFF water to the system, and disconnect at "Connection 3", then turn ON water and see if water comes out at "Connection 3". To disconnect, press on the "white" collet ring and pull the fitting out. If water comes out at the flowrate indicated, then your third filter is allowing water to pass through, then all the three filters are working, go to step 4. If no water comes out, your third filter is clogged and needs replaced.
- 4) Continue to troubleshoot the connection points at "check valve" and where yellow tube is inserted in the auto shut-off valve and see if any water comes out. If any of those points are restricting water, replace that part.



5) To order the parts, go to https://www.metpure.com/collections/metpure-versatile-parts