

# EauFlow

Innovative  
clinical  
water purification



## Eau Flow 505 (Hard Water)

code EY5505HW

### Installation Manual

Thank you very much for selecting an Eau Flow. In order to bring the out best use of your system please read this instruction manual carefully before installation



# Warning

Please observe the following warning

**We do not recommend fitting** a Reverse Osmosis (RO) unit if the cold water feed to the RO:

1. ...comes from a cold water 'storage' tank that is not routinely maintained

OR

2. ...has any plumbing deadlegs in the plumbing between the stop cock in the road and the RO unit plumbing point.

Failure to observe these conditions will result in bacterial contamination of your RO system that could cause serious human health issues if left unchecked.

You can clean your RO system by using the 'RO Biofilm cleaning kit' as needed, along with a 5L bottle of CleanCert.



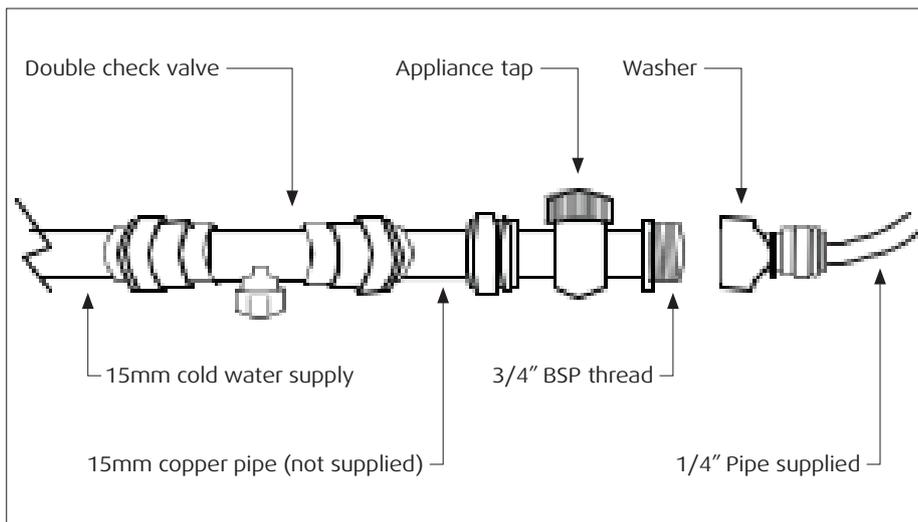
Biofilm cleaning kit



5L bottle of CleanCert

# Installation

## Connection and filling

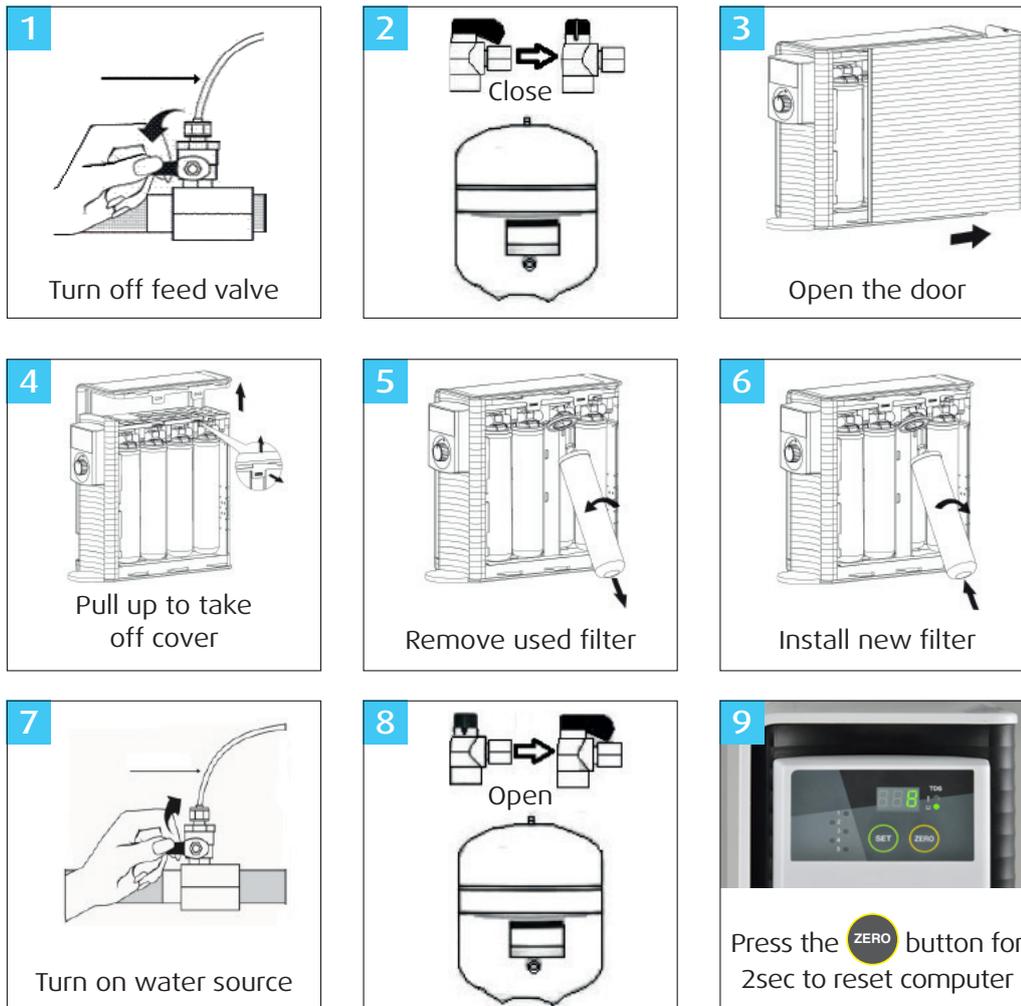


Mains Connection Diagram

1. Connect up all components as shown on the 'Fitting Instructions' sheet.
2. Ensure valve on top of storage tank is 'off' position (90 degrees to tubing) and dispensing point (valve or tap) is 'open'.
3. Connect the electricity and water supply to the RO and turn on.
4. Allow water to flush through cartridges and run from dispensing point (valve or tap) for 5 minutes down the drain.
5. Now close the dispensing point (valve or tap) and open the valve on top of storage tank (inline with tubing)
6. Allow storage tank to fill  
(around 45 minutes for a 12L tank, 60 mins for 20L, 90 mins for 40L)
7. Do not use first tank of water- allow to run down drain by opening dispensing point (valve or tap)
8. Allow tank to refill - system is ready for use.

# Maintenance

## Changing the Cartridges



The following periodic maintenance is recommended so your system will provide an uninterrupted supply of purified water:

Cartridge Filter	Service life
Pre-filter (Sediment)	Every 9-12 months
Pre-filter (Activated Carton)	Every 9-12 months
Pre-filter (Carbon block)	Every 9-12 months
R/O membrane	Every 9-12 months
Deioniser Cartridge	Every 9-12 months

HARD WATER areas (250ppm CaCO<sub>3</sub>)- please ensure you add a post RO blue deioniser cartridge, to ensure an uninterrupted supply of purified water for your practice

# Common Troubleshooting Issues

## Issues, reasons and resolutions

ISSUE	REASON	RESOLUTION
999 appears in display screen	cartridges warning lights have been left flashing	To remove it: a) Press 'Set' button for 3 seconds b) Then Press 'Zero' button for 3 seconds c) Then unplug the RO unit within 1 second d) Then turn on again within 10 seconds. The '999' should disappear.
RO Machine beeping and number light flashing	Cartridge needs changing	a) Turn off water coming into RO and change all 5 cartridges. b) Now press zero button for 5 seconds until it beeps
'!' light flashing	TDS level in water too high	a) If it has been over 9-12 months since last changing cartridges/installed machine then change all 5 cartridges or b) If it has been less than 9 months since you changed cartridges, then you need an additional blue Di cartridge EY30810 (plus inline TDS meter EY20155) between RO and dispensing valve/tap. Contact your rep for details.
'Power' light flashing	Electricity fault	a) Change fuse in plug Or b) You need a new PCB board
5 lights flashing red- leak detector alarm	Water detected in base of unit, normally caused by not turning off water before changing cartridges	a) Ensure cartridges are fully secured and not leaking b) Remove panels (slide back black panel, undo white clips and lift up white panel). c) Mop up water in base of unit and ensure it is fully dry. d) You might also need to turn RO unit on its side to get rid of any excess water in the base. Have a cloth underneath for this purpose. e) Pull up TDS probe on front LHS (black wire connected to base), wipe with a cloth and replace. Ensure chamber is fully dry before replacing.

# Biofilm 'cleaning kit'

**UK HTM01/05- sec 6.50:** 'Specialist items of equipment...may require cleaning and decontamination processes that are purpose designed'.

Under normal working conditions, your Reverse Osmosis (RO) water filter will not have any microbiological matter (bacteria) growing inside it. Unexpected extraneous conditions (eg temporary local water treatment problems, static water due to lack of use, poor maintenance etc) can result in bacteria growing inside your RO unit. Left unchecked, this bacteria can be detrimental to health in a clinical application and needs removing.

We recommend MONTHLY testing of the water dispensed from your RO unit with a TVC (total viable count) **dipslide** to check whether bacteria has grown inside the RO unit. In the unlikely event of your microbiological test detecting bacteria, we supply a simple '**RO cleaning kit**' (supplier code EY90200-ST), which contains components needed to clean the RO system. In addition, you will need a 5L bottle of '**CleanCert+**' biofilm cleaner, all available from your local supplier.

A video for how to run the procedure is available online on YouTube, simply type in 'Clean Eau Flow 505 RO' in the search bar.

## For further enquiries please contact:

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