



Smart ATO nano (SATO-270D) FAQ

◆ Anti-Siphon Valve

1. [Is it a must to install the anti-siphon valve?](#)
2. [How to install the anti-siphon valve properly?](#)
3. [Why does the water keep dripping from the anti-siphon valve?](#)

◆ Prefilter

4. [How to install the prefilter properly?](#)
5. [Do I need to clean the prefilter periodically?](#)

◆ Troubleshooting

6. [Why does the sensor flash blue light but the pump does not work?](#)
7. [Why does the sensor flash red light while the water level is lower than it? There is water in the reservoir and no bubble around the sensor.](#)

1. Is it a must to install the anti-siphon valve?

If the water level in the reservoir is higher than the outlet of the anti-siphon valve, you will have to install it to prevent the forward siphon, or the water in the reservoir will flow into the tank/sump until the water levels of both sides are the same.

2. How to install the anti-siphon valve properly?

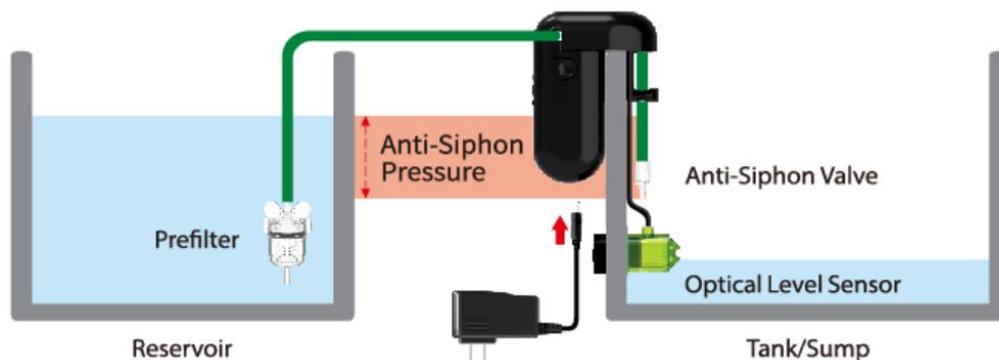
The white part is water inlet. Please connect the white part to the tube and make sure it is always out of water. If it is connected upside down, the water will not flow out.



3. Why does the water keep dripping from the anti-siphon valve?

The forward siphon pressure is so high that one anti-siphon valve cannot stop it. Please add another anti-siphon valve for better performance. One anti-siphon valve can stop about 60cm of water of the forward siphon pressure.

***Connect three or more anti-siphon valve will prevent the pump from working properly.**



4. How to install the prefilter properly?

Please install the prefilter before the diaphragm pump to protect it from clogged and damaged.



5. Do I need to clean the prefilter periodically?

Yes, please clean it every 3 to 6 months for the best filtration performance.

6. Why does the sensor flash blue light but the pump does not work?

It is most likely that the pump is defective. We provide a one-year warranty for our products. Please contact our distributor for service if it is still under warranty.

7. Why does the sensor flash red light while the water level is lower than it? There is water in the reservoir and no bubble around the sensor.

Smart ATO nano will record the length of the first filling, and give an alarm when it detects the length of any other filling is 6 times longer than that of the first filling.

Please unplug the power cable to clear the QST memory, set the sensor at normal water level* and do not move it after you plug the power cable back in. Please unplug the power cable every time before you adjust the sensor.

***Please set the sensor away from the water outlet to avoid bubble interference.**