TROUBLESHOOTING GUIDE

LOTUS® PRO HIGH CAPACITY UNIT - Model # LQFC225K/LQFC275

1. **The Change Filter Light is flashing amber.**
    a. Indicates there are approximately 50 gallons of water left on the stabilizer and filter
    b. Ensure you have a new lotus PRO Stabilizer Module Kit in inventory (sku LCA114K or LCA118K) to avoid down time.

2. **The Change Filter Light is Solid amber. You must replace the stabilizer and the blue desiccant filter. New Series I or Series II Stabilizers are packed individually and include one stabilizer and 1 Blue Cartridge.**
    a. How to Replace the Stabilizer and Blue Cartridge
        1. Remove the new stabilizer, blue cartridge and Fed Ex Prepaid label from the box and lay them aside. Save all the packaging from inside the box. **Serial Number on Cartridge must match the Serial Number on the Stabilizer.**
        2. Turn the water to the unit off.
        3. Press the start button on and off a couple of times to remove excess water from the tubes.
        4. Disconnect the hose from the water to the stabilizer at the stabilizer (Red locking mechanism). Twist counterclockwise to release and pull down the connector.
        5. Disconnect the hose from the stabilizer to the High Capacity unit by pulling down on the black spring mechanism, turning clockwise and pulling down on the connector.
        6. Once all connectors are removed, then push up on the stabilizer and pull away from the hooks on the back plate. Place the expired stabilizer in the box with the appropriate internal packaging.
        7. Remove the Blue Cartridge from the center of the High Capacity Unit. Place the expired cartridge in the box.
        8. Remove the "new" blue cartridge from the sealed plastic bag and remove the film from the electronics on the filter and install in the center of the High capacity unit. (ensure the clip on the filter is pushed down to lock in place)
        9. Install the stabilizer on the wall by hooking onto the back plate and sliding down until securely in place.
        10. Connect the hose from the water to the stabilizer (red locking mechanism), push up and twist clockwise to secure (you should hear a click).
        11. Connect the hose from the high capacity unit to the stabilizer by pressing down on the spring mechanism, pushing into the stabilizer, twist counter clockwise until spring locks.
        12. Prime the stabilizer prior to use.
            a. Loosen the flojet by unscrewing the nut.
            b. Place then end of the hose from the stabilizer into the drain or a bucket.
            c. Turn the water on and let run for 30 seconds to prime the stabilizer.
            d. Connect the flojet back together.

3. **If you have replaced the blue desiccant filter and the stabilizer module and the filter light is still solid amber, then please try the following:**
    a. Ensure you turned the unit off and then on again to reset the filter.
    b. Ensure the "new" blue desiccant cartridge was removed from the vacuum sealed package (inside the "new" stabilizer module box) and inserted into the high capacity unit.
    c. Ensure the blue desiccant cartridge is inserted into the High Capacity Unit housing and snaps into place. If you pull on the cartridge and it pulls out, then it is not inserted properly.

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d. Ensure the plastic covering the electronics on the blue desiccant cartridge is removed.
e. Wipe the electronics gently, with a soft cloth, in the housing of the High cap unit and the filter and then reinsert.
f. A management meter can be purchased and used to test the number of cycles that are left on the filter. (Series 1 899 cycles, Series II 449 cycles)

4. **Low Water/Ozone or Change Sensor – Solid Red Light.**
Serial No. 11377 and earlier
   a. Fill a bottle with aqueous ozone and smell. If the scent is aqueous ozone, then the sensor needs to be replaced.
      a) Call technical support to order a replacement sensor.
      b) Instruct the client to continue using the product until sensor arrives and can be replaced.
   b. After step a) is completed and the water does not smell of aqueous ozone, then check the following:
      a) Confirm the unit has the new stabilizer attached to it. This stabilizer module removes impurities from the water and increases the effectiveness of the aqueous ozone in the water.
      b) Confirm the unit is connected to cold water.
      c) Confirm water temperature is less than 80 degrees, as anything greater than this will result in low ozone/ change sensor red light. In higher temperature areas, you may need to let the unit run until cold water and unit responds.
      d) Confirm that the water pressure is greater than 35 psi. (Ensure the tap is on full)
      e) Continue to run the unit for a longer period of time 1 to 2 minutes to see if the light will clear.
      f) Is the high capacity plugged in using an extension cord? Is it commercial grade? If not insert direct to power or use a commercial grade extensions cord.
      g) Ensure other items plugged into the same outlet are removed and test the unit alone on the outlet.
      h) Use a watts tester in the outlet to determine output. If below 104, then the unit may show the red light and be putting out low ozone.

5. **Water coming out of the center bottom of the machine in large flow.**
   Unit must be serviced

6. **Water coming out of the right hand bottom of the machine and is trickling out.**
   a. The unit dispense hose has been pinched without turning the unit off and flooded the unit. Do not pinch the dispense line and instead turn off the unit when done filling containers.
   b. Continue to run the unit until it clears.
   c. Let the unit sit for 24 hours, then do a continuous run.

7. **When dispensing the water you notice an excessive aqueous ozone smell.**
   The unit must be serviced.

8. **Turn the unit on and it immediately shows the Red Service Light.**
   The unit must be serviced.

9. **Unit does not turn on.**
   a. Ensure the power cord on the side of the unit is inserted completely

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b. Check the flo-jet from the stabilizer to the high capacity unit and ensure it is free of debris.
c. Check that the arrow on the flo-jet is from the stabilizer to the high capacity unit. If the arrow is pointing to the stabilizer then complete the following:
    a) Loosen the clamps on both ends of the stabilizer.
    b) Pull the hoses from each of the stabilizer.
    c) Reverse the stabilizer, so the arrow is pointing from the stabilizer to the high capacity unit.
    d) Install the hoses on both ends of the flo-jet and tighten the hose clamps.

10. **The unit turns on and shows a green service light, but aqueous ozone is not being dispensed.**
    a. Ensure the flow jet is installed properly. The arrow on the flow jet should be pointed to the high capacity unit.
    b. Check that all hoses are installed properly between the stabilizer and the high capacity unit.
        a) The hose from the stabilizer to the high capacity unit will be installed to the "Cold Water In" inlet on the high capacity unit. This hose will have the flow-jet installed on it and the shorter hose will be connected to the High capacity unit and the longer hose on the stabilizer (It will only connect one way).
        b) The hose that dispenses water will be connected at the "Aqueous Ozone Out" outlet.

11. **If you're experiencing water leakage.**
    If you're having water leakage from the flow jet hose (the hose that runs out of the bottom of the stabilizer to the lotus PRO High Capacity Unit), the following picture depicts the areas you can tighten in a quick simple fix of the leakage at the white flow jet area.