Problem: Washer smells and clothes are stiff

1. When you initially install the O3 Pure System, it will go to work on dissolving existing built up deposits of old soap in your washer. It may take up to 25 loads of laundry for the system to break down these deposits. In the process of doing this, the washer may emit unpleasant odors until it is clean. Once the washer is free of these buildups, these odors will be eliminated.

2. Like the washer, your clothes also can carry large amounts of detergent embedded into the fibers. Clothes and especially bulky items like bath towels may be stiff and have an unpleasant odor until the system breaks down this old detergent. You may notice your washer sudsing during this initial period as if you had just added soap. This sudsing is normal and is the product of the ozone breaking these old chemicals down. Items such as towels may take up to 5 washes to remove these deposits and begin to soften.

Problem: There is no constant blue light in the viewing window when the unit is plugged in

1. The O3 Pure System will only run when water is being used by the washer. When water is not being cycled through the system, no light will be present in the viewing window.

Problem: The washer is not filling and/or it is displaying “no water”

1. Verify that the supply valves are open.

2. Some washers require that the washer be able to draw from the hot water supply line even when set to cold/cold. This may occur during initial setup or intermittently during the winter in colder climates. Keeping the hot water valve open will alleviate this without causing a large impact on the performance of the O3 Pure System.

3. Another option is to install a splitter. When the cold water exits the system, the splitter sends ozonated cold water to both the cold water and hot water intakes of the washer.

Problem: The blue light never turns on even when the washer is filling

1. Unplug the O3 Pure System from the wall and unit. Wait 10 minutes and plug it back in.

2. During the time the unit is unplugged, verify using another electrical device that the outlet has power. This should be done even if it shares the same receptacle as the washer.

3. If you are using the system for the first time, check to make sure that the system is level from side to side and from to back and that the hoses to the system have not been installed backwards. (this is a common occurrence) If you’re unsure, you can reverse the hoses to test the system.
4. If the system was previously working, verify the system is still level and try back flushing the system. This is explained later in the troubleshooting guide.
5. Verify that the quick connect plugs are secure. This is explained at the end of the troubleshooting guide.
6. If you still have no power to the unit, please contact your sales representative.

**Problem: The viewing window shows a red light and then switches to blue**

1. It is normal for the red light to illuminate for a moment and then switch to a solid blue. When a rinse or fill cycle is started, water that initially passes through the O3 Pure System can cause a minor drop in pressure. This triggers the momentary activation of the red light. This will not impact the performance of the system.

**Problem: Persistent red light**

1. Unplug the O3 Pure System from the wall and unit. Wait 10 minutes and plug it back in. Test the system.
2. If the red light is still illuminating, turn off the water and disconnect the cold water supply hose at the washer.
3. Within most washers, there is a filter screen located about an inch or so inside. If this screen is plugged, the system will not perform properly. Refer to your washer owners manual if needed. Remove the screen and clean it. If it cannot be removed then clean it in place. A mild vinegar solution may help to dissolve lime particulates.
4. Plug the system back in and place the hose from the system into a sink or bucket. Turn on the system to flush it out. If the blue light stays on, hook the system back to your washer. If the system still shows a red light, proceed to step 5.
5. Check the unit is still level and try back flushing the system. This is explained later in the troubleshooting guide.
6. Verify that the quick connect plugs are secure. This is explained at the end of the troubleshooting guide.
7. If you still have a persistent red light, please contact your sales representative.

**Problem: No bubbles present**

1. Small bubbles should be present in the viewing window when the blue light is on and water is passing through the O3 Pure System. Due to the ozone being diffused into the water, it is normal if bubbles are not present in the water inside of the washer.
2. If no bubbles are present in the viewing window, unplug the system.
3. Remove the front cover by pressing on the push tabs located on each side while sliding the cover up about an inch. Then pull the front cover up and out towards you.
4. Plug the system back in. The oxidizing module is located in the middle of the system, has a cooling fan on the left side and a clear tube above it. Verify the tube is not kinked. Leave the cover off and start the washer. When the blue light is on, use a flashlight to verify that the cooling fan is spinning.
5. If the fan is spinning and no bubbles are being produced, contact your sales representative.
6. If the fan is not spinning, verify that the quick connect plugs are secure. This is explained at the end of the troubleshooting guide.
7. If you still have no bubbles, please contact your sales representative.

Problem: Alarm is sounding

1. Unplug the O3 Pure System and remove the front cover by pressing on the push tabs located on each side while sliding the cover up about an inch. Then pull the front cover up and out towards you.
2. The O3 Pure System’s leak alarm is usually due to condensation forming in the system, collecting in the bottom of the case and triggering the sensor. The sensor is located on the bottom left side of the case. Wipe down the inside of the unit then using a q-tip, wipe off the sensor. Use a hair dryer if needed. With the supply valve turned on, visually inspect the system for leaks. If no leaks are observed, let the system dry out for several hours.
3. If a leak is observed or the alarm continues to sound, please contact your sales representative.

Back Flushing The System

1. The O3 Pure System can be back flushed to solve an intermittent problem.
2. Unplug the machine, turn off the supply line and remove the intake and output hoses where they connect into the system.
3. The flow sensor is located a few inches up inside the system’s intake line located on the lower right. Insert the eraser end of a pencil up into the intake and gently press up on the flow switch. Repeat this several times and remove the pencil.
4. Connect the intake and output hoses, but reverse them so the water flows through the unit in reverse. While leaving the unit unplugged, run water through the system for about 3 to 5 minutes.
5. Disconnect the hoses and repeat step 3. You should be able to feel the flow switch moving up and down.
6. Reconnect the intake and output hoses in their proper order, plug the unit in and operate as normal.
7. If you have to perform a back flush on a regular basis, this may indicate the need for a prefilter. The filter would be installed between the cold water supply and the unit. Low priced generic filters can be purchased from your local hardware center or your sales representative.

Verifying the quick connect plugs are secure

1. While most other ozone laundry systems are not serviceable by the homeowner and parts are not available, the O3 Pure Eco Laundry Systems are built to allow a homeowner to repair their unit after the warranty is expired. Instead of hard wiring components, The O3 Pure System features user friendly plug in connections and most parts are readily available.
2. If a connector though is loose, this will cause the system to malfunction. The connections can be easily checked in a few minutes.
3. To check your connectors, first unplug system and remove the front cover by pressing on the push tabs located on each side while sliding the cover up about an inch. Then pull the front cover up and out towards you.

4. On the left is the Control Module. Remove the two small screws securing the Control Module’s cover and lift it off.

5. On the inside are several push in connectors. Normally all of the connections will appear secure even if one is loose. Simply press on each connector to secure a tight fit. On the few larger plug in connectors you can also press the wires into the plastic couplers.

6. Reinstall the Control Module Cover while taking care the plastic tubing on top is not pinched. Install the cover, plug in the unit and operate as normal.

**O3 Pure Eco Laundry System Trouble Shooting Guide**

**Repair center,**

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