

TROUBLESHOOTING A “PURIFYING MORE FLOWATER” MESSAGE



What is this?

The LCD display on the FloWater Refill Station may display this message for several different reasons. As part of the normal operating conditions, this message indicates that the internal holding tank is empty and additional FloWater is being purified. The message should go away in approximately 30 minutes or once the tank is full. If the message does not go away after 45 minutes, there could be a problem and you should reach out to support@drinkflowater.com for assistance.

Common causes.

1. Start by checking the water line valves.

If one of the water line valves has been shut off, water will not properly flow into the Refill Station.

First check the water line valve behind the Refill Station. The valve should be in the open position and horizontal with the water line. If the valve is at a 90° angle, carefully turn the valve to the open position.

CLOSED VALVE



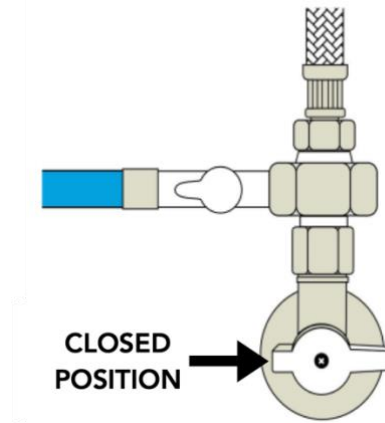
OPEN VALVE



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If the valve behind the Refill Station is open, next check the valve at the water source. This will typically be by a sink or water fountain. The valve should be in the open position and horizontal with the water line. If the valve is at a 90° angle, carefully turn the valve to the open position.



If both the valve behind the Refill Station and at the water source appear to be open, it's time to check for any kinks in the lines.

Check the water (blue) and drain (white) lines for any kinks caused by surrounding appliances or the feet of the Refill Station. If you notice any issues, please clear the obstruction. Once the water is flowing, the “Purifying More FloWater” message will go away in about 30 minutes.

If the above doesn't work, please reach out to our support team at support@drinkflowater.com to schedule a technician visit.