

### The RO tank takes a long time to fill. What is wrong?

There are two common reasons why the tank will either fill very slowly, or will not provide a good flow of water to the tap.

- The prefilters or RO membrane may be blocked
- The tank has lost pressure, or the bladder is split

#### Step 1

If the prefilters have not been changed at the scheduled 6 monthly change then first you should change the pre and post filter set.

#### Step 2

Check the membrane.

- Turn off the water supply at the mains or by using the saddle tapping valve
- Remove the pre and post filter cartridges and replace the filter bowls
- Turn off the tank isolating valve
- Turn the mains water on
- Open the tap for the drinking water supply
- After a few minutes water should run at a fast drip/slow trickle from the tap
- If this is the case then the membrane is working correctly
- If there is no flow the membrane is blocked. If the water runs fast then the membrane is split
- Change membrane

#### Step 3

Check tank pressure

- Turn off the water supply as above
- Open the tap valve to relieve any system pressure
- Turn off the tank isolating valve
- Remove tank supply tube (usually the yellow pipe)
- Remove tank to a location where it may be drained. If full of water it may be heavy
- Open the tank isolating valve, tip upside down and allow any water to drain away
- When tank is empty ( or very nearly) locate air pressure valve which is situated low down on the tank. May have a blue cover that needs to be removed. This is a car tyre valve. Press centre to check if there is any air pressure, air should hiss out. Use bicycle pump to pump pressure up to 8 psi. If when you press the valve water comes out instead of air, then the bladder is split and a replacement tank is required

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