

<b>Troubleshooting Guide</b>		
<b>Nanopure Diamond water purification systems</b>	<b>Will Not Dispense Water</b>	<b>December 16, 2019</b>

## Troubleshooting Guide – Nanopure Diamond Water Purification System Will Not Dispense Water

If you cannot dispense from the Nanopure Diamond Water Purification System, below are some things to check.

- 1) Is the feed water turned on? Confirm by disconnecting the quick connector at the inlet and depressing the tip; it should forcefully spray water out, as if your thumb was over the end of a garden hose (a strong jet of water).
- 2) Remove the cartridge and insert a large beaker in its place and see if water flows out of the manifold into the beaker. This will let you know if water is making it to the cartridge. If not, suspect the feed water is turned off, the inlet quick connectors are not working, or the pressure regulator is clogged.
- 3) Is the pump running? Look/listen/feel for it. IF not running, perform an air purge (via the Air Purge command on the display) and tap hard on pump with a screwdriver handle. It may start again. It may also need to be replaced. Part number for the pump is PU1190X1.
- 3) Have the consumables been changed recently? If not, you may have a clogged 0.2 micron filter, OR Ultrafilter (FL1192X1). If the consumables were changed recently, and this started after a Diamond pack change (large filter cartridge), then the system is likely air-locked. If you suspect an air lock, review the steps above (1-3).
- 4) Are you dispensing from the remote dispenser or the lever on top of the unit? If the lever on top, does the display change when you turn the lever? It should go from “momentary request” to (nothing) to “sustained request” from left to center to right positions. If the display does not change when you turn that lever, the dispense switch may be loose or not working. If it feels loose, you can pry the dispense lever up and off. Underneath the lever, is a shaft with a nut. You can tighten that nut. If the lever does not feel loose, you may need to replace the dispense switch.
- 5) If all of the above checks out okay, you may have a bad dispense solenoid assembly, bad control board, or other clogged component. This would require further troubleshooting. You can call our Technical Support Department at 866-984-3766 to discuss further, or to set up an on-site service call from one of our Field Service Engineers.