































## Troubleshooting

### NO WATER FROM FAUCET

- No water supply.
  - Check water supply is turned on.
- Tank valve closed.
  - Check tank valve is open.
- Lines may be kinked.
  - Check lines and make sure straight and unhindered.
- Incorrect installation
  - Check and verify all line connections
- Low tank pressure.
  - Check tank pressure

### SLOW FLOW FROM FAUCET

- Low water pressure.
  - Check inlet water pressure and increase or add pump to system.
- Water inlet is blocked or not fully open.
  - Check feed water valve is fully open
  - Check PL/DCV is not blocked
- Tank not filled
  - Let tank fill. This can sometimes take up to 2-3 hours
- Pre-Filters clogged.
  - Check flow directly after pre-filters. If blocked, replace. These should be replaced regularly. In high volume or bad water quality applications these may need to be replaced more regularly.

### TANK TAKING LONG TIME TO FILL

- Low water pressure
  - Check inlet water pressure and increase or add pump to system

### SLOW SYSTEM SHUT OFF

- Low water pressure
  - Check inlet water pressure and increase or add pump to system.
- Water inlet is blocked or not fully open.
  - Check feed water valve is fully open
  - Check PL/DCV is not blocked
- Pre-Filters clogged.
  - Check flow directly after pre-filters. If blocked, replace. These should be replaced regularly. In high volume or bad water quality applications these may need to be replaced more regularly.

## SYSTEM DOES NOT SHUT OFF

- Input pressure too low.
  - Check input pressure. If below 30 psi a booster pump is required.
- Defective shut off valve (System should automatically shut off once tank is full)
  - Test shut off valve (D) and check valve (E) functions using the tests below.

### TEST # 1 – Does the system shut off?

Draw 2-3 glasses from the faucet. System should start refilling tank when you do this.

Turn the tank valve off to mimic a full tank.

After 3-5 mins, check to see if waste water stops running by either listening or removing the drain line to have a look.

If the waste water stops running the system is shutting off properly and the shut off valve and check valve are fine – Stop testing.

If the waste water continues to run proceed to test # 2

### TEST # 2 – Check valve and shut off valve check.

Make sure there is still some water in the tank.

Remove drain line so you can check waste flow drainage.

Turn off water supply and tank valve.

Check waste line to see if there is any water coming out of it.

Water coming out of the waste line is coming from the tank and means the check valve is not working allowing tank water to flow back into the drain line – **REPLACE CHECK VALVE.**

No water coming out of the waste line means check valve is ok but the shut off valve is not working and the system is not shutting off – **REPLACE SHUT OFF VALVE.**



## WATER STILL TASTES LIKE TAP WATER

- Membrane missing or installed incorrectly
  - Check membrane is installed
    - Flush 1-2 tanks of water before use.
  - Check membrane is installed correctly.
    - See membrane section of filter change procedures for correct installation.

## AIR BUBBLES (CLOUDY WATER) IN GLASS WHEN FILLING

- This is normal with new systems or after a filter change and can sometimes take up to 3 weeks to dissipate.
  - To check if air bubbles, fill glass and let sit. The air bubbles will rise to the top leaving a clear glass of water.
  - Drain 1-2 tanks of water to help with air in the system.

## HOUSINGS LEAKING

- Check fittings and filters are screwed in properly.

# Warranty

## CRYSTAL CLEAR PURIFICATION SYSTEMS TERMS AND CONDITIONS

### TERMS AND CONDITIONS

Any contract of sale, order, or quotation made or accepted by or on behalf of Crystal Clear Purification Systems Pty Ltd ("Crystal Clear") is subject to these terms and conditions of sale.

### WARRANTY

Crystal Clear warrants each new product to be free from defects in material and workmanship for a period of 1 year from the date of retail sale established by the date of the original invoice issued by Crystal Clear.

The Product must be forwarded at the Buyer's own risk and expense to Crystal Clear, together with proof of purchase. Any damage caused during or as a result of transit will not be the responsibility of Crystal Clear.

Crystal Clear's exclusive obligation under this Warranty is, at Crystal Clear's own option, to either repair or replace the Product, once Crystal Clear has deemed that the Product is defective.

Crystal Clear may, at its own discretion, refund to the Buyer the purchase price paid for the defective goods.

Crystal Clear reserves the right in instalment sales to grant credit for the value of any Product found to be defective under this Warranty.

Crystal Clear will not cover any labour charge incurred by the Buyer for the replacement or repair of any Product.

The Buyer is responsible for freight and local labour charges for Products the subject of this Warranty.

This Warranty applies only to the original retail purchaser of the Product.

This Warranty does not cover any Product that is relocated from the site of its original installation.

All replaced or exchanged parts taken out under this warranty become the property of Crystal Clear.

### LIMITED WARRANTY

Crystal Clear's liability for any breach of this Warranty shall be limited solely to replacement or repair at the sole option of Crystal Clear, of any part or parts found to be defective during the Warranty Period.

In no event will liability extend beyond the purchase price of the product.

This Warranty is subject to the Product being properly installed and maintained and being used for its intended purpose.

The Warranty will be void if the goods have found to be tampered with.

This Warranty does not cover the normal wear and tear of the Product, or damage caused by misuse, abuse or vandalism.

This Warranty does not extend to a Product that has been modified in any way unless with Crystal Clear's express consent.

The Warranty does not cover any malfunction or failure resulting from neglect or use of unauthorised parts and accessories, improper water pressure etc.

The Warranty does not extend to damage caused by rain, fire, earthquake or other natural causes or acts of nature.

It is expressly agreed that this shall be the sole and exclusive remedy of the buyer stated herein, and under no circumstances shall Crystal Clear be liable for any costs, loss, expense, damages, special damages, incidental damages or consequential damages arising directly or indirectly from the design, manufacture, sale, or use or repair of the product whether based upon warranty, contract, tort or strict liability.

The Warranty limits Crystal Clear's liability and is in lieu of all other warranties and liabilities expressed or implied.

All implied warranties of merchantability and fitness for a particular purpose are hereby disclaimed by Crystal Clear and excluded from the Warranty.

### WARRANTY PROCEDURE

Goods damaged during transit must be reported within five (5) working days of delivery.

Insured goods damaged during transit must be reported within twenty-four (24) hours of delivery.

A copy of the original invoice must be presented for any Warranty claim as proof of purchase.

The faulty item must be returned to Crystal Clear if such a request is made.

This limited Warranty is void if the Product under Warranty is presented without the said original invoice.

Crystal Clear may request that a Statement accompany the original invoice, signed by the Buyer, setting out the following terms:

1. The name and address of the Buyer.
2. The date and by whom the Product was purchased.
3. The date and by whom the Product was installed.
4. The location where the Product was installed.
5. The date and time the Product first appeared to malfunction.
6. The nature of the problem with the Product.
7. The date and time of any and all loss event/s.
8. The date and time Crystal Clear was first notified of the Product malfunction.

A failure by the Buyer to submit the said Statement within 28 days, after such request is made by Crystal Clear, will automatically void the Warranty.

A failure to answer truthfully or to answer in a way that is misleading, entitles Crystal Clear to void the Warranty and to notify the police in the event of suspected fraudulent conduct.

### RISK

The risk in the Product will pass to the Buyer immediately upon the Product leaving Crystal Clear's premises for delivery to the place designated by the Buyer.

### RETENTION OF TITLE

Crystal Clear will retain title to (but not risk in) a Product delivered to the Buyer until Crystal Clear has received payment in full for the Product and all other sums owing to it by the Buyer.

Until such payment, the Buyer holds the Product as bailee for Crystal Clear and may not sell or otherwise dispose of the Product unless authorised by Crystal Clear. If the Product is sold, the proceeds of sale will be placed in a separate trust account pending payment to Crystal Clear. The Buyer will store the goods in such a way as to enable them to be separately identified and will keep them insured at its own expense with Crystal Clear's interest noted on any such insurance cover.

If the Buyer fails to make any payment when due or becomes bankrupt or becomes insolvent, or has a judgement entered against it in any Court or enters into any scheme of arrangement, composition, or assignment or is in receivership or voluntary administration or liquidation, the Buyer grants Crystal Clear licence to enter any of the Buyer's premises where the Product is stored, and without notice, to re-take possession of and remove, at the Buyer's cost and expense, the Product in respect of which title has not passed to the Buyer.

### THIS WARRANTY IS VOID IF

All filter housings are not installed with an Australian Standards approved pressure limiting and check valve.

The system is not turned off when residents are away for over 24 hours

The system is not serviced every 12 months. I.e. Replacement of filters, PLV check & assessment of general condition of system.

Product damage results from water hammer, freezing, neglect or is not installed by a licensed plumber in accordance with the installation plan.

A system connected to a chiller that does not have an expansion chamber, is not installed with a Pressure Relief Valve.

The water temperature exceeds 40° Celsius

The pressure exceeds 700kpa

### SEVERANCE

If any of these terms or conditions or becomes for any reason wholly or partly invalid, that term or condition shall to the extent of the invalidity be severed without prejudice to the to the continuing force and validity of the remaining terms and conditions

### JURISDICTION

Crystal Clear and the buyer agree that this agreement and its provisions shall be construed in accordance with the laws of the State of South Australia and be resolved by a South Australian Court.

## Service Record

Installation Date:     \_\_\_/\_\_\_/\_\_\_  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

1st Service:           \_\_\_/\_\_\_/\_\_\_  
Serviced By:           \_\_\_\_\_  
PLV Checked:          Good            Replace next FC  
Tank pressure:        \_\_\_ psi  
TDS                    \_\_\_ ppm          New membrane next FC  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

SERVICE NOTES:

2nd Service:           \_\_\_/\_\_\_/\_\_\_  
Serviced By:           \_\_\_\_\_  
PLV Checked:          Good            Replace next FC  
Tank pressure:        \_\_\_ psi  
TDS                    \_\_\_ ppm          New membrane next FC  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

SERVICE NOTES:

3rd Service:           \_\_\_/\_\_\_/\_\_\_  
Serviced By:           \_\_\_\_\_  
PLV Checked:          Good            Replace next FC  
Tank pressure:        \_\_\_ psi  
TDS                    \_\_\_ ppm          New membrane next FC  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

SERVICE NOTES:

4th Service:           \_\_\_/\_\_\_/\_\_\_  
Serviced By:           \_\_\_\_\_  
PLV Checked:          Good            Replace next FC  
Tank pressure:        \_\_\_ psi  
TDS                    \_\_\_ ppm          New membrane next FC  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

SERVICE NOTES:

5th Service:           \_\_\_/\_\_\_/\_\_\_  
Serviced By:           \_\_\_\_\_  
PLV Checked:          Good            Replace next FC  
Tank pressure:        \_\_\_ psi  
TDS                    \_\_\_ ppm          New membrane next FC  
Next Service Due:     \_\_\_/\_\_\_/\_\_\_

SERVICE NOTES: