

FAQ

BWT Roc Clinic one



Indhold

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1 FAQ

1.1 LED color overview of the status and alert

Status	LED colour	Device state
Working	Lit up in green	Device in operation
Ready	Pulsates green	Device is in standby
Working	Lit up in yellow	WCF alert triggered
Working	Lit up in blue	Mobile device connected to RO via Bluetooth
Service	Lit up in red	Service required
Fault	Lit up in red or flashes red	Error message as displayed in the app

1.2 App is displaying "Leakage".

Unit stops producing permeate.

Water leakage inside the device or condensation

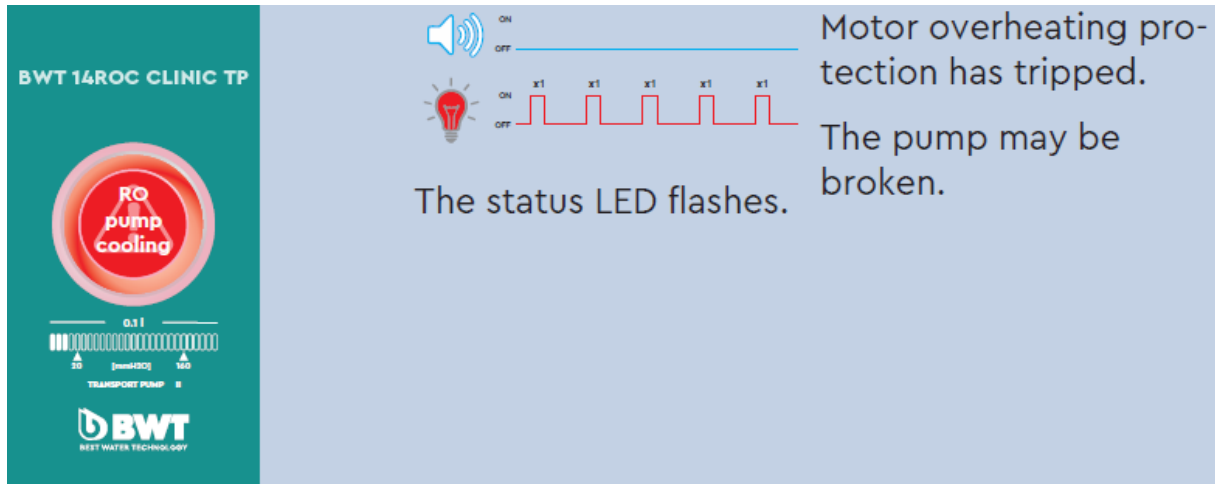
Status LED lights up in red and a permanent warning signal sounds

Disconnect power and water supply. Open unit and check for leakage inside. Fittings and pump are the main source of leakage fault. When repair has been made, dry the units, components and make sure the leakage sensor is completely dry.

Re-connect power and water, and the system will start up.

1.3 App displaying “RO pump cooling”.

Unit stop producing permeate.

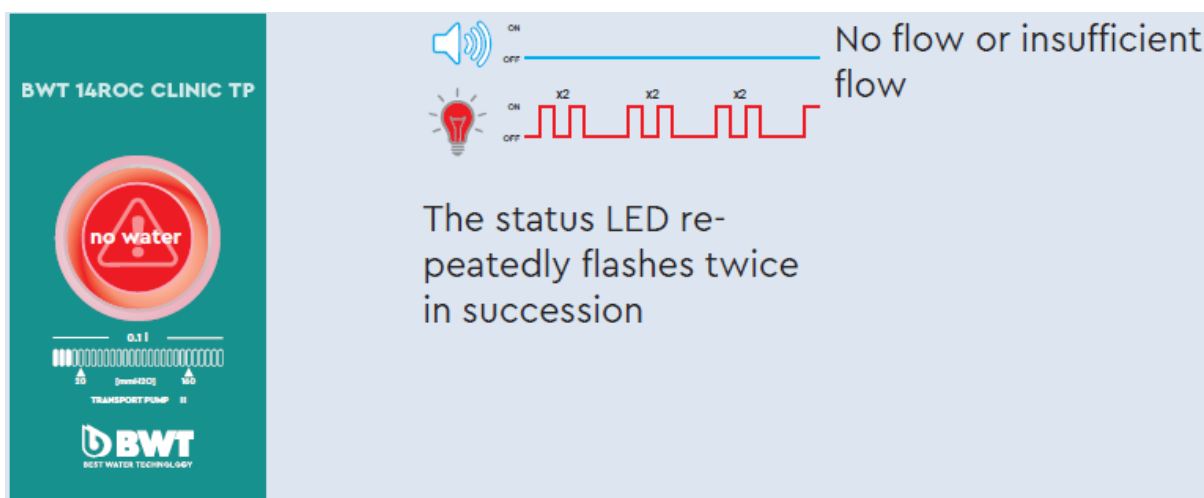


The pump inside the unit is overheating and needs to cool down. The unit will restart after the pump has cooled down. This may take 20-40 minutes depending on the surrounding temperature. If the device no longer starts by itself, the pump may be broken.

1.4 App displaying "no water".

Unit gets no water or less then ~15l/h inlet flow for 20 seconds.

When there is sufficient inlet flow again – the fault disappears and the unit starts working again



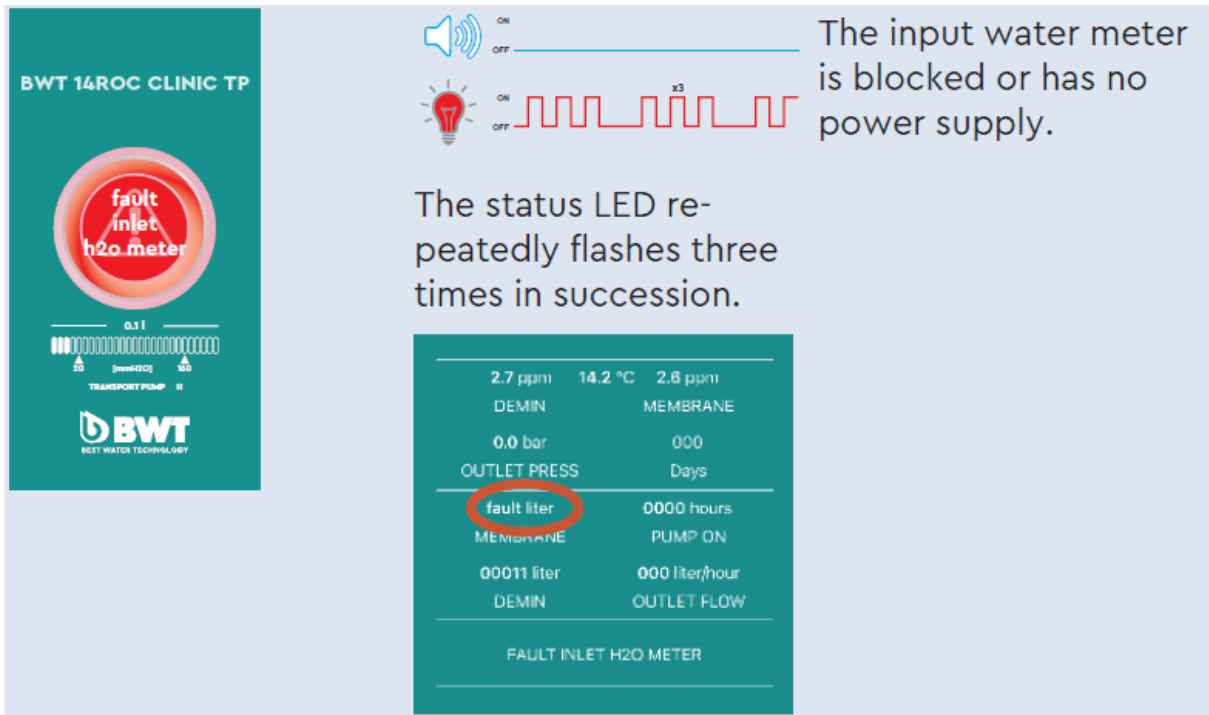
Possible reasons

- Weak or fluctuating public water supply
- Kinked inlet hose
- Inlet hose diameter too small.
- Clogged pre-filter
- Clogged inlet valve

How to fix

- Check the water supply. Inlet filter may be clogged.
- Check if inlet flowrate is sufficient – Min. 300 l/h
- Check if prefilter is clogged and change if necessary.
- Check if inlet valve is clogged and clean if necessary.
- Check if inlet hose is not kinked or damaged.

1.5 App displaying “fault inlet h2o meter”.



The input water meter is blocked or has no power supply.

The status LED repeatedly flashes three times in succession.

2.7 ppm	14.2 °C	2.6 ppm
DEMIN		MEMBRANE
0.0 bar		000
OUTLET PRESS		Days
fault liter		0000 hours
MEMBRANE		PUMP ON
00011 liter		000 liter/hour
DEMIN		OUTLET FLOW
FAULT INLET H2O METER		

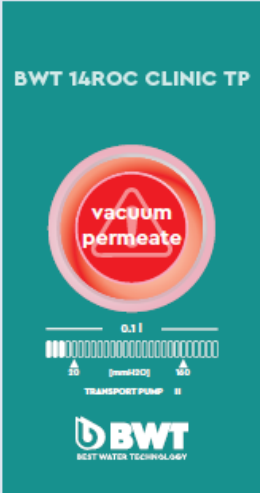
Possible reasons

- Inlet water flowmeter has stopped working or is disconnected.



How to fix


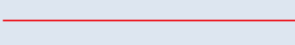
- Inlet water flowmeter needs to be cleaned or replaced. (the unit will still produce permeate, but the water counter will not work.)

1.6 App displaying "Vacuum permeate".



The screenshot shows the BWT 14ROC CLINIC TP app interface. At the top, it says "BWT 14ROC CLINIC TP". Below that is a red circular warning icon with the text "vacuum permeate". Underneath the icon is a pressure gauge showing a reading of 0.1. At the bottom, there is a "TRANSPORT PUMP II" indicator and the BWT logo with the tagline "BEST WATER TECHNOLOGY".

 ON
OFF 

 ON
OFF 

Pressure drop in permeate outlet or pressure sensor faulty.

Status LED lights up in red and a warning signal sounds.

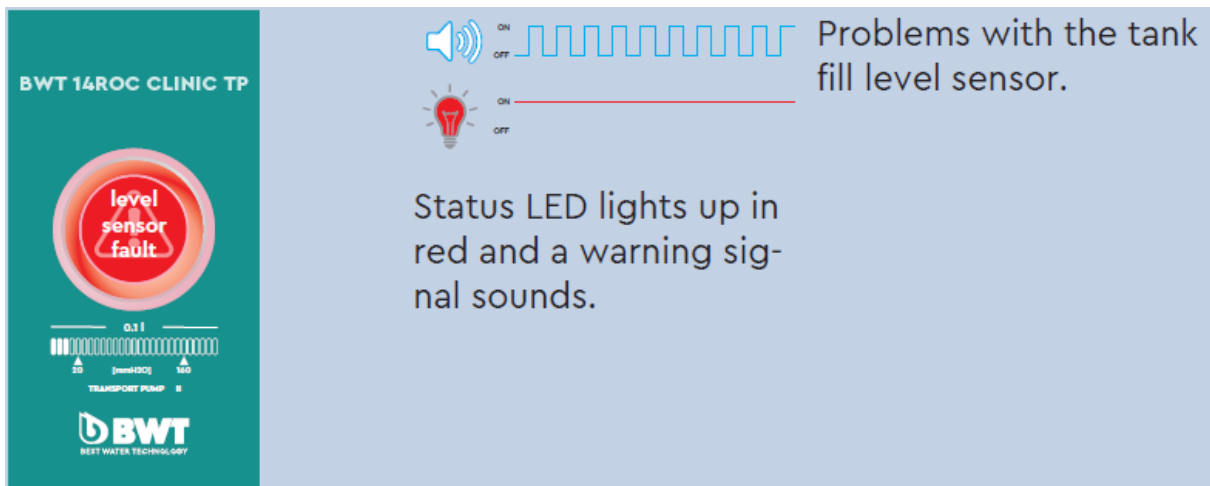
Possible reasons.

- Pressure-drop in permeate outlet or pressure sensor faulty.

How to fix.

- The Unit can be restarted by pressing the red icon in the app or by the power switch, located on the rear of the unit.
- Check if there is still air pressure in the tank (default pressure is 1.0 bar)
- Check if Pressure tank is faulty – it's faulty when water runs out of the air valve when pressed.
- Change permeate pressure transmitter if the above doesn't solve the problem

1.7 App displaying "Level sensor fault"



Problems with the tank fill level sensor.

Status LED lights up in red and a warning signal sounds.

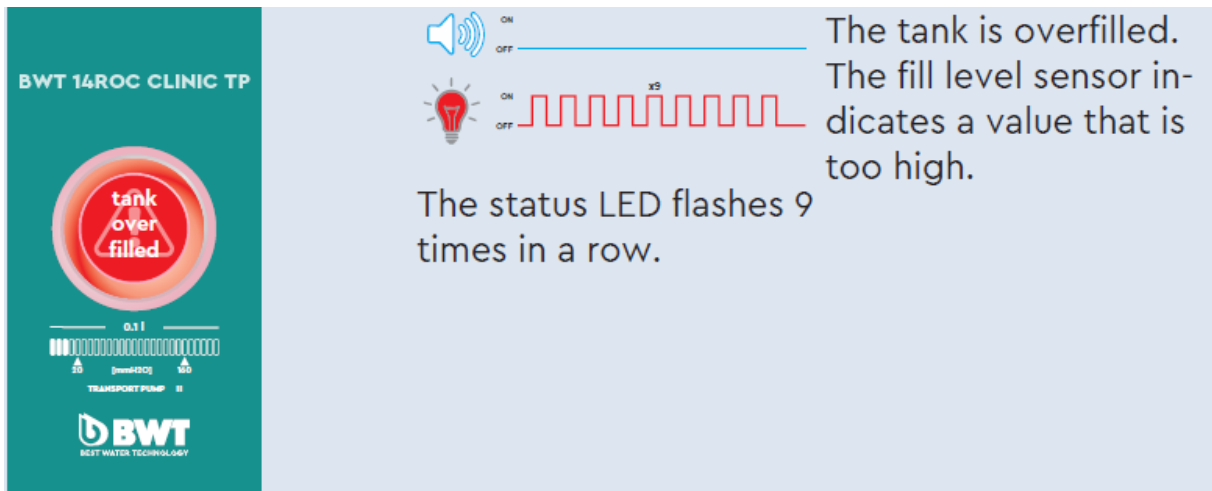
Possible reasons

- Check the tank fill level sensor.

How to fix.

- Replace if faulty.

1.8 App displaying “Tank overfilled”



The tank is overfilled. The fill level sensor indicates a value that is too high.

The status LED flashes 9 times in a row.

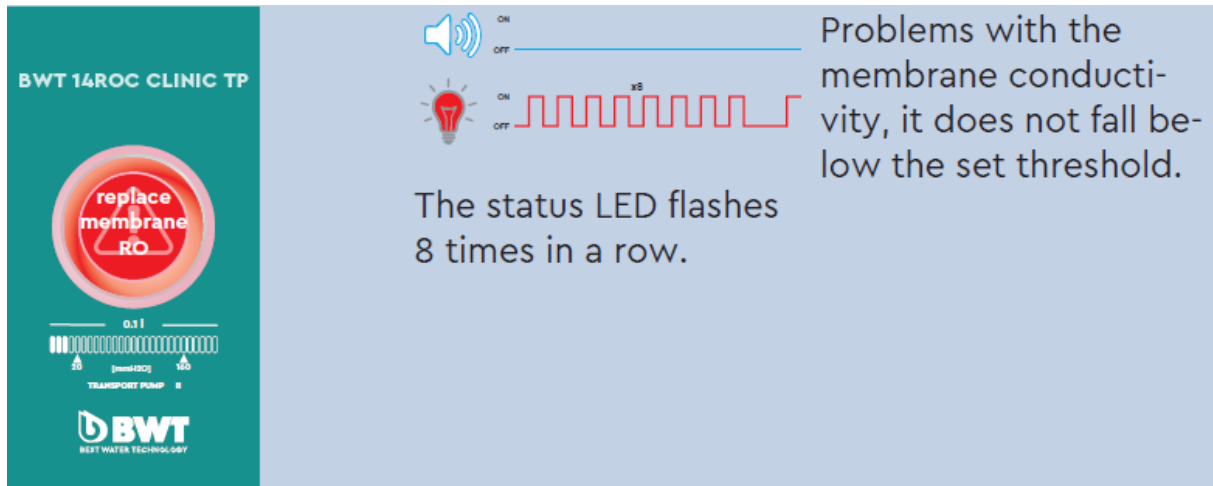
Possible reasons.

- The tank is overfilled, or Level sensor must be recalibrated.

How to fix.

- To calibrate the sensor, or if you need to empty the tank.
Open Permeate (there must be no back pressure)
Exit APP and re-enter. Service code 12345.
Wait until the APP show “turn the unit OFF”
Switch the unit off
Wait 5 seconds.
Turn the unit ON

1.9 App displaying “Replace Membrane RO”



BWT 14ROC CLINIC TP

replace membrane RO

0.1

TRANSPORT PUMP

BWT
BEST WATER TECHNOLOGY

ON
OFF

ON
OFF

Problems with the membrane conductivity, it does not fall below the set threshold.

The status LED flashes 8 times in a row.

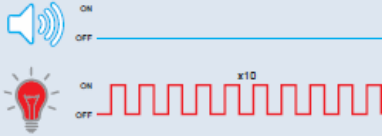
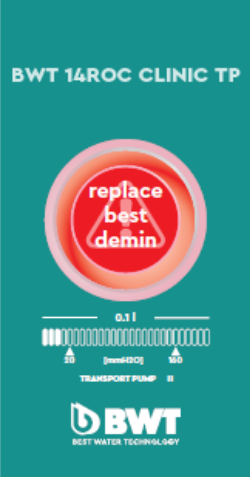
Possible reasons.

- Problems with the membrane conductivity, it does not fall below the set threshold.

How to Fix.

- Turn off the unit to replace membrane. Reset membrane water counter in service menu for automatic flush of membrane.

1.10 App displaying “Replace best demin”



Conductivity limit of the demineralisation filter exceeded.

bestdemin Plus demineralisation filter cartridge is likely to need changing soon.

The status LED flashes 10 times in a row.

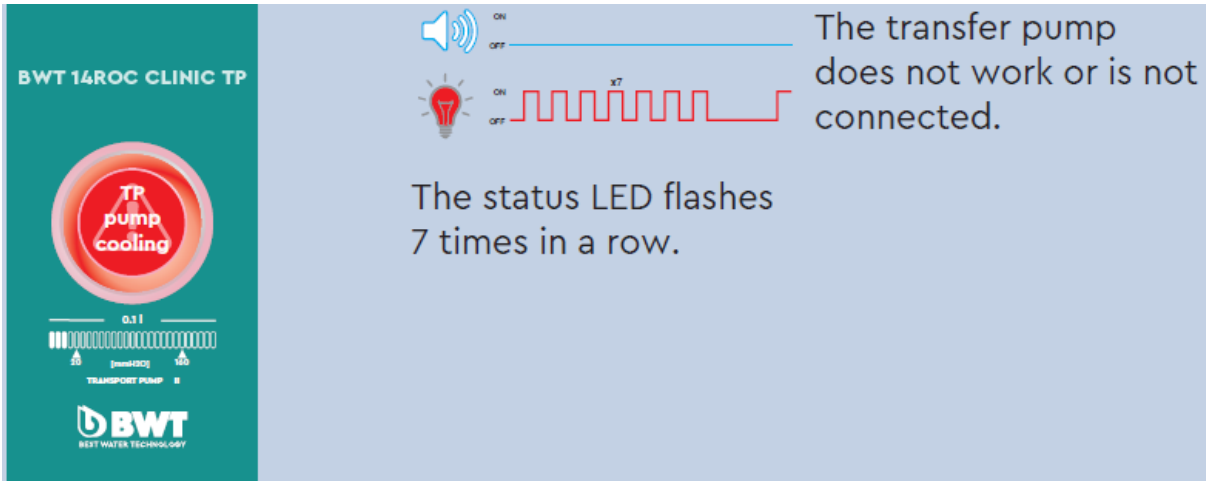
Possible reasons

- Conductivity limit of the demineralisation filter exceeded.
- Best demin demineralisation filter cartridge is likely to need changing soon.

How to Fix

- Replace Best demin and reset Demin water counter in service menu.

1.11 App displaying “TP pump cooling”



The transfer pump does not work or is not connected.

The status LED flashes 7 times in a row.

Possible reasons

- The transfer pump does not work or is not connected.

How to Fix

- The device will start by itself when the transfer pump motor has cooled down.