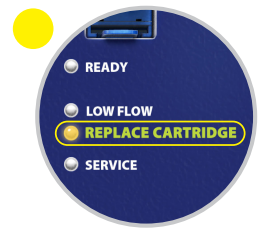


TROUBLESHOOTING

Updated: April 28, 2020

TERSANO SAO DISPENSER

- 1. The **Replace Cartridge** light is **flashing amber**.
 - Indicates there are approximately 200 litres of SAO solution remaining on cartridge and desiccant filter.
 - Ensure you have a replacement SAO cartridge and filter in inventory to avoid down time.



- 2. The **Replace Cartridge** light is **solid amber**. The SAO cartridge and blue desiccant filter need **replacing immediately**.

How to replace the SAO cartridge and blue desiccant filter:

1. Remove the new cartridge, blue filter and FedEx Prepaid label from the box and lay them aside. Save all the packaging from inside the box. **Serial number on the cartridge must match the serial number on the filter.**
2. Turn the water to the unit off.
3. Press the ON button on and off a couple of times to drain any excess water from the hose.
4. Disconnect the hose from the red/blue connector at bottom of cartridge. Twist counterclockwise and release.
5. Disconnect the hose from the black/grey connector at bottom of cartridge. Twist clockwise and release.
6. Once both connectors are removed, push up on the cartridge and lift off from the wall bracket. Place the expired cartridge in the box.
7. Remove the blue desiccant filter from the center of the dispenser and add to box.
8. Insert the new replacement blue filter. Ensure the filter is securely inserted into place.
9. Install the new SAO Cartridge onto the wall bracket.
10. Re-connect the red/blue connector and twist clockwise to secure (you should hear a click).
11. Re-connect the black/white connector by pressing down on the spring mechanism and twist counter clockwise (until spring locks).
12. Turn water back on.

- 3. **Solid amber light continues.** The blue desiccant filter and SAO cartridge have been replaced, and the solid amber light continues. No SAO solution dispensing.

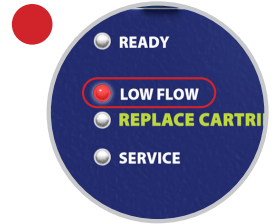
Please try the following:

- Turn the dispenser OFF/ON again to reset.
- Ensure the serial number on the blue desiccant filter matches the serial number on the cartridge.
- Ensure the serial number on the blue desiccant filter and black cartridge are the correct one for your model number (ie: if the unit has a "-FB" on it's serial number, then the blue desiccant and black cartridge must have an "-FB" on it).
- Remove the blue desiccant filter and wipe the electronics with a soft cloth.
- Ensure the blue desiccant filter is inserted into the dispenser and is locked into place – you should not be able to pull it out.

TROUBLESHOOTING

● 4. The **Low Flow light is solid red**. No SAO solution is dispensing.

- Ensure water is turned on “full”.
- If using a “y” connector, check that the hose is connected to correct fitting and that the water is being diverted to dispenser.
- Check that the blue/red and black/white connectors are properly secured to the black cartridge. This may include re-connecting them.
- On systems with previous hose display, ensure that the Flow Jet is cleaned. *Please refer to Bulletin No. 1 & 2.*



To make sure issue is not with cartridge, bypass the cartridge:

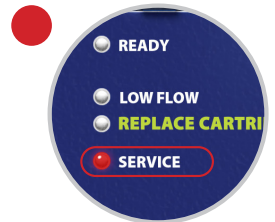
- Turn water off.
- Connect the ends of the red/blue with the black/white.
- Turn water back on.
- Turn ON. **Is SAO dispensing?**
 - If **yes**: re-connect the hoses with the cartridges and try again.
 - If **no**: dispenser needs servicing.

● 5. The **Change Cartridge** light is **amber** then the **Low Flow** light goes **red**.

- Turn the dispenser OFF/ON again to reset.
- Ensure the serial number on the blue desiccant filter matches the serial number on the cartridge.
- Ensure the serial number on the blue desiccant filter and black cartridge are the correct one for your model number (ie: if the unit has a “-FB” on the serial number, then the blue desiccant and black cartridge must have an “-FB” on it. If the serial number does not have an FB, then the serial on the cartridge must not have an FB).
- Remove the blue desiccant filter and wipe the electronics with a soft cloth.
- Ensure the blue desiccant filter is inserted into the dispenser and is locked into place – you should not be able to pull it out.

● 6. The **Service Light** is **red**.

Please contact your local distributor.



7. There is **no power** to the system.

- Ensure that the Tersano electrical cord on side of dispenser is inserted completely.
- Check that the GFCI outlet has power (may need re-setting).

8. The **SAO solution** is **discoloured**.

On rare occasion, resins from the cartridge (food grade and perfectly safe) can dislodge and find their way into the dispenser. The discolouring is leaching from the resins. SAO solution is still SDS 0-0-0 and 99.999% effective. Simply flush the system for a few minutes until the leaching disappears.

Ensure that you have the hoses to the cartridge connected properly. The white and black are connected together and the red and blue are connected together.

TERSANO TECHNICAL BULLETIN #1

PERIODIC MAINTENANCE - FLOW JET AREA

Periodically it doesn't hurt to check the flow jet area when replacing the cartridge. Keeping this area clean and free of debris allows better water flow.

To perform this task:



1. Turn water off.



2. Unplug dispenser.



3. Detach flow jet hose from the cartridge.



4. Open the flow jet by unscrewing.



Dirty aerator
needs cleaning

Clean aerator

5. Review the aerator. If there are debris, clean with finger and rinse off thoroughly.

6. Re-assemble the flow jet together.
7. Connect the flow jet hose to the cartridge. Ensure it is on securely; if not, you will not get water flow.
8. Plug in the dispenser.
9. Turn on the water.
10. Run dispenser.

TERSANO TECHNICAL BULLETIN #2

NEW HOSE SETUP

SAO™ Cartridge and Dispenser



Cold Water to Cartridge Hose

1. Attach **pressure regulator** end of the hose to your cold water supply/tap.
2. Attach **red/blue connector** to the left connection on the bottom of your SAO cartridge.

Cartridge to Dispenser Hose

1. Attach **black/white connector** to the right connection on the bottom of your SAO cartridge.
2. Affix other end of grey hose to the bottom left bulkhead of your SAO dispenser where the previous grey hose was attached (COLD WATER IN). **Tighten clamp** to ensure hose does not leak.