



TROUBLESHOOTING GUIDE FOR LIVINGWATERS™ CARTRIDGE-BASED UNDERCOUNTER SYSTEMS

Does your water flow seem too slow? You should be getting at least 1/2 gallon per minute. Did you have good flow before things slowed down, or has it been this way since you got it?

If you had good flow and it slowed down, and you are sure there are no kinks in the line, then there are several other things to check. We will start with the most likely things and go on to the least likely things. The following troubleshooting guide may seem complicated and extensive, but it is not really very difficult to perform. It takes more time to describe than to do. Besides, you will probably have the problem identified way before you get to the end.

1. Make sure the valve to the cold water supply line to your sink is completely open and any saddle tap valve connecting the filter to that line is completely open.
2. Make sure there are no kinks or sharp bends in the tubing (usually red) connecting the unit to the water supply.
3. Make sure the blue-handled valve where the water enters the system is completely open. When it is completely open, the handle is parallel with the line entering the unit.

If either supply valve got turned off or even partially off, or if there is a kink in the line, then that will cut off the flow of water to the unit.

4. Make sure the dial on the meter is set correctly.
 - a. With the filtered water tap "open" so water is flowing, rotate the dial clockwise until it "pops out." That should shut off the flow of water from the filtered water tap.
 - b. Then push the dial back in and rotate it clockwise until the water starts running freely again. Does that restore the flow? If so, set the meter by dialing it clockwise until 1,800 gallons on the dial is opposite the arrow on the housing.
5. If that doesn't restore the flow, then check the condition of the cartridges by doing the following:
 - a. Shut off the water to the unit using the blue handled valve.
 - b. Open the filtered water tap and drain the pressure completely off the system.
 - c. Place a pan of some sort under the filter unit to catch any water that may spill from a sump..
 - d. When water flow has completely stopped, open the last housing containing the Ster-O-Tap® (LW10CBRST.1) cartridge and remove the cartridge. Be careful because if something inside the system is blocked, when you unscrew the housing you may get some water spraying out. To deal with this get a towel to catch any water that squirts out of the top of the housing when the housing is unscrewed. As long as the blue handled valve is off this will only last a few seconds.
 - e. Replace the housing (always hand-tighten only.)

- f. Open the blue handled valve and allow time for the housings to refill with water and see how the water flows. If the water flows properly you know the problem is with the Ster-O-Tap®. If so, the problem could be that the cartridge was removed for some reason and reinstalled upside down. Reinstall it with the end containing the beige washer next to the cap and test again. In undercounter systems this end will be “up” and in countertop systems this end will be “down.” If that does not restore the flow, then you need a replacement.
- g. If the LW10CBRST.1 Ster-O-Tap® cartridge has been removed and the water flow is still slow, repeat the procedure with the ceramic (LW10KCER) cartridge. If water flow is good when that cartridge is removed, then that cartridge needs cleaned. Clean with a scrubber sponge under running water and replace it in the housing and test your water flow again. (This cartridge may be installed with either end up or down, it doesn't matter.) That should restore proper flow. If it does not, you need to replace that cartridge.
- h. In the unlikely event that the water supply is still slow, take out the LW10KCER ceramic and LW10CBRST.1 Ster-O-Tap® and test the remaining cartridges by removing them one at a time. If removing one of them restores the flow, then check to make sure the cartridge was not installed upside down. Each cartridge has an embossed arrow on the side. Make sure each cartridge is installed with the arrow pointing toward the cap. . In undercounter systems this end will be “up” and in countertop systems this end will be “down.”

In the extremely unlikely event that all of the cartridges are out of their housings and the unit still flows slowly, then there is either a problem in the lines or internally in the meter. To check this out you will need to familiarize yourself with the following procedure.

6. PROCEDURE TO REMOVE OR REPLACE TUBING FROM JOHN GUEST FITTINGS: You will notice that where the tubing goes into any of the John Guest fittings, it is held in place by a little grey or white collar. To remove the tubing simply using a fingernail to hold this collar firmly "in" while you pull the tubing "out." To replace tubing, simply push in firmly making sure the tubing "bottoms out" in the fitting.
7. To check the line "in," turn off the valve where the red water line supplying the filter connects to your cold water supply.
 - a. Open the filtered water tap and bleed off any water pressure.
 - b. When water flow stops, remove the supply line from the blue handled valve using procedure "5" described above and place the end into a bucket of some kind.
 - c. Open the supply valve and make sure there is a strong flow of water coming out of the supply line into the bucket. If so, turn off the water, and reinstall the line into the valve. If not, your problem is not with the filter unit but with the water supply to the unit. If you have carefully checked steps 1 – 3 above and cannot identify a problem, then you need to call your installer and get that person to correct the problem.
8. To check the meter (very unlikely to be a problem) turn off the water at the blue handled valve keeping the filtered water tap open to bleed all pressure from the system.

- a. When water flow stops completely, remove the blue line where it comes out of the meter on its way to the filtered water tap by using procedure “5” described above.
- b. There is also another short blue tube that connects the meter to the filter housings. This line comes from an elbow fitting on the last housing and runs to the meter. Disconnect the line where it leaves the elbow fitting using procedure “5” described above.
- c. Now bypass the meter by connecting the line that goes to the faucet to this elbow fitting by pushing the line connected to the faucet into the elbow fitting. Open the blue handled valve. If the water supply was strong coming into the filter, and there are no cartridges in the filter, then your water flow out of the tap should be strong. If your water flow was slow before you disconnected the meter, and it is strong after you connected the meter, then your meter is defective and needs to be replaced. If that is the case let us know and we'll either send you a new meter or ask you to return your system so we can repair it for you.

This is an exhaustive troubleshooting guide that covers every possible problem that could be happening with your filter. Somewhere along the line you will identify what component is causing the problem. Whatever it is, we will make sure your system is operating the way you expect.