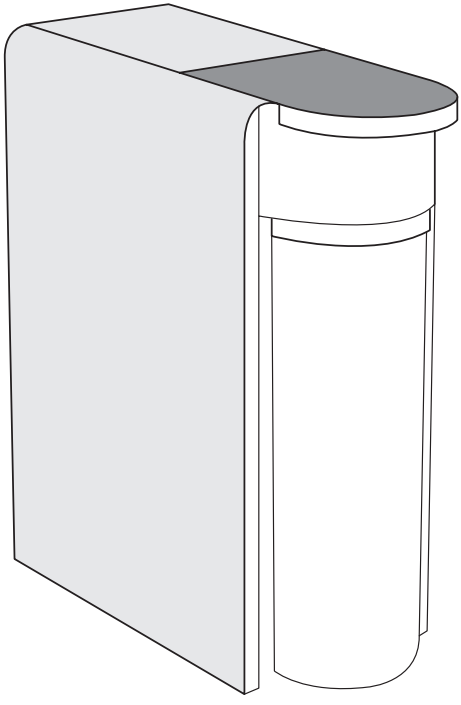
ecosoft

INSTALLER AND USER GUIDE FOR CROSS SOLO DIRECT FLOW REVERSE OSMOSIS FILTER



If you have any questions or concerns when installing, operating or maintaining your reverse osmosis system, call our toll free number:

0 800 30 10 21

or visit **www.ecosoft.com**

When you call, please be prepared to provide the model, date code and serial number of your product.

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This appliance may be used by children aged 8 years and above, and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, provided they are under continuous supervision or have been instructed on the safe use of the appliance and understand the potential hazards.

Children must not play with the appliance.

Cleaning and user maintenance must not be carried out by children without supervision.

The appliance must be used only with the power supply unit provided with the appliance.

The appliance must be powered only by a safe extra-low voltage in accordance with the marking on the appliance.

The power cord is not replaceable. If the cord is damaged, the power supply unit is not repairable.

The working pressure in the water supply system should be 1-4 bar.

The power supply unit must be installed on a horizontal surface using mounting screws.

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CONTENTS

1. PURPOSE OF THE PRODUCT

Before installing and using the reverse osmosis filter, carefully read this manual. Following the instructions will ensure the safe and efficient operation of the system and help prevent potential injuries or damage to equipment and property.

Reverse osmosis is by far the most advanced technology of water purification in use today. Special semipermeable membrane structure similar in its properties to the membrane of a living cell is capable of purifying drinking water from virtually all harmful impurities (see Figure 1). The membrane can be conceived of as having tiny pores, 200 times smaller than viruses and 4000 times smaller than bacteria. Domestic water filters with reverse osmosis membranes harness the principle of body's metabolism on a cellular level. Only molecules of certain size can penetrate cellular membrane.

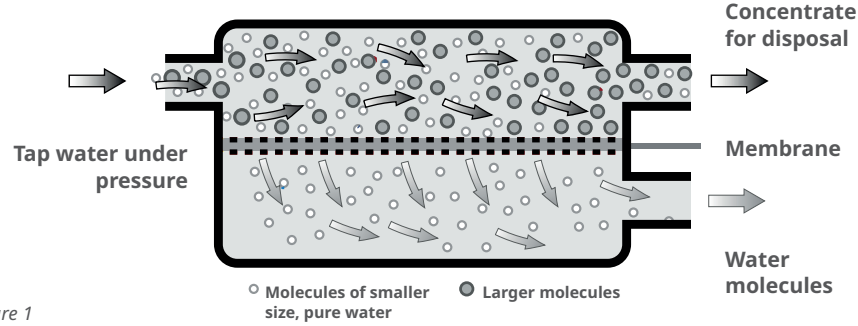

Figure 1

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2. SPECIFICATIONS AND COMPONENTS

2.1 MODEL DESIGNATIONS

Models	Please, find model of your filter on enclosure
MO 1 500 P ECO	**MO X YYY ZZZZ AAA BBB**

MO — The type of filter. RO stands for reverse osmosis

X — Number of stages

YYY — Capacity of reverse osmosis membrane in GPD (gallons per day)*:

500GPD	1872 liters per day	78 liters per hour

* Capacity of the reverse osmosis filter is variable and depends on a number of factors. These include supply water quality, wear of pre-filter cartridges and of membrane itself, supply water pressure and temperature.

ZZZZ — Legend of additional equipment (no letters specify base model with no extra equipment):

P**	The filter is equipped with pressure booster pump

AA — Trademark

BB — Language version

** Models equipped with a pressure booster pump (marked with the letter "P" in the model designation), are intended for connection to the single-phase AC power with a voltage of 230 V, 50 Hz.

The system is equipped with a power cord with a plug and should be connected in the proper type of socket with grounding complying with the local standards. Electrical safety notice: this appliance should be connected into a circuit with an RCB installed Before performing any operations system must be disconnected from the electric power source.

CAUTION!
Filter installation should be carried out by a specialist with appropriate qualifications and experience.
The product should only be used with cold water supply that is free of chlorine and sedi¬ment impurities!

2. SPECIFICATIONS AND COMPONENTS

2.2 SPECIFICATIONS AND REQUIREMENTS

Parameter	Value
Main pressure, bar	1-4*
Feed water temperature, °C	+4...+30**
Weight of the system, kg	4,3
Flow capacity, I/min	1,3
Ambient temperature, °C	+5...+40**
Water supply connection	3/8" or 1/2" thread
Electrical rating	230 V, 50 Hz
Filter dimensions, H × W × D, mm	300 × 140 × 200

* If supply water pressure is below required value, purchase pumped model or fit your existing filter with booster pump. If the pressure in the water system is above the limit, it is necessary to install a pressure regulator on the main pipe.

** If supply water temperature is up in the range of +20...+30 °C (+68. +86 °F), rejection of impurities will be decreased and system capacity increased, bringing about an increase in TDS. Using the product with supply water temperature in excess of +30 °C (+86 °F) is not recommended.

Reverse osmosis systems must be protected from high pressure and sudden pressure surges caused by local water supply systems. A pressure regulator must be installed at the system's inlet.

The optimal operating pressure for the system is 3.5 bar (52.5 psi).Failure to install a pressure regulator may result in damage to pressure-sensitive components and void the warranty.

2.3 WATER QUALITY
2.3.1 SUPPLY WATER QUALITY REQUIREMENTS*

Index	Value**
pH	6.5–8.5
TDS	<1000 ppm
Hardness	300 mg CaCO3/L (max 20 *dH)
Free chlorine	<0.01 ppm***
Turbidity	max. 3 NTU

Index	Value**
Iron	<0.3 ppm
Manganese	<0.1 ppm
Chemical oxygen demand	<5 ppm O_2
Total bacterial count (TBC)	<50 CFU/mL
E. coli titer	<3

2. SPECIFICATIONS AND COMPONENTS

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

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* If water supply does not meet the requirements, service life of membrane and/or pre-filter cartridges may be shortened.

** If your home is supplied with raw wellwater, perform laboratory test of your water before installing a reverse osmosis filter. If any of your water indices exceed the limit, consider using a water treatment system to correct supply water quality. Refer to water treatment specialists or companies for advice and proper equipment selection.

*** If the water quality requirements for free chlorine and turbidity exceed the requirements for the water supplied to the RO filter, it is recommended to install Ecosoft in-line filter with dual gradient PP sediment filter and activated carbon cartridge.

2.3.2 WATER QUALITY AFTER FILTER*

Index	Value
pH	5.5–6.5
TDS	5–15 ppm
Calcium	<2 ppm
Magnesium	<1 ppm
Sodium + Potassium	<5 ppm

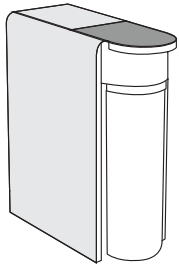
* Values are determined under the following conditions: temperature of supply water is 25 °C (77 °F), supply water quality and operation conditions correspond to manufacturer's requirements.

We recommend discarding the first two glasses of water in the morning or using them for watering flowers. This is because purified water, after standing overnight, may have a slightly higher level of dissolved substances due to natural diffusion through the membrane.

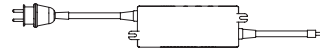
Follow the maintenance schedule for your filter to ensure consistent quality of treated water.

2. SPECIFICATIONS AND COMPONENTS

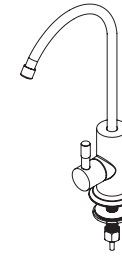
2.4 REVERSE OSMOSIS FILTER COMPONENTS



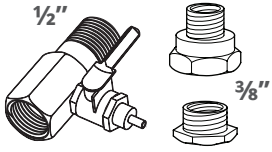
1) Filter rack with cartridge



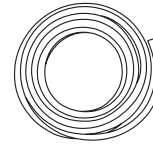
2) Power adaptor



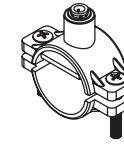
3) Drinking water faucet



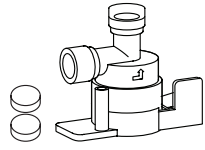
4) Feed water adapter with valve



5) Tube, 4 m



6) Drain saddle



7) Leak sensor

8) Clips

The manufacturer reserves the right to modify product design or specific components, if such modification does not entail deterioration of consumer properties of the product.

2. SPECIFICATIONS AND COMPONENTS

2.5 REVERSE OSMOSIS FILTER INDICATORS

Mode	Power Indicator	Purify Indicator	Flush Indicator	Sound Signal	Description
First startup	Lights up (blue, 1 s)	Lights up (blue, 1 s)	Lights up (blue, 1 s)	1 short beep	System startup, switches to flushing mode (18 s)
Flushing mode	On	On	Blinking (blue)	–	Continues until flushing is complete
Operating mode	On	Blinking (blue)	On	–	Water filtration in progress
Standby mode	On	On	On	–	System is idle, waiting for water consumption
Dry run mode	On	Blinking (blue)	On	–	No water detected
Overtime operation	Blinking	Blinking	Blinking	10 short beeps	After 30 min of continuous operation
Cartridge life end	Blinking	On	On	10 short beeps	Sound: 10 short beeps every hour and after each purification cycle. Action: replace the cartridge and hold the RESTART button

2.6 REVERSE OSMOSIS FLUSHING MODE

Flushing Conditions	Description
Flushing when connected	Performed during the initial connection or after each power reconnection.
Flushing after continuous operation > 5 min	Automatically starts after more than 5 minutes of continuous operation.
Flushing after 24 hours of standby	Automatically performed after 24 hours of inactivity to maintain system cleanliness.

2.7 OVERTIME OPERATION

If filtration continues for more than 30 minutes, the filter automatically switches to Overtime operation and stops the process.
To reset this mode and resume filtration, press the RESTART button on the control panel.

3. FILTER INSTALLATION

Before installing a domestic reverse osmosis filter please carefully read this instruction.

This system must be installed in compliance with local codes.

The product should only be used with cold water supply that is free of chlo-rine and sedi¬ment impurities!

3.1 BEFORE COMMENCING INSTALLATION

1) Check that all parts are in the package. Do not open the plastic bags with filter parts before you make sure everything is in place to be able to return faulty/incomplete package.

2) Check conformity of your local variables to requirements specifications:
— Check water pressure at mains before installing the product. Compare to the requirements in paragraph 2.2.
— verify that your product is as specified in paragraph 2.2;
— verify that your supply water quality** meets the requirements in paragraph 2.3.

**If supply water quality does not meet the requirements, it is necessary to consult with a water treatment specialist.

3) Reverse osmosis systems must be protected from high pressure and sudden pressure surges caused by local water supply systems. A pressure regulator must be installed at the system's inlet.
The optimal operating pressure for the system is 3.5 bar (52.5 psi). Failure to install a pressure regulator may result in damage to pressure-sensitive components and void the warranty.

4) Before installing the system, make sure there is enough space for the filter.

5) Electrical safety notice: This appliance should be connected into a circuit with an RCB installed. Please note voltage requirements.

6) Install the system per the guidelines of this manual.

7) Before installation, the specialist must record the date, incoming water pressure, water temperature, and the results of the incoming water analysis in the Installation Log (Paragraph **7.1**). This information is essential for monitoring the operating conditions of the system, ensuring proper setup, and maximizing filtration efficiency. After installation, the time to fill the tank and the conversion rate should be recorded. This helps assess the system's performance and ensures that any deviations from the norm are detected promptly, which may affect its productivity.

8) The unit is to be supplied with single-phase 230 VAC, 50 Hz electrical power.

3. FILTER INSTALLATION

3.1.1 USE OF THE POWER SUPPLY

The appliance is powered by a detachable power supply included in the delivery set.
It is recommended to use only this power supply, as using other sources may affect the safety and stable operation of the appliance.

Protection Class and Power Requirements
The appliance belongs to protection class III.
It must be powered only from a Safety Extra Low Voltage (SELV) source, as indicated on the marking on the casing.

The marking includes the following information:
• Operating voltage.
• Connection polarity.
• IEC 60417-5180 symbol (Class III symbol).

Installation Conditions
When installing the appliance, the following requirements must be observed:

Installation space:
• Minimum height – 400 mm.
• Minimum width – 250 mm.
• Minimum depth – 250 mm.

Mounting:
• The appliance must be mounted on a vertical surface using the supplied mounting elements.
• The positions of the mounting holes are shown in the installation diagram (see section 3.2).

Ventilation:
• A clearance of at least 50 mm must be left around the appliance to ensure free air circulation.
• Ventilation openings must not be obstructed during operation.

Power connection:
• The power supply should be connected to the socket on the appliance.
• Power must be supplied from a 230 V, 50 Hz network via a socket with protective grounding.

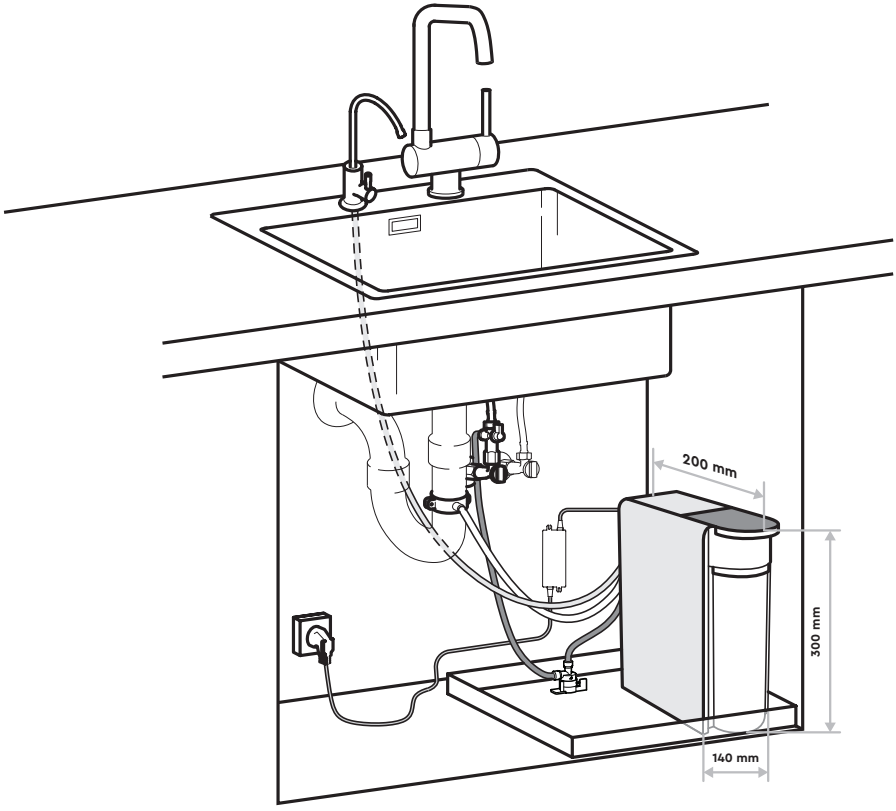
Disconnection requirements:
• After installation, the appliance must be capable of complete disconnection from the mains:
  • by means of an accessible plug of the power supply, or
  • by means of a fixed switch disconnecting all poles of the circuit.

Appliances with Type Z Power Cord
If the appliance is equipped with a Type Z power cord:
• The power cord is not replaceable.
• If the cord is damaged, the appliance is considered non-repairable, and it is recommended to dispose of it in accordance with applicable regulations or replace it with a new one.

3. FILTER INSTALLATION

3.2 CONNECTION DIAGRAM

Before starting the installation, please review the following connection diagram corresponding to your filter model.



The manufacturer reserves the right to modify product design or specific components, if suchmodification does not entail deterioration of consumer properties of the product.

The unit is supplied with power cord and can be connected to a properly installed IEC 60884-1 compliant socket. Electrical specification of the unit can be found on manufacturer's factory sticker. That system and installation must comply with state and local laws and regulations.

3. FILTER INSTALLATION

3.3 INSTALLATION PROCEDURE

CAUTION! This system has been tested by the manufacturer for leaks, so within the system the presence of residual water is allowed.
Wash your hands thoroughly with anti-bacterial soap before handling tubes, cartridges, and membrane.
This system should desirably be installed in places protected from direct sunlight and away from heating appliances.

Do not allow children under the age of 3 to come into contact with small parts during the installation or maintenance of the filter.
Keep children away from the filter system and its components without adult supervision.

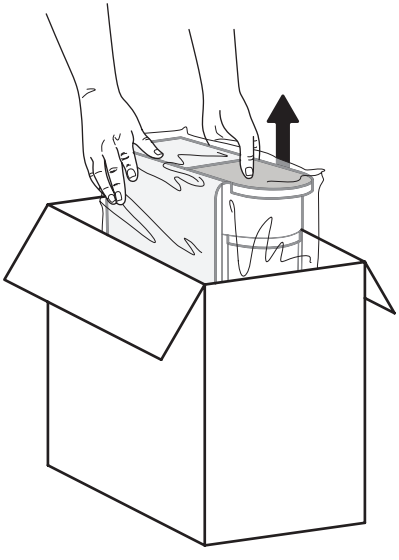
– This appliance can be used by children aged from 8 years and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the safe use of the appliance and understand the hazards involved.
– Children must not play with the appliance.
– Cleaning and user maintenance must not be carried out by children without supervision.

UNPACKING AND INSPECTION

1) Carefully unpack the system.
2) Inspect the contents for damage. Do not open the sealed component package.

Important: The manufacturer does not accept claims if the package is opened.

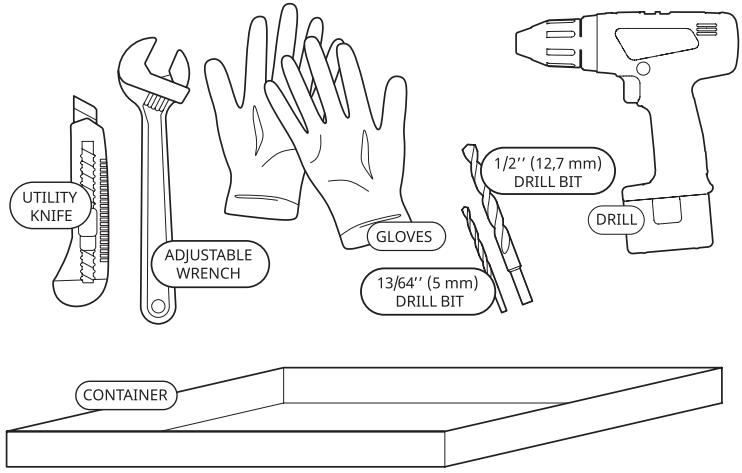
3) In case of missing parts or damage, contact the seller immediately.
4) If the product was damaged during transportation, contact the delivery company immediately.



3. FILTER INSTALLATION

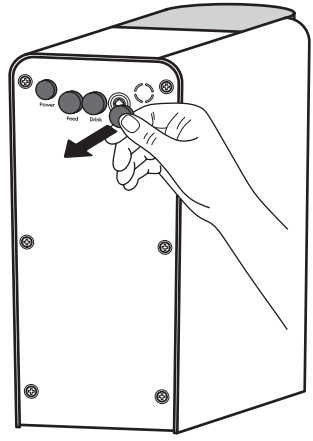
PREPARATION FOR INSTALLATION

1) Ensure you have all necessary tools and equipment, and the installation space is prepared.



Recommended container dimensions: 20x360x270 mm.

2) Carefully remove all protective plugs from the back panel of the filter.



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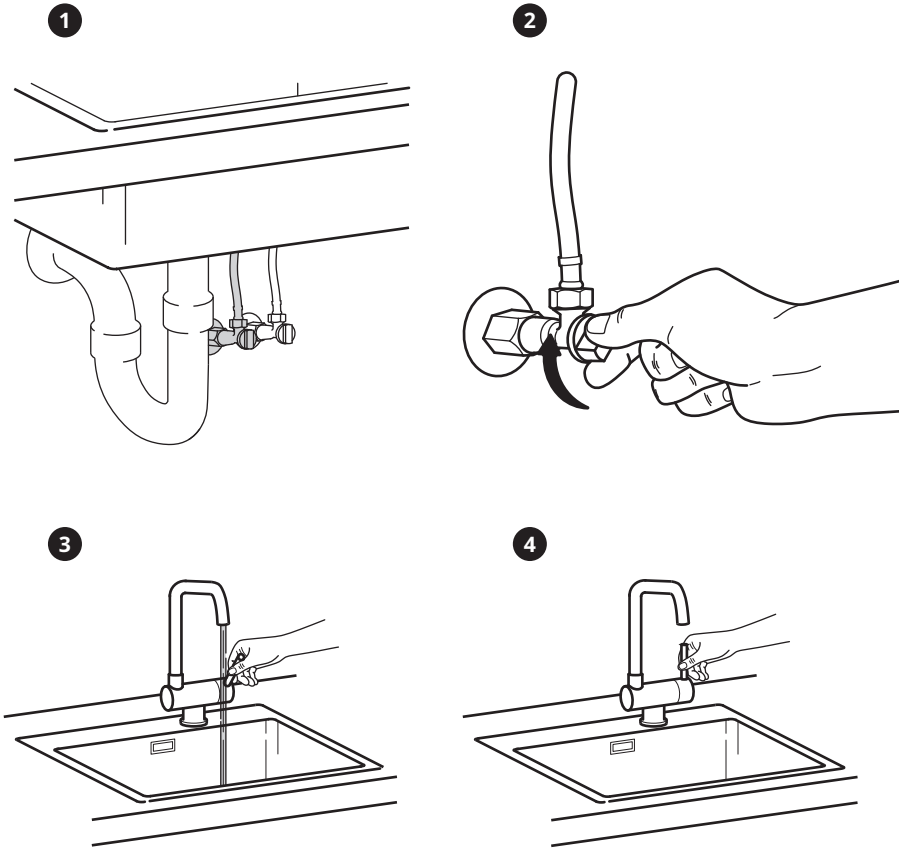
3. FILTER INSTALLATION

INSTALL FEED WATER CONNECTION

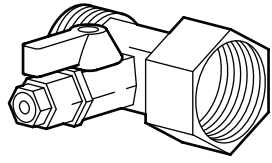
Ensure the filter is connected only to cold tap water.

1) Shut off the cold water valve at the entrance to the apartment and open the sink faucet to release pressure from the system. Then, close the faucet.

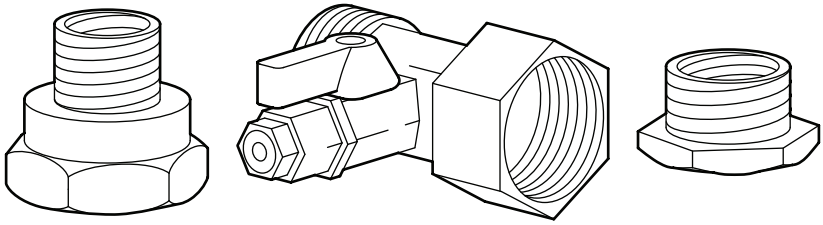


3. FILTER INSTALLATION

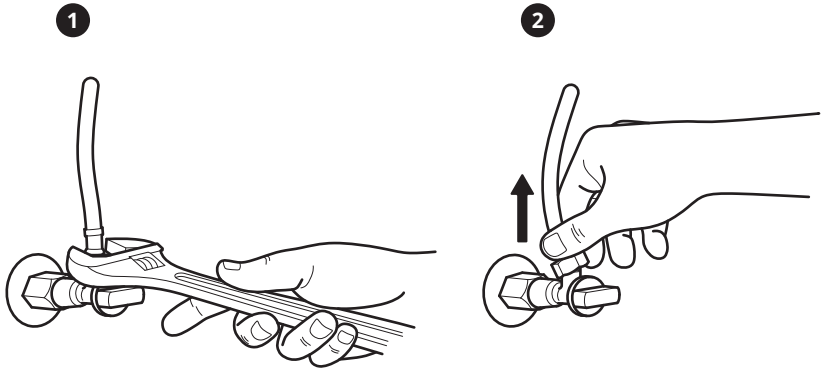
To connect to a 1/2” cold water feed line, it is sufficient to install a tee in the feed line.



If you have a 3/8˝ connection, use the additional adapters included in the kit.

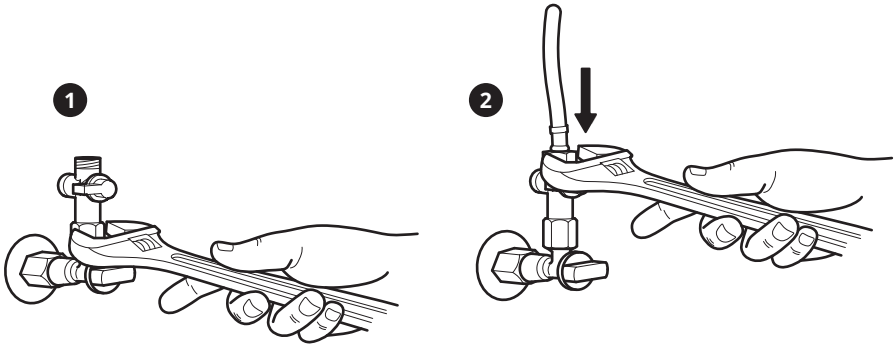


2) Install the feed water adapter in the cold water pipe.

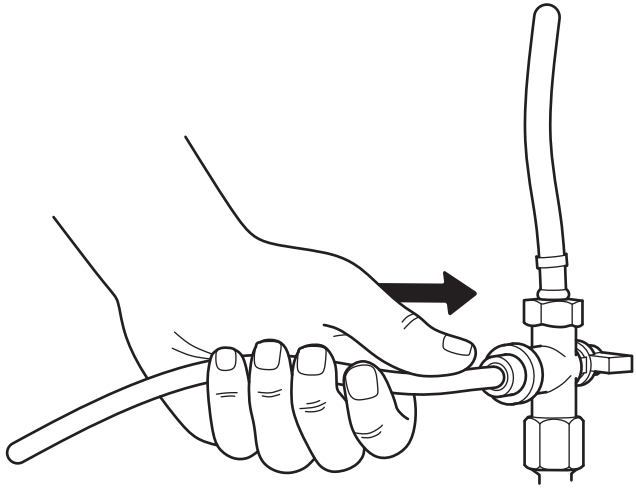


3. FILTER INSTALLATION

3) Tighten the nut by hand, then use a wrench for added security.



4) Cut the required length of the tubing, connect it to the feed water adapter and use fixing clip.



3. FILTER INSTALLATION

INSTALLATION OF THE LEAK SENSOR

1) Attach the adhesive stickers to the surface.

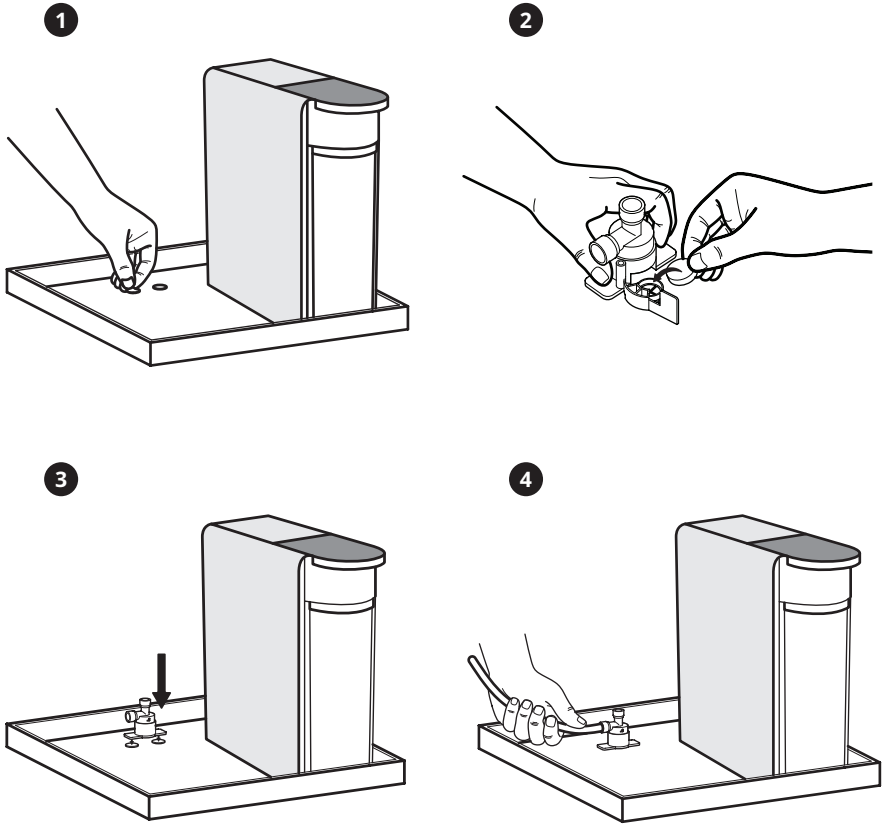
2) Install the leak detector element in the space marked.

3) Place the leak detector on the stickers.

4) Connect the tube from the feed water adapter to the sensor.

5) Cut the tube and connect it to the sensor.

6) Connect the tube to the «Feed» panel and secure the tube with the clips for reliable fixation.



3. FILTER INSTALLATION

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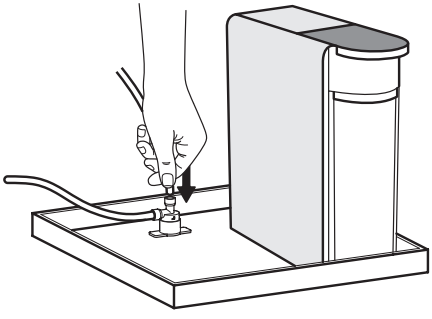

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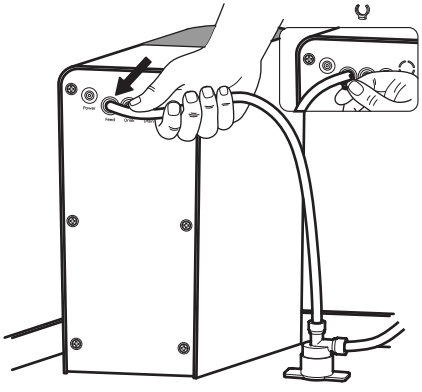


DRAIN CONNECTION

1) Drill a 5 mm hole in the drainpipe.

2) Install the sealing gasket with its adhesive side facing the pipe.

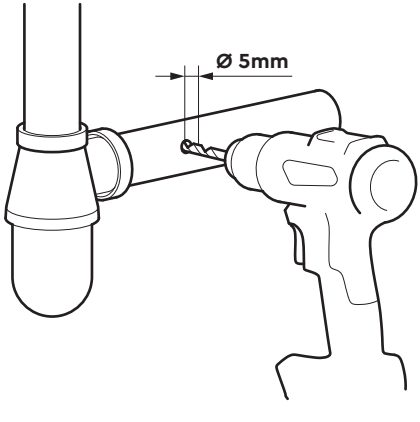
3) Attach the drain clamp, ensuring the hole in the pipe aligns with the clamp's fitting.

4) Tighten the clamp screws.

5) Insert the tube into the drain fitting.

6) Connect the tubing to the «Drain» port on the filter and secure it with a fixing clip.

1



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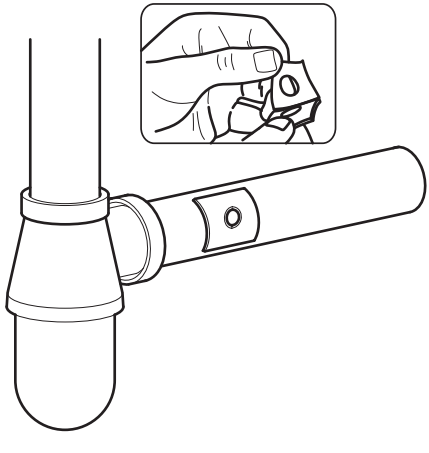

3. FILTER INSTALLATION

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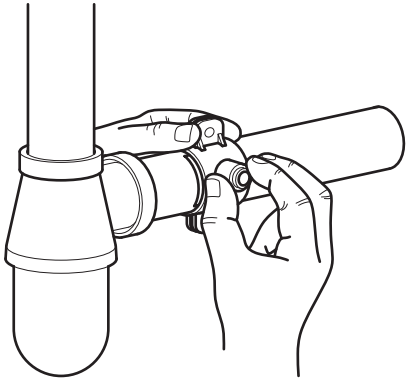

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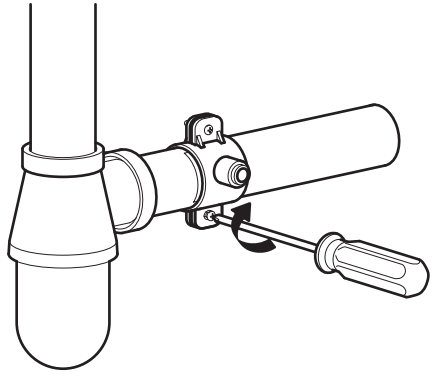

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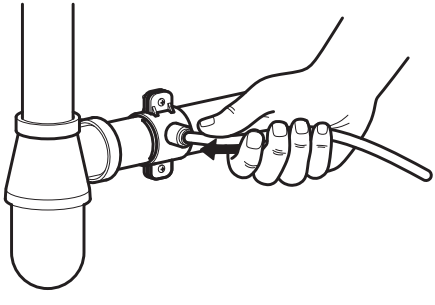

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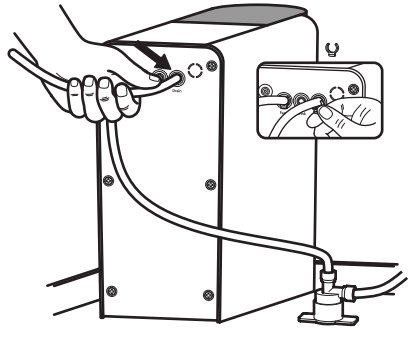

3. FILTER INSTALLATION

DRINKING FAUCET CONNECTION

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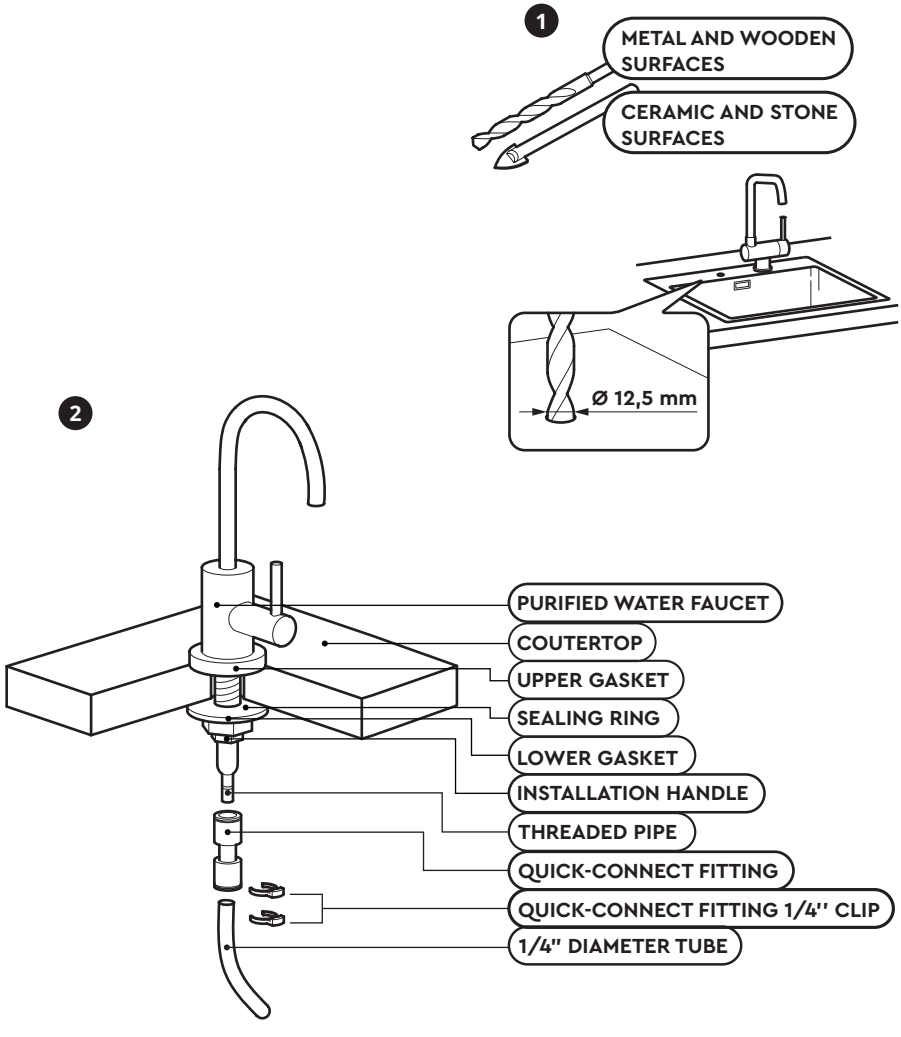
1) Drill a 12.5 mm hole in the countertop or sink.

2) Assemble the faucet on the countertop or sink.



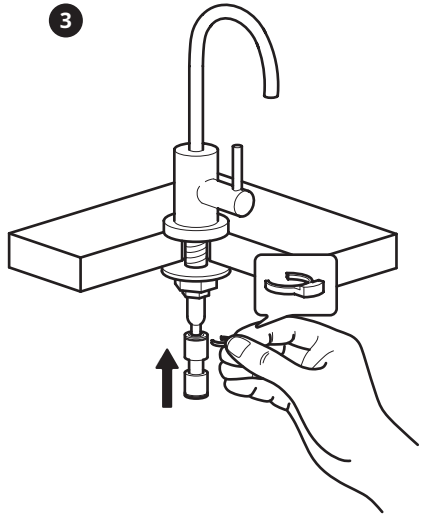
3. FILTER INSTALLATION

3) Insert the quick-connect fitting into the faucet pipe and secure it with a clip.

4) Cut the required length of tubing and insert it into the quick-connect fitting, securing it with a clip.

5) Connect the tubing to the «Drink» port on the connection panel and secure it with a fixing clip.

3



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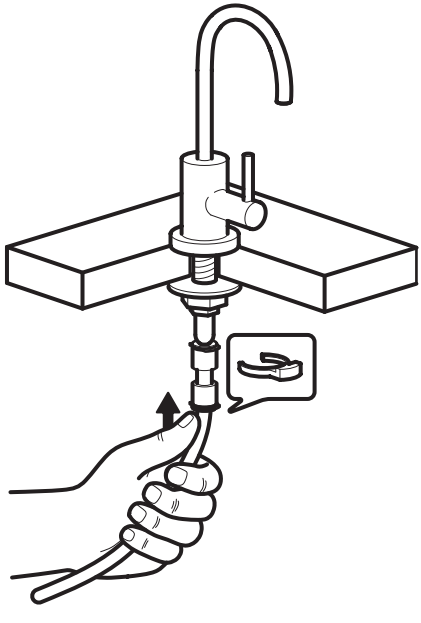

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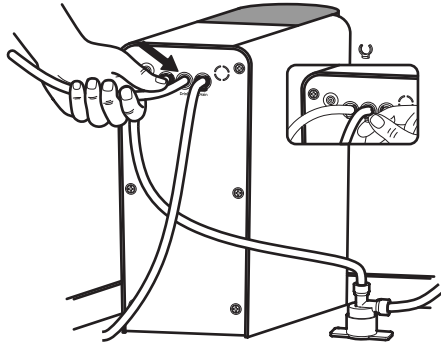


3. FILTER INSTALLATION

FIRST FILTER START-UP

1) Open the cold water supply valve.

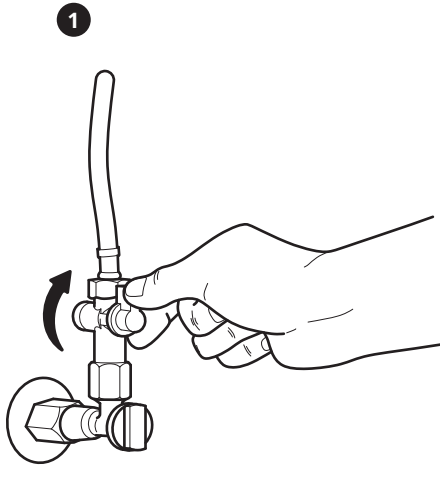
2) Open the purified water facet.

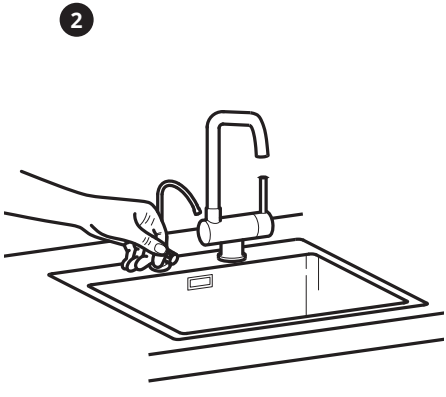
3) Connect the power adapter to the power outlet on the connection panel. A short beep will sound, and three indicators will light up in blue. The filter will automatically flush for 18 seconds.

4) Flush the filter for an additional 10 minutes by opening the purified water facet. Indicators 1 and 3 will stay on, while indicator 2 will blink. After 10 minutes, close the purified water facet.

5) Check all connections for leaks by wiping them with a paper towel. Ensure that all tubing is securely connected.

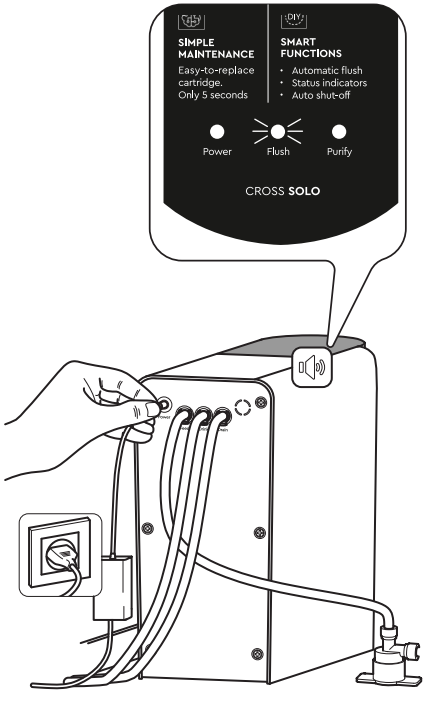
6 Close the purified water facet and make sure the faucet is not leaking. The filter installation is complete.





3. FILTER INSTALLATION

3



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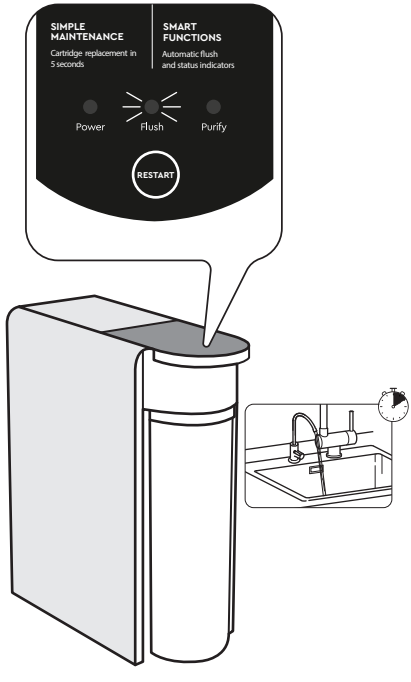

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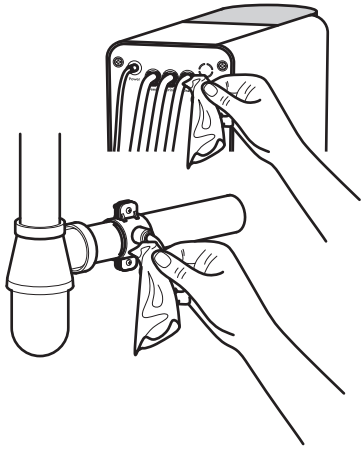

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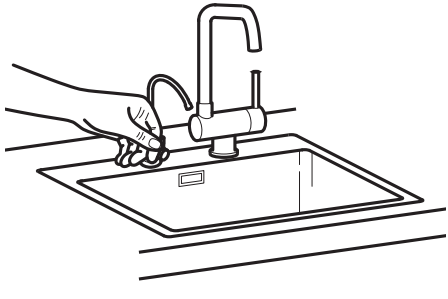

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4. STEPS AFTER INSTALLATION

VERIFICATION OF THE UNIT'S OPERATING PARAMETERS

1. Measure recovery (proportion of supply water that becomes purified). You will need 1 L (1 quart) measuring cup and a stopwatch.

2. Open faucet and measure time that the unit takes to produce 1 L (1 quart) of permeate (purified water), then close faucet. Write down the result (Permeate in the equation below).
Disconnect tube connected to sink drain from drain saddle. Open faucet and measure time that the unit takes to produce 1 L (1 quart) of concentrate (waste water), then close faucet. Write down the result (tConcentrate in the equation below). Calculate recovery using formula:

$$R = \frac{t_{Concentrate}}{t_{Permeate} + t_{Concentrate}} \times 100\,\%$$

Where t is the number of seconds to obtain 1 L (1 quart) of water, R is recovery.

3. Measure TDS of supply water and TDS of purified water using a calibrated TDS meter.

4. Check the unit for leaks.

5. Advise unit owner on filter maintenance and encourage to read this manual.

6. Make record of commissioning in the maintenance log in paragraph 7 of this book.

7. The reverse osmosis system contains a replacement treatment component, critical for the effective reduction of total dissolved solids and that product water shall be tested periodically to verify that the system is performing properly.

Making a record of commissioning in the maintenance diary in paragraph 7.1 of this book.

5. USAGE

1) Purpose of the system
The domestic reverse osmosis system is designed for the purification of cold water only, which does not contain chlorine or mechanical impurities.

2) We recommend using the first two morning glasses of water for watering plants
We recommend discarding the first two glasses of water in the morning or using them for watering flowers. This is because purified water, after standing overnight, may have a slightly higher level of dissolved substances due to natural diffusion through the membrane.

5. USAGE

3) Replacing the reverse osmosis membrane
If the filtration rate significantly decreases, it may indicate that the reverse osmosis membrane needs replacement. To maintain stable purified water quality, it is recommended to replace the membrane at least once a year. If the TDS (Total Dissolved Solids) level in the purified water exceeds the allowable limit, this is also a sign that the membrane should be replaced.

4) Shutting off the water supply during extended absence
If you do not plan to use the system for an extended period (more than 2 days, for example, during a vacation or business trip), it is recommended to shut off the water supply to the system. This will help avoid water leakage or potential damage to the system, especially in the case of unforeseen situations, such as pressure fluctuations or connection issues. It is also important to check the tightness of all connections before leaving the system unattended.

5) Water pressure check
Water should be supplied to the system at a pressure that matches the manufacturer's recommended parameters (usually 1-4 bar). If the water pressure is too low, the system may operate inefficiently, and if it is too high, it may damage the membrane. Using a water pressure reducer to adjust the pressure is mandatory.

6) Installing a pressure regulator before the reverse osmosis system
The reverse osmosis system must be protected from high pressure and sharp pressure fluctuations, which may occur due to local water supply system characteristics. A pressure regulator must be installed at the system's inlet. The optimal working pressure for the system is
3.5 bar (52.5 psi). The absence of a pressure regulator may lead to damage to pressure-sensitive components and void the warranty.

7) Do not use the system to purify water containing oils, solvents, or aggressive chemicals
Reverse osmosis is not suitable for purifying water containing organic solvents, oils, or other aggressive chemicals. Such contaminants can damage the membrane and reduce filtration efficiency. Specialized filtration systems are required for purifying water with such pollutants.

8) Cleaning external components
To maintain cleanliness and safety of the system, clean the external components (e.g., the casing, connections) with a soft cloth dampened with a cleaning solution. Avoid using harsh chemicals that may damage the system's surface and components.

9) Monitoring system operation
Periodically check the system's operation, monitor changes in performance. If the system starts working at reduced levels or there are unusual noises or smells, it may signal the need for immediate servicing or component replacement.

10) Recording maintenance activities
For convenience and proper system operation, it is recommended to maintain a maintenance log. It should record the dates of cartridge, membrane, and other component replacements, and other important maintenance tasks.

11) Check the system for leaks
Check the system for leaks. If any leaks are detected, contact the service team.

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5. USAGE

Warranty Disclaimer:

The warranty does not cover damages caused by violation of operating conditions, such as using the system for purposes other than intended, improper maintenance or modifications, absence of a pressure regulator, or the use of water containing aggressive chemicals. Failure to follow recommendations regarding cartridge replacement, membrane replacement, water pressure checks on may result in the loss of warranty.

5.1 PURPOSE OF THE CARTRIDGE AND ITS REPLACEMENT

In case of a decline in the quality of incoming water, the replacement filter lifespan may be reduced.

Maintenance of the system should be carried out only by a qualified specialist.

To purchase replacement filters, visit https://www.ecosoft.com/

CARTRIDGE REPLACEMENT

The CROSS Solo cartridge combines a membrane element and a carbon filter in a single 2-in-1 filtration system, ensuring effective water purification in two key stages:

• **Reverse Osmosis Filtration (500 GPD membrane):** Removes up to 99% of contaminants, including viruses, bacteria, heavy metals, and PFAS, while reducing the level of dissolved substances.
• **Carbon Post-Filtration:** Enhances the taste and odor of water, ensuring its purity and freshness.

To maintain optimal filtration performance and prolong the system's lifespan, the cartridge should be replaced periodically as detailed below:

RECOMMENDED CARTRIDGE REPLACEMENT

Model	CSVPDRO500
Replacement Frequency	Every 12 months or more frequently, depending on the quality of the incoming water and usage intensity
Signs that Replacement is Needed	- Decreased filtration performance - Changes in taste or odor of the water - Sediment buildup or an increase in TDS levels

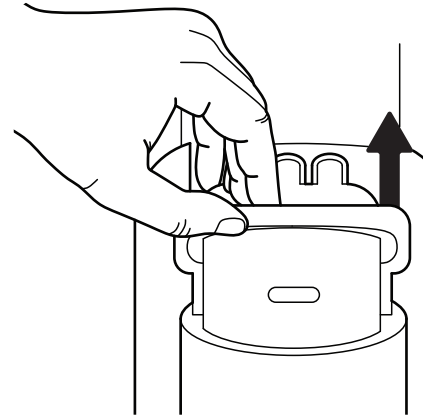
5. USAGE

5.2 STEP-BY-STEP PROCEDURE FOR CARTRIDGE REPLACEMENT

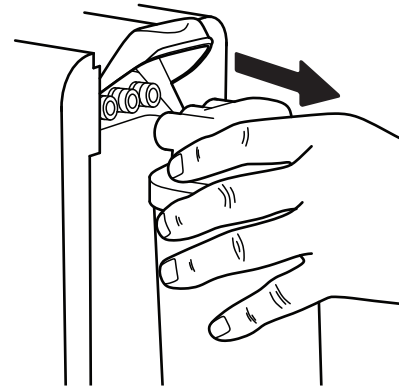
Before starting:
1. Close the cold water valve at the system inlet.
2. Unplug the filter by disconnecting the power adapter.

REMOVING THE USED CARTRIDGE

1) Open the safety lock.



2 Remove the used cartridge and dispose of it properly.



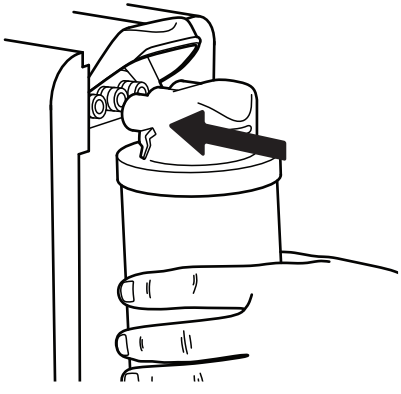
5. USAGE

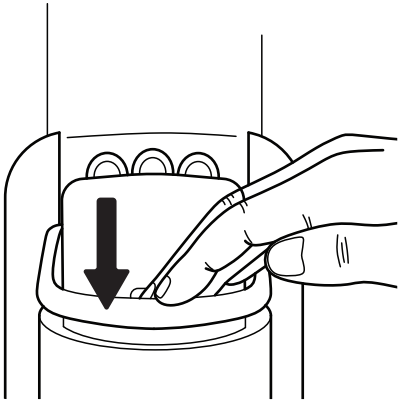
1) Unpack the new cartridge.

2) Remove the protective caps (if present).

3) Insert the cartridge fully into the slot.

4) Secure the cartridge and close the safety lock.

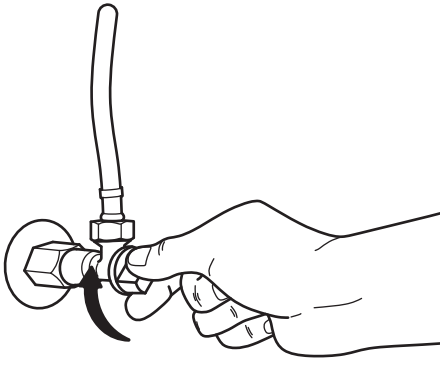


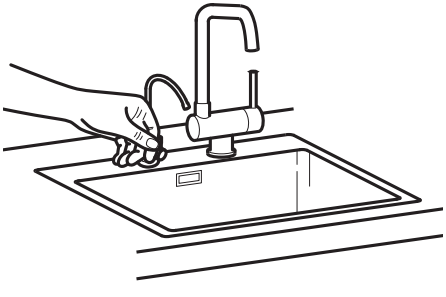


FILTER STARTUP

1) Open the cold water supply valve.

2) Open the purified water facet.

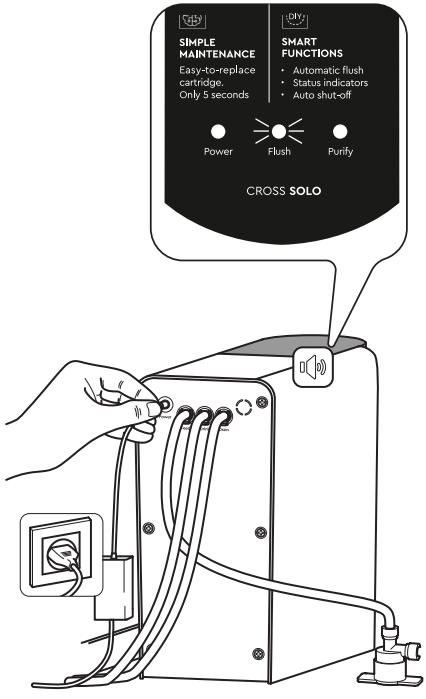


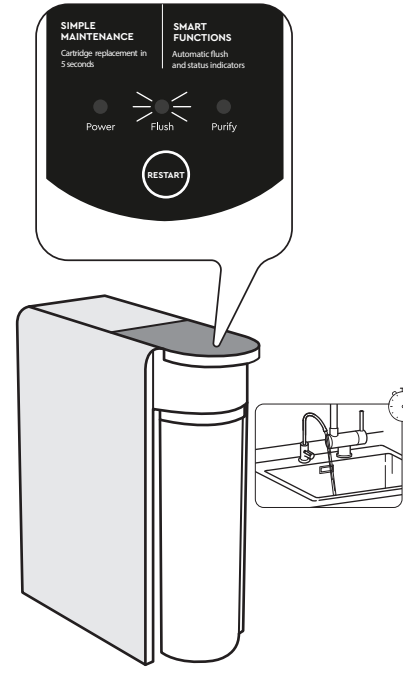


5. USAGE

3) Connect the power adapter to the power outlet on the connection panel. Replace the cartridge and hold the RESTART button. A short beep will sound, and three indicators will light up in blue. The filter will automatically flush for 18 seconds.

4) Rinse the filter for a further 10 minutes by opening the purified water faucet. Indicators 1 and 2 will remain on and indicator 3 will flash. After 10 minutes, close the purified water faucet

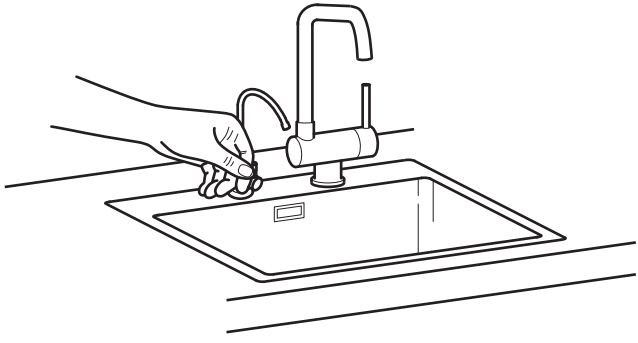




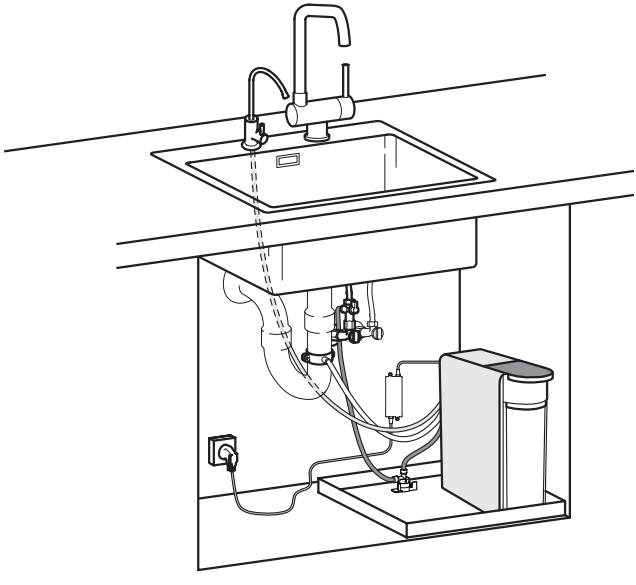
5) Check all connections for leaks by wiping them with a paper towel. Ensure that all tubing is securely connected.

5. USAGE

6) Close the purified water faucet.



7) Cartridge replacement is complete. Your filter is now ready for use!



Attention: We recommend pouring the first two morning glasses down the drain or using them to water your flowers, as purified water after overnight non-operating may have slightly higher levels of dissolved substances due to natural membrane diffusion.

6. TROUBLESHOOTING

Problem	Cause	Solution
Fitting leak	Tube is not joined tightly	Remove and rejoin the tube
Drain saddle leak	Drain saddle is not installed properly	Reinstall drain saddle
Water runs too slowly from the faucet or slows down substantially a few seconds after the faucet is opened	Water supply pressure too low	This RO system requires at least 3 bar to function properly
	Cartridge is clogged	Replace cartridge
	A tube is kinked	Straighten the tube
The system is always on (water is drained continuously)	Water supply pressure too low	This RO system requires at least 3 bar (44 psi) to function properly. If necessary, install a pressure booster pump or consult a plumber
	Cartridge is clogged	Replace cartridge
	Mismatch of the drain clamp hole and the sewer pipe	Correctly install the drain clamp, then recheck the system's operation
Water has a white tint that disappears upon settling	Air in the system	Air in the system is normal at the beginning of system operation. This effect will dissipate after some time.
Water has a taste and odor	The carbon post-filter's lifespan is exhausted	Replace the cartridge
Purified water after overnight idle may have higher levels of dissolved substances	During the overnight idle, there is a natural diffusion of dissolved substances through the membrane, which may lead to higher TDS levels in the water.	It is recommended to use the first two glasses of water in the morning for watering plants or discard them to avoid consuming water with high levels of dissolved substances.
If the Power indicator is blinking, and the other two are on, and there are 10 signals each time you open the faucet.	The cartridge life has ended.	Replace the filter cartridge. After installing the new cartridge, press and hold the RESTART button to reset the cartridge life.

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7. SERVICE RECORD

The manufacturer strongly recommends keeping a maintenance log to record all performed tasks, such as system commissioning, replacement of filters and the membrane and other procedures. This information will greatly assist the service technician during diagnostics of your reverse osmosis system and may also be required by the manufacturer in case of warranty claims or system performance deviations.

7.1 COMMISSIONING

Commissioning date, DD: MM: YY	
Main pressure	
Feed water temperature, °C	
Presence of pressure reducer	
Sanitization performed, YES / NO	
Tank fill duration, HH: MM	
Recovery, %	
Recommendations	
Availability of feed water analysis (YES/NO) (date of analysis)	
Further information about installed equipment: name, date of installation (Example: pressure regulator, pump, POE water filter, etc.)	
Seller's identity	
Installer's identity	

Installation works were completed. The product was tested and is fully functional. No claims as to product quality and/or installer's performance were encountered.

Owner _____

Signature / Name

Installer _____

Signature / Name

7. SERVICE RECORD

7.2 MAINTENANCE LOG

Type of job	
Consumables used for the job: product, date of manufacture, serial number (example: cartridges, membrane)	
Feed water temperature, °C	
Feed water pressure	
Sanitization performed, YES / NO	
Tank fill duration, HH: MM	
Recovery, %	
Recommendations	
Date of maintenance, DD: MM: YY	
Servicing company name	
Installer's name	
Servicing company contact information	
Signature	

8. ENVIRONMENTAL AND HEALTH SAFETY

The product does not have any chemical, radiological, electrochemical impact on the environment. The product is not regarded as hazardous by their impact on the human body, meets requirements of relevant sanitary legislation for its intended scope of use.

9. PURCHASING

Desirably, the product should be purchased from authorized sales establishments. When buying, check integrity of packaging, absence of mechanical damage and other defects, contents of the system (without opening the plastic bags), availability of user documentation, particularly this manual.

10. TRANSPORTATION AND STORAGE

Shipping of the product may take place by any means of transport (except unheated during cold seasons in colder climates) in accordance with the rules of transportation of goods, applicable to each type of transport. Observe handling labels when handling and shipping the product. Product should be stored indoors with protection from mechanical damage, impact of moisture and aggressive chemicals. Store this product in the manufacturer's original packaging at ambient temperatures ranging from 5 °C to 40 °C (from 41 °F to 104 °F) and relative humidity up to 80%, at least 1 m (3.3 ft) away from heating equipment.

11. WARNING

Dear User,
Before using your reverse osmosis system, please carefully review the following warnings and recommendations. Adhering to these instructions will not only ensure the correct operation of your system but also help you avoid serious issues that could result in equipment damage and loss of warranty coverage.

1. User Manual and Local Standards
Before installing and using the reverse osmosis system, carefully read the user manual, local plumbing standards, and regulations, and strictly follow all instructions. Proper adherence ensures safe and efficient system operation and prevents possible injuries or damages. It is recommended to consult qualified professionals for system installation and related tasks.

2. Pressure Protection
To ensure proper system operation, it is essential to protect it from high pressure and sudden pressure surges in the water supply network. A pressure regulator must be installed at the inlet. The absence of a pressure regulator may damage system components and void the warranty. The optimal operating pressure for the system is 3.5 bar (52.5 psi).

3. Maintenance Log
The manufacturer strongly recommends maintaining a technical maintenance log (Section **9.1**) to record all performed activities, such as commissioning, cartridge replacement, membrane replacement, disinfection, and other procedures. This information is vital for technical specialists diagnosing your reverse osmosis system and may be required for warranty claims or troubleshooting.

4. Installation by Qualified Professionals
The system must be installed and commissioned exclusively by qualified specialists. It is designed solely for cold water purification.

5. Water Analysis
Before using the system, conduct an analysis of the incoming water at a certified laboratory to assess its quality and ensure compliance with the parameters (Section **2**) necessary for the system's proper operation.

11. WARNING

Requirements for water supplied to the reverse osmosis system:

Indicator	Value
pH	6.5–8.5
TDS	<1000 ppm
Hardness	300 mg CaCO3/L (max 20 *dH)
Free chlorine	<0.01 ppm***
Turbidity	max. 3 NTU
Iron	<0.3 ppm
Manganese	<0.1 ppm
Chemical oxygen demand	<5 ppm O_2
Total bacterial count (TBC)	<50 CFU/mL
E. coli titer	<3

* If the water quality requirements for free chlorine and turbidity exceed the requirements for the water supplied to the RO filter, it is recommended to install Ecosoft in-line filter with dual gradient PP sediment filter and activated carbon cartridge.

6. Water disinfection
Do not use the system to purify microbiologically unsafe water or water of unknown quality without proper prior disinfection.

7. Water pressure check
Water must be supplied to the system at a pressure recommended by the manufacturer (1–4 bar). The use of a pressure reducer is mandatory.

8. Leak inspection
After installation, check the system for leaks, especially during the first two weeks of use. Perform periodic checks afterward.

9. Regular replacement of filter elements and maintenance of the filter
Replace the combination cartridge at least once every 12 months. Timely replacement will help to avoid damage to the membrane and ensure efficient operation of the system (point 6).

10. Shutting off water supply
In case of extended absence (more than two days), it is recommended to shut off the water supply to the system to prevent leaks or damage. Before using the filter, drain at least 10 liters and replace the cartridge if necessary.

11. Limitation of liability
The manufacturer is not responsible for any incidental or indirect damages caused by non-compliance with explicit or implied warranty conditions or any device defect. This includes

11. WARNING

damage to the device, loss of time, inconvenience, damage to personal property, loss of income, commercial losses, shipping costs, travel expenses, phone charges, or other similar damages.

12. Warranty attention
Improper installation, the absence of a pressure regulator, untimely component replacement, or failure to follow instructions will result in warranty voidance.

Adhering to these recommendations will ensure the stable operation of your reverse osmosis system and protect you from unwanted issues.

12. WARRANTY

We are grateful that you purchased the reverse osmosis system manufactured by Ecosoft. We hope that our system will serve you for a long time and provide your family with the enjoyment of pure drinking water.

Warranty Period
The warranty period for the product is 12 months from the date of sale through the retail network (unless otherwise specified in the product warranty card).

Warranty Conditions
The manufacturer guarantees that this water purification system is free from manufacturing defects, and these defects will not appear during the warranty period, provided the system is installed and operated according to the technical requirements and operating conditions.

Important!
Before using the system, please carefully review:
- The installation and operation manual of the reverse osmosis system,
- The warranty terms,
- Check the accuracy of the warranty card and the availability of a document confirming the purchase (receipt, invoice, delivery note, commissioning report).

Warranty Card
The warranty card is valid only if:
- The model is correctly specified, the date of sale is indicated,
- Clear stamps of the selling company are present.

Manufacturer's Responsibility
The manufacturer is not responsible for any damages caused by a defect in the device resulting from the customer's compliance with the requirements of this manual or after the expiration of the warranty period.

Protection from High Pressure
To ensure proper operation of the system, protection from high pressure and sudden pressure changes in the water supply network is necessary.

12. WARRANTY

It is required:
• A pressure regulator must be installed at the inlet,
• The optimal operating pressure for the system is 3.5 bar (52.5 psi).

Important!
The absence of a pressure regulator may lead to damage to the system components and void the warranty.

Conditions for Loss of Warranty
Incorrect installation, absence of a pressure regulator, untimely replacement of components, non-compliance with water input requirements, or violation of instructions will result in the loss of warranty.

Warranty obligations do not cover:
- Damage caused by normal wear and tear,
- Breakdowns due to improper use,
- Damage caused by modifications, changes, or repairs made by the buyer or a third party,
- Consumables (cartridges, reverse osmosis membranes, post-carbon filter, remineralizer, and other replaceable elements), whose service life depends on water quality and operating conditions,
- Damage caused by external factors: pressure surges, temperature fluctuations, contamination, mechanical or chemical impacts,
- Electrical equipment without grounding or a voltage stabilizer in the network,
- Failure to comply with storage, transportation, or operation conditions,
- Failures and malfunctions due to untimely replacement of replaceable components or use of elements from other manufacturers.

Important!
Any claims regarding water quality, taste, and odor of water purified using this filter will only be accepted if supported by an analytical protocol conducted by an accredited laboratory.

Termination of Warranty Obligation
The warranty obligation is terminated:
- If the product is used for purposes other than its intended use,
- If the operating conditions specified in the passport and operation documents are not followed,
- If the product exceeds the specified technical norms for use (see item 2),
- If safety rules, storage, or transportation conditions are violated,
- If the product has been repaired or tampered with by an unauthorized service center,
- If the pressure regulator is not installed before the system.

We recommend using the services of authorized service centers for installation and commissioning of the system. If you choose self-installation or installation by third-party service engineers, the warranty may be voided if:
- The system is incorrectly installed, resulting in improper operation or leakage of components,
- The system operates incorrectly due to violation of the sequence of actions during commissioning,
- The pressure regulator is missing before the system.

Following these recommendations will ensure the stable operation of your reverse osmosis

12. WARRANTY

system and protect you from unwanted problems.
After performing warranty works, the supplier prepares and sends the customer a report listing the completed works and materials that do not require payment. The customer must sign the report and return one copy within 5 calendar days from the moment of receipt.
If the report is not returned or no objections are raised within this period, the work and materials are considered accepted by the customer without comment.

WARNING!!!
In the case of self-installation of the system, the manufacturer is not responsible and does not accept any claims that may arise due to incorrect installation and improper operation of the system as a whole.