



Smart ATO RO (SATO-460V) FAQ

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1. Why does Smart ATO RO not fill water when the water level is low?

- Please check the sensors are installed properly. The blue sensor must be at high level, and the green sensor must be at low level. Meanwhile, please keep the sensor away from direct light to avoid interference.
- Please check if the water level is lower than the Low Level ATO Sensor, or Smart ATO RO will not work. You can move the green sensor a little above the water level and see it works.



- If the controller flashes blue every 3 seconds, it means the filling paused. Please press the touch button on the controller to start filling.



- Please check if solenoid valve is connected at the correct direction. The arrow on its bottom means the flow direction.

2. Why is the water level always a little higher than the blue sensor?

The solenoid has a minimum running time about 2 seconds. Also, after the solenoid valve stops, the water in the tube will still flow into the reservoir. Therefore, it is normal for small reservoirs that the water level is higher than the High Level ATO Sensor or the High Level Failsafe Sensor is triggered every time.

3. Why does Smart ATO RO overflow water?

Please make sure the sensor is away from direct light and water outlet as they will interfere the detection and cause overflowing.

4. Why does Smart ATO RO give an alarm?

Smart ATO RO will give an alarm if the length of the filling time is 6 times longer than that of the first filling. Please unplug the power cable to reset it and check if the RO or RO/DI system work properly.



5. How to extend the cable length of the solenoid valve/power supply?

You can use the extension cable. We have 6.7 ft (200 cm) and 16.7 ft (500 cm) available.

6. How to purchase accessories?

Please contact our local distributors:

<http://autoaqua.com.tw/en/distributors.html>.