

Commonly Asked Questions. Troubleshooting

If water splashes out when you screw the diverter onto the faucet.

The clear O-ring may have fallen out. Simply insert a new O-ring inside the diverter. If you are using the adapter with a diverter, ensure that double O-rings are installed in the following sequence: spout - o-ring - adapter - o-ring - diverter. The issue could also be due to an incorrect adapter size. If the diverter wobbles at the connection, it indicates the need for a different adapter. Obtain the correct size adapter or contact our Customer Care for assistance.

If no pure water is coming out when you turn the water on.

For first-time use of the RO system, please wait 3-5 minutes to allow the water to pass through all the filters. If you have previously used the RO system without any issues, it is possible that the delicate membrane inside the second stage is failing. This has been observed in certain areas, such as parts of NYC, Queens, and Brooklyn, where it may occur after a couple of days of use. Contact our Customer Care specialist for instructions on how to replace the second stage carbon filter with a different brand carbon filter. Additionally, check the first stage filter. If you continue to experience issues or have any further concerns, please don't hesitate to reach out to our Customer Care team for assistance.

Your adapter is not compatible with my faucet.

We understand that some faucets may have different sizes/threads than our diverter and adapter. We carry different size adapters to accommodate this. Please contact our Customer Care to assist you in finding the correct size adapter for your faucet.

Can I attach the RO system to my pull-down type faucet?

Yes, you can attach the RO system to a pull-down type faucet. However, you will need a special adapter for this. Please contact our Customer Care before or after your purchase, and they will provide guidance on obtaining the appropriate adapter.

I'm concerned about the amount of wastewater being generated.

We offer RO systems with 450ml or 550ml restrictors, which provide a ratio of 1:2.6 for pure water to waste water. If you wish to reduce the amount of waste water generated, you can order a lower restrictor, such as a 400ml restrictor, which will decrease the wastewater volume. However, it's important to note that using a lower restrictor may impact the filtration quality and lifespan of the membrane. We also recommend collecting the wastewater for various purposes, such as watering plants, car wash, or other technical needs.

I need guidance on replacing filters.

To learn how to replace filters, please refer to the Installation Manuals section on our website. You will find detailed manuals that will guide you through the filter replacement process.

When I start using the RO system, my water looks blackish.

This is normal when a new carbon filter is installed. The water may appear blackish for 5-15 minutes due to carbon dust, which is fully harmless. Simply wait until the water becomes clear, and the blackish color will dissipate.

I'm unsure which replacement filter set to order.

If you are unsure about which replacement filter set you need, please contact our Customer Care with your order number or email a picture of your existing RO system. They will assist you in identifying the correct replacement filter set.

My unit arrived with a broken fitting. Should I return the unit?

No, there is no need to return the unit. Typically, a broken fitting can be easily fixed within 2-3 minutes. We provide a spare elbow inside a small package with the parts. You can refer to our manual, available in the manual section on our website, for instructions on how to fix the problem. If you require additional elbows, please contact our Customer Care.

I want to connect my RO system via a Garden/Laundry Hose outlet.

We offer a garden/laundry adapter specifically for this purpose. Alternatively, you can purchase a Garden/Laundry Conversion Kit, which includes an adapter, on/off valve, extra-long tubing, and a goose faucet.

Can I connect the RO system under the sink plumbing? I would like to have an RO tank.

No, the RO system is not designed to be used under the sink. If you prefer using an RO tank, we suggest purchasing a Traditional Undersink RO system that is designed to work with an RO tank.

How can I know when my water container will be filled?

We recommend using a kitchen timer or purchasing one from our website to set up an alarm. It typically takes approximately 20 minutes to fill up a 1-gallon water container.

Which useful tools do you recommend?

We recommend the following tools: a TDS (total dissolved solids) meter for measuring water quality, a pH meter (specifically for alkaline filters), and a kitchen timer to set an alarm when the container is full. You can find these tools in the Useful Tools section on our website.

How should I store replacement filters?

To store replacement filters, place them inside a plastic bag and keep them in a dark, cool place above freezing point.

I accidentally ran hot water through the RO system.

If you ran hot water through the system for 5-10 minutes, there is not much harm done to the filters. However, it's important to note that hot water contains more contaminants and a higher level of chlorine, which can decrease the filter's life span by 5-20 times. If you ran hot water for more than 1-2 hours, we recommend changing at least the first and second-stage filters.

I want to add extra filters to my Countertop RO. Can I do it later?

Yes, you can add extra filters to your Countertop RO system. Simply order the desired filter(s) from our website. The filter can be ordered as a new stage, and it will come with the necessary tubing, elbow fitting, and clips for installation. If you need assistance with the installation process, please contact our Customer Care, and they will provide you with a manual to guide you.

Can I move the RO system from my countertop? I don't want tubing over my sink.

You have two options for moving the RO system. The first option is to use a union quick-connect fitting (as shown in the picture) to leave the diverter in place all the time. This is the more convenient option. Alternatively, you can unscrew the diverter each time you want to move the system. You can purchase the union fitting from our website (part #SQC).



On picture - dual diverter.
Single diverter can be connected/disconnected the same way

How should I store the RO unit during vacation?

If you plan to be away for a week or two, we recommend disconnecting the RO unit and storing it in a dark, cool place above freezing point. Many customers choose to place the RO unit inside a plastic bag and store it in the bottom shelf of the refrigerator. Ensure that the temperature inside the fridge is above freezing point. Leaving the RO unit on the countertop for more than 5-7 days without use may lead to the growth of bacteria inside the filters, so it's best to avoid direct sunlight.

Can I adjust the length of the tubing between the RO unit and diverter?

Yes, you have the option to shorten or extend the tubing between the RO unit and diverter. To extend the tubing, you will need extra tubing to replace the shorter section. You can purchase additional tubing from the Parts section on our website.

List of adapters

Fit around 85%-90% of all faucets



Kitchen diverter (single or dual)
55/64" thread, fits male type of spout



Universal Garden / Laundry / Utility Adapter



Male x Male Adapter (55/64" x 15/16"),
fits female type of spout



Pull-down/Sprinkler Type Faucet adapter



Male x Male Adapter (15/16" x 13/16"),
fits bathroom and kitchen faucets.
Faucet Brands: American Brass,
Chicago Faucets, Emco, Kohler,
Indianan Brass, Price Pfister etc.



Adapter for faucets without aerator or threads



Male x Female Adapter (15/16" x 13/16"),
fits bathroom faucets



Shower Arm Adapter



Male x Female Adapter (15/16" x 3/4"),
fits kitchen faucets (Kohler, Price Pfister)



No image

Handheld shower adapter

How to replace diverter



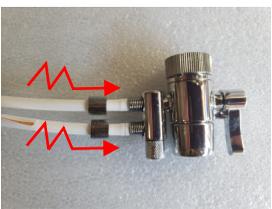
Unscrew nut(s).
Use pliers



Remove tube from
the insert(s).
Use wobble movement



Cut the tubes 1/2" away
from the damaged ends



Replace diverter with new,
push tubing onto the insert(s)
by using wobble movement



Screw nut(s) onto insert(s)
by fingers, than tighten
up with pliers

List of accessories



TDS Meter, check quality of water
filtration, \$9



2-in-1 precise tube cutter and
collet tool (convenient tool during
filter replacement), \$8



pH Water Meter, check pH of water
after filtration, \$9



two of union fitting connectors,
quick disconnect RO system
from the diverter, \$5 (pack of 2)



extra tubing 1/4" OD, 10ft, \$10



Three of straight 1/4"x1/4" ball valves,
quick disconnect RO system,
protection from water spilling out from
RO assembly.
Better option than union fitting
\$9 (pack of 3)

Replace filters by:

