



LSRO-EQ5AN Undersink RO System



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Technical Overview

I. Important Notes

For correct operation of this appliance, it is essential to observe the manufacturer's instructions. Installation must be carried out by a qualified plumber or authorised technician to comply with Australian Plumbing Codes. This RO system is certified to WaterMark Standards AS/NZS 3497 Under the Certificate number 022780. WaterMark certification is the level of certification required by law for a licensed plumber in Australia to install a water filter system.

You will find most answers to your queries can be found in this instruction manual – please thoroughly read through this manual from front to back including the troubleshooting page before contacting customer support.

II. Before You Purchase/Open

The system requires specific working conditions to be met before installation. If these conditions are not met, the system may not be suitable for the application and may not function as specified.

Feed Water Conditions	Min	Max
Inlet Pressure	350 kPa	700 kPa
Temperature	4.5°C	38°C
pH Level	2	11
TDS	0 mg/L	2,000 mg/L
Iron	0 mg/L	0.3 mg/L
Manganese	0 mg/L	0.1 mg/L
Hardness	0 mg/L	200 mg/L

III. Before You Begin Installation

All components that come pre-assembled will need to be thoroughly checked before installation. Due to transit, fittings and other components may be loosened or unseated – ensure fittings, tubing and filters are inspected before continuing.

IV. What is Reverse Osmosis

Reverse osmosis is a process that uses a semi permeable, spiral wound membrane to separate and remove dissolved solids, organics, pyrogens, colloids and bacteria from water. The Feed water is delivered under pressure at 60psi or above through the permeator where the water permeates the minute pores of the membrane and is split into purified water which is delivered to the tap, and concentrate (reject) water which is sent to waste. Reverse Osmosis is capable of removing 85 – 99.99% of a large range of solids from water (depending on the solid) along with Organics and Bacteria.

Installation Introduction

I. Working with Quick Connect Fittings

If you come across a push-fit fitting, you need to firmly push the tubing into the opening until you feel a “click” which signifies that the tubing has pushed through the internal O-ring and is seated correctly. If leaking occurs, it may be due to roughly cut tubing OR the tubing is not pushed in far enough. To remove tubing from push-fit fittings, depress the floating collet (shown in below photo), then pull the tubing out.



II. Flushing

Laws and regulations prevent us from wet-testing these filtration systems prior to sending them out. Therefore, during assembly of these systems they are not pressure tested so it is possible to have a small leak in a connection (which is simply fixed by re-seating the tubing or tightening a fitting). As the filters are dry packed, the systems will require flushing before first use

Installing Connections

I. Feed Water Connection

Using the supplied Feed Water Adaptor [FWA] (Pictured right), Locate the connection between the kitchen tap & cold-water line (Usually a flex line). Shut off the incoming water and bleed pressure from the line by opening the tap. Disconnect the flex line from the cold-water inlet and install the Feed Water Adaptor in between.

DO NOT apply thread tape to these connections as they are designed to use the washers only – Thread tape is only required on the male thread of the FWA if it is not installing to a flex line.

With the blue handle facing in line with the cold-water line (As pictured) the valve is in the off position. During this point, you can turn the water back on to check for leaks in the valve installation.

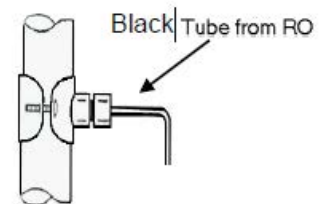


II. Drain Clamp

The best installation point for the drain clamp is below the S bend (Trap). The Vertical tailpiece is ideal.

1. Mark the position of the hole on the pipe and drill through using a 1/4" (6mm) drill bit (One side only).
2. Unscrew the clamp and wrap it around the pipe, loosely screw it back up leaving enough slack so you can position the hole with the outlet of the clamp.
3. Tighten the clamp to create a seal.

Figure 2. Drain Clamp Location
ENSURE YOU INSTALL AFTER S BEND ON THE DOWNPIPE



III. Drilling Faucet Hole - Stainless Steel Sink)

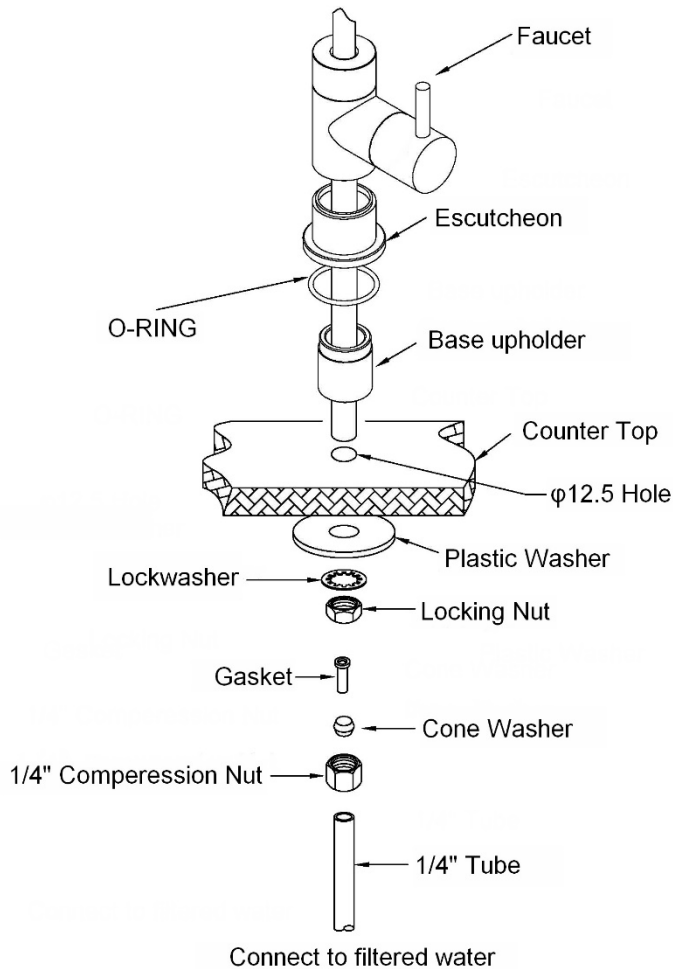
1. Drilling through a stainless-steel sink can be achieved by marking the location with a centre punch and drilling a 3/16" Pilot Hole – When drilling through stainless steel – lower speeds are better with a sharper bit to avoid burning the surface of the sink.
2. Using a 1/2" or 7/16" carbide or sharp drill bit, enlarge the hole to fit the stem of the faucet (7/16" Thread)

For installation on other types of sinks – such as stone, it is best to employ a specialist to drill the hole to ensure it is done correctly – where possible it is best to get the sink manufactured with a pre-drilled hole.

IV. Mounting the Faucet

1. Refer to the below diagram on the components of the faucet
2. Remove the required fixings of the faucet and thread the faucet through the hole.
3. Re-assemble the faucet fixings in the correct order and tighten into place.
4. The Faucet uses a compression fitting to connect to the filtered water tubing. Compression fittings crimp the tubing around a stem (gasket) to seal the water, the compression ring then prevents the tubing from being removed. In this instance, thread the Compression nut over the tubing, followed by the cone washer. Then firmly press the gasket into the end of the tubing. You can then insert the tubing into the base of the faucet and secure it by fastening the compression nut onto the bottom of the faucet thread.

INSTALLATION INSTRUCTION



V. Storage Tank Assembly

1. Using standard white plumbers' tape – wrap the stainless-steel port (top of tank) with 6 – 8 even rounds of tape.
2. Install the 90° Tank Valve Elbow firmly
 NOTE: At no point should you need to tamper with the air valve on the tank during new installation – these tanks are pre-set to ~7psi (while empty). This is a bladder tank and the water will go in/out of the tank on the same water line.

Connecting the RO System

I. Fittings

On the back of the unit you will find the connection points. If required, there are 4x Stem elbow fittings you can install into these ports to provide better angle for tubing installation.



II. Tubing

Measure a length of white tubing (Inlet Tubing) to be installed between the FWA and the 'Inlet' port on the filter system. Cut using a sharp Box Cutter knife or tube cutters. When connecting to the system refer to the 'Quick Connect Fitting' Instructions. To connect to the FWA, unscrew the lock nut until it hits a stop end. Push the tubing in firmly until you feel it 'seat'. Finally, tighten the locking nut to secure the tubing – this will prevent the tubing from releasing.

Measure a length of blue tubing to go between the Storage Tank & the 'Tank' port.

Measure a length of black tubing to go between the Drain clamp & the 'Drain' Port.

Measure a length of white tubing to go between the Faucet & the 'Faucet' port.

NOTE: Tubing colour is not important, it is just to help identify each tubing when installed & to help with troubleshooting. If you have used different coloured tubing, remember to notify technical support of the change if you need help with the unit.

If the system was supplied with additional extras, please refer to page 9 for more information.

System Start Up & Operation

I. Plumber Commissioning Steps

When you are confident that everything is installed correctly, do the following steps to start up the system and commence flushing.

1. Open the faucet tap – This helps bleed air from the system when starting.
2. Close the Storage Tank – We want the system to fill full of water and force out air while ‘wetting’ the filters.
3. Smoothly open the FWV allowing water to enter the system. It is common to hear and see sputtering as the water makes its way through the system.
NOTE: Check for any leaks, if there are leaks shut off the water and fix them before continuing.
4. It will take a few minutes for water to start trickling from the faucet tap – the drain line however will start to trickle after a few seconds which is normal.
5. When the first lot of water begins to come out the faucet, it will likely be cloudy and black – this is normal and is just the carbon fines + small air particles in the water.
6. Once the faucet comes to a steady trickle of water (no longer sputtering) close the faucet tap. This should trigger the systems automatic shut off within 1 minute (Water should stop flowing). If the water does not shut off within 60 seconds, it could be due to an air lock in the shut off valve which is common for new installs.
7. Open the tank valve so the tank can begin filling. The tank will take up to 2 hours to fill depending on several factors.

II. Client to Complete Commissioning

Note for Plumbers: At this point, if you are confident that the system is functioning correctly and there are no signs of leaks or any concerns, you can finish your portion of the installation at this point – ensure that the client is aware of the following steps to conduct next. We suggest that you (As the plumber) understand the remaining portion of the manual in case the client has further questions or to help basic troubleshooting.

8. When the tank has had long enough to fill, open the faucet tap on the sink and allow all the stored water to flush out the system. You should notice some discolouration/cloudiness which is normal. Repeat this process at **least** 2 times to clear the fines from the system.
The RO membrane has a small amount of food grade anti-bacterial preserve inside it which will be flushed out during these flushes. Air bubbles are common to remain in the system for up to 2 weeks but they will disappear quicker if the system is flushed more or used frequently.
9. The system is an alkaline unit which means minerals are dissolved into the water to balance the pH and ‘alkalise’ the water. When the system is new the pH can be higher than normal (which is still safe to drink) but you may notice a ‘bitter’ or ‘metallic’ taste in the water which is caused by the pH, **NOT** from any harmful chemicals or plastics. If you are not accustomed to drinking RO water or Alkaline water, you may notice the water may taste ‘strange’ to your individual palate. This is due to the pH level in the water and once your body adjusts, you will no longer have an issue with taste.

III. Automatic Shut off

This system is fitted with automatic shut off. It is designed so that while the tank is full of water, the system is under pressure – this creates back pressure on the shut off valve and closes off the production water which will stop the water flow to the drain. When you draw water from the system, it will start back up and begin to produce water. The water is produced @ 8L/Hour +/- so if you take 1L of water, you can expect the system to run for approx. 5 – 15 minutes. Keep this in mind in case you hear running water and think the system is ‘leaking’ or ‘not shutting off’.

IV. Turning the System On/Off

If for any reason the system needs to be turned off – for example if leaking occurs or you are going away for over 48 hrs, follow the below steps to shut down the system.

1. Turn off the Feed Water Connection under the sink by turning the blue valve 90°.
2. Shut off the Storage Tank by turning the blue valve 90°
3. Briefly open the Faucet tap to bleed out excess line pressure and then close it again.

To start the system, open the Feed Water Valve and Storage Tank Valve. If the system has not been used for over 48 hrs – discard the first 45 seconds of water. If the system has been shut down for over 1 week – discard a full tank of water.

Maintenance

I. Replacement Parts

Filtration tubing should be replaced periodically (about every 3 – 5 years). There is no specific time. Fittings should be replaced every 3 – 5 years due to wear & tear.

We suggest replacing the Pressure Limiting Valve every 2 years. If the system is having issues with the shut off valve and is over 2 years old, the 4-way shut off valve should also be replaced.

II. Replacement Cartridges

As this system is a quick-change unit, unlike regular systems, this unit does not have housings. Rather, when you replace the filters, you are essentially replacing both the housing and the filter. Due to this, you essentially have a 'new system' every time you replace filters. The only remaining parts are the fittings and tubing which are replaced periodically as stated above.

Cartridges have a varying life span but generally can be replaced under the following guidelines under normal working conditions; Stage 1, 2 – Replace Every 6 Months. Stage 3, 5 – Replace Every 12 Months. The Membrane (Stage 4) can vary significantly depending on a range of factors including but not limited to water quality and usage volumes. We generally find that on poor quality water such as Bore water*, or Mains Water in areas of WA, NT and SA the membranes generally last between 1 – 2 Years. Other areas where the water is less harsh the membrane can last anywhere up to 4 years without requiring replacement.

III. Testing Filters

Reverse Osmosis membranes have a variance in their filter life and this is affected by several things including water quality, usage, temperature and filter maintenance. As they are the workhorse of the system, they are the most important filters to monitor and keep maintained.

To measure the effectiveness of the RO membrane you will need a TDS test meter. Draw a sample of tap water (to get your base reading), then collect a sample of water directly off the membrane outlet (before it goes through any other filters). This is your 'pure' water. On the EQ5AN System, you will need to draw water off the line that would normally plug into the storage tank. To calculate the membrane effectiveness, you will need to subtract the percentage of contaminant reduction from the feed water. E.g. Feed Water 200mg/L TDS – RO Membrane removes 97% (+/-) Therefore, $200 - 97\% = 6\text{mg/L}$. Factors can influence the final TDS of the water and it will depend upon what is in the feed water to begin with. A membrane is deemed to be 'expired' if the overall reduction rate is <85% (as a general rule). To apply this to the above example, $200 - 85\% = 30\text{mg/L}$. So, if your test reading was approaching 30mg/L or higher, it would be time to change the membrane.

Troubleshooting

Problem	Possible Cause(s)	Solution
Leaking between fitting & tubing	Unseated Tube	Check all tubing connections by firmly pushing them into the fitting. Check that there are no kinks or any obvious issues. If the problem persists, remove the tubing and check for a clean cut with no burs. Push the tubing back in and try again. If this does not work please contact customer support.

Leaking from Feed Water Valve	<p>1. Damaged or Missing Washer</p> <p>2. Not Tight Enough</p> <p>3. Thread is too Short</p>	<p>1. Check the valve to see if the washer is inside, if it is damaged it may need replacing – this is a common size washer and can be purchased from most hardware/plumbing stores.</p> <p>2. If the diverter valve is loose (or you can easily swivel the fitting without resistance, the fitting is not tightened enough. It may feel like you can't tighten it anymore and it just keeps spinning but if you use a gripping tool (multi grips) to grab the collar of the fitting and use your hand to hold the valve itself steady, you will be able to further tighten the valve. The valve is tight enough when you feel light to moderate resistance when trying to swivel the valve.</p> <p>3. If you screw the valve on and the collar 'bottom's out' on the tap, you may need to add another washer (to bulk up the space).</p>
The unit is not producing any water?	<p>1. Water Supply is off or disconnected.</p> <p>2. Pre-Filter has a blockage</p> <p>3. Insufficient Water Pressure</p> <p>4. Water Quality</p>	<p>1. Turn on the water supply and ensure there are no obstructions to the water flow.</p> <p>2. Disconnect the tube between the membrane and pre-filters and run water at full pressure to see if water comes out of the filter. – If the water does not come out (or is very weak pressure) the filter may need to be changed.</p> <p>3. Reverse Osmosis required 50psi (Minimum) to operate – 70psi+ is ideal. If you have lower than 50psi pressure this unit may not be suitable for you.</p> <p>4. Ensure that the water quality meets the feed water requirements outlined previously. High levels of impurity such as hardness and salt can cause the system to block or not produce water.</p>
I am getting much more waste water than filtered water	<p>1. Water Pressure</p> <p>2. Water Quality</p> <p>3. Blockage</p>	<p>1. Our units are designed to run at approx. 1:2 – 1:3 waste water ratio at 70 psi. If your pressure is lower than 70 psi, the production rate may decrease and cause more drain water than filtered water.</p> <p>2. If your inlet water quality is poor and contains higher salts and hardness the filter may produce less water than the specified amount.</p> <p>3. If you have good pressure, and average water quality it is possible there is a small blockage somewhere in the system. Try to follow the water flow along the system, disconnecting 1 tube at a time to try and pinpoint where the water is 'stopping'</p>
High pH Reading	<p>1. Alkaline Filter</p> <p>2. GAC Filter</p> <p>3. Insufficient Testing Equipment</p>	<p>1. Alkaline Filters are designed to increase the pH of the water. When the filter is new it will be high but will soon settle to the advertised levels after adequate flushing.</p> <p>2. If you have a post GAC filter (Carbon), this will naturally increase the pH of the water. pH is the measure of Hydrogen in the water and this hydrogen will vent off the water if you leave it to stand and the pH will then drop back down to the normal level.</p> <p>3. pH testing equipment can range from a cheap test pen right up to lab grade equipment. Before coming to a conclusion on pH issues, it is best to ensure the equipment used to measure the pH of the RO water is of high standards and suitable for reading pH levels in low EC water (i.e. The guy at the pool shop is not going to cut it). We have access to high quality testing equipment and frequently test our units and conduct research. If you feel that there is an issue with your pH, please contact us.</p>
Strange taste to the water (New System)	<p>1. Alkaline Filter</p> <p>2. Residue</p>	<p>1. If you are using an alkaline filter system, the unit requires adequate flushing before first use. Usually all taste is gone within a week of use. This taste is normal and in most cases is</p>

	3. Contamination	<p>your body adjusting to the high pH water (which some people can describe as a slight metallic taste).</p> <p>2. The filters are dry packed, the carbons, alkaline filters will have 'fines' on them as they are granular medias, this will go away with flushing. The membrane has a food grade preserve inside it to prevent contamination during storage, this will also flush away quickly.</p> <p>3. Bacterial contamination is highly unlikely, but not impossible. If there is a strong 'foul smell' or organic taste to the water, it is possible that there is some form of contamination. Contact us straight away so we can rectify (or diagnose) the problem if there is one present.</p>
The TDS Is Higher than the inlet water (or the same).	<p>1. New Filter</p> <p>2. Alkaline Filter</p> <p>3. Expired Filters</p> <p>4. Mixed Up Drain Line and Drinking Line</p>	<p>1. While filters are new, it is normal for the TDS to be elevated while the system is flushing. Continue flushing the system & contact support if the high TDS persists.</p> <p>2. Alkaline filters will naturally increase the TDS of the water, especially when new. If you have low TDS water already, it is possible for the TDS level out of the alkaline filter to be higher than your inlet water. This is because you are adding minerals back into the water therefore increasing the TDS and alkalinity.</p> <p>3. If the filters have not been changed as per the recommendations, it is likely that the increased TDS is due to the filters needing replacing.</p> <p>4. This is common as sometimes the lines may be mixed up. Make sure that the tubing connected to the 'Drain Line' flow restrictor is being run to waste, do not use this water for drinking. Your drinking water line should be marked with either 'outlet', 'Drinking Water' or 'Aquarium Water'.</p>
Flow has suddenly slowed down to a trickle	<p>1. Tank lost air pressure</p> <p>2. Tank Bladder Rupture</p> <p>3. Blocked filters</p>	<p>1. Over time, air can slowly leak out of a RO tank. Sometimes this is more noticeable at the time you change your filters. An indication that this has occurred is that the tank will be very heavy (full of water) but no water comes out the tap. The solution is to disconnect the tank (after shutting down the system). Then empty all water from the tank, or as much as possible. Add air pressure into the tank equal to 7psi. Reconnect the tank and let it fill and try again.</p> <p>2. Depress the air valve on the side of the tank – if water comes out the air valve the bladder is ruptured. Or if you add air to the tank and the air comes out the inlet/outlet valve it is also ruptured. – The tank will need to be replaced.</p> <p>3. It is unlikely that the filters would be totally blocked but it is possible. Check the feed water conditions and replace the filters if they are passed the recommended change times.</p>
Water constantly running to waste	<p>1. Air Lock</p> <p>2. Faulty Shut Off Valve</p> <p>3. Still Filling</p> <p>4. Low Pressure/Blockage</p>	<p>1. When the system is newly installed or you have just changed the filters, there is a considerable amount of air in the system. This air can become trapped in air pockets and if they are sitting in just the right spot, they can lock the valve in place. Try tilting the system from side to side, back & forth to shift the air pockets. You can also tap on the 4-way shut off valve (the cube shape fitting on the back) to try and clear the air pocket. If this fails, turn the water off, bleed out the pressure then turn the incoming water back on to try and clear it.</p> <p>2. If it is not an air lock, there may be something wrong with the shut off valve. These parts are warranted for 2 years from date of purchase. Outside this time, it is recommended to replace them.</p> <p>3. Ensure that you have allowed the system enough time to replenish the tank. Check with other household members to see if someone recently drew water from the unit.</p>

		4. Low pressure can cause the water to continuously run to waste without producing filtered water. Ensure your feed water pressure is > 50psi. Your pre-filters may also be blocked.
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Additional Extras

I. Water Hammer Arrestor

Sioux Chief shock arresters are designed for use in hydraulic hammer arresting applications. They are built to reduce or eliminate hydraulic shock, otherwise known as water hammer. They do this by absorbing pressure surges within water or other fluids that are suddenly stopped or forced in other directions by fast closing valves. Sioux Chief shock arresters are best used at the point of shock and should be installed as close to the valve or piping where the shock originates from. Sioux Chief shock arresters are designed with the latest diaphragm technology. A high-grade diaphragm is sealed inside the vessel creating a barrier between fluid and air chambers. The air chamber acts as a cushion which compresses when system pressure suddenly increases or surges as a result of hydraulic shock.

The water hammer arrestor is installed either at your washing machine or your dishwasher inlet.



II. Leak Shut Off Kit

Highly absorbent capsule sits in place under the shut off lever (like a reverse mouse trap).

It quickly absorbs water causing the capsule to expand in an upward direction putting pressure on the shut off valve. When sufficient water has been absorbed, the lever will snap shut, stopping the inlet water flow and saving any possible water damage. (Best results when Plastic outer cover REMOVED).

The Shut off valve should be connected between the FWV and the Filter System inlet.



This system is certified to WaterMark Standards AS/NZS 3497 Under Certificate number 022780. WaterMark certification is the level of certification required by law for a qualified plumber in Australia to install a water filter system.

Warranty - Rev Date 10/07/2020

I. Standard Manufacturer's Warranty

Filter Systems Australia (FSA) warrants this new product (LSRO-EQ5AN) to be free from defects in material and workmanship for a period of 12 months from date of sale. Return freight during this period may be covered by FSA in the form of a re-imbursement after the warranty request has been processed and deemed to be a warranty case. Any damages in transit that occur to the item during the return freight between the consumer and FSA is the responsibility of the consumer.

Filter Systems Australia will not cover any labour charge incurred by the consumer for the replacement or repair of any product. The warranty is strictly for the replacement of parts supplied by FSA.

This warranty applies only to the original consumer of the product and is non-transferable. If you have purchased this system through a re-seller, please contact them to facilitate the warranty on your behalf. All replaced or exchanged parts become the property of Filter Systems Australia.

II. Qualification for Warranty

As per Australian Plumbing Codes, all systems must be installed by a qualified plumber. The buyer is responsible for keeping record and proof of installation in the form of an invoice and/or receipt.

Filter systems must be maintained as per FSA recommendations including the use of replacement filters, fittings and components supplied by FSA. Failure to maintain the filtration system using FSA approved

products may void warranty.

Filtration systems must be fitted with the supplied Pressure Limiting device to limit the pressure to 500 kPa or lower.

FSA does not take responsibility for retaining customer records, it is the buyer's responsibility to retain all tax invoices from the original sale and ongoing maintenance purchases as proof of upkeep on the system.

III. Warranty Exclusions

FSA Standard & Extended Warranties shall be void if the product sustains damage or failure resulting from any of the following:

- If your system(s) fails to be maintained in accordance with recommended servicing and as per the manufacturers operating instructions
- Unauthorised or abnormal use or operation.
- Exposure to unsuitable environmental conditions. Included by not limit

We do not cover the work of the plumber who originally installed the system

IV. Extended Warranty

The LSRO-EQ5AN Undersink RO system is eligible for an extended 4-year warranty (commencing no later than 12 months from sale date), to provide a total warranty of 5 years. This extended warranty is subject to terms and conditions outlined below. This extended warranty covers the below parts of the system.

- Head Caps – GT1-EQ1-Cap
- Frame – GT1-LSRO-FRAME
- Feed Water Valve – GT14-14-DM

The following components are also eligible for an extended 12-month warranty (commencing no later than 12 months from sale date), to provide a total warranty of 2 years. This extended warranty covers the below parts of the system.

- Storage Tank
- Faucet Tap

V. Extended Warranty Qualification

Extended Warranty is valid only if the following conditions are met:

- The System was installed by a licenced plumber – proof of installation required in the form of a receipt or invoice for works.
- The system was maintained in accordance with our recommendations in Maintenance – Section II. Replacement Cartridges.
 - Cartridges must be purchased through FSA or participating supplier/reseller of FSA products
 - Proof of purchase for replacement filters required.



1. GT13-46LS - 50mm drain clamp
2. GT14-14-DM - DMfit Feed Water Adaptor Valve
3. Inlet Port
4. Drain Port
5. Faucet Port
6. Tank Port
7. GT4-55-ALK - Quick Change GAC + Alkaline Filter
8. GT13-56LS - Quick Change 50 GPD Membrane
9. GT18-13 - 70 psi PLV (480 kPa)
10. GT13-4S - 4 Way Shut Off Valve
11. GT1-LSRO-EQ5AN-Frame - Frame + Caps
12. GT14-7 - RO Tank Valve 90°
13. GT13-47 - 12L RO Storage Tank
14. GT9-2S - Modern Faucet Tap
15. GT4-55-CTO - Quick Change Carbon Block
16. GT4-55-GAC - Quick Change GAC
17. GT2-46-1 - Quick Change Sediment Filter

-  GT20-16GW - White Tubing 1/4"
 GT20-16GBLK - Black Tubing 1/4"
 GT20-16GB - Blue Tubing 1/4"

