



## Smart AWC Duo (SAWC-400P) FAQ

### ◆ Installation

1. [How to set up the siphon break properly?](#)
2. [Why there is water drops from the siphon break when the pump is on?](#)
3. [What will happen if the siphon break is not set up properly?](#)
4. [Can I fix the tube holder on a rimmed tank/sump?](#)

### ◆ Trouble Shooting

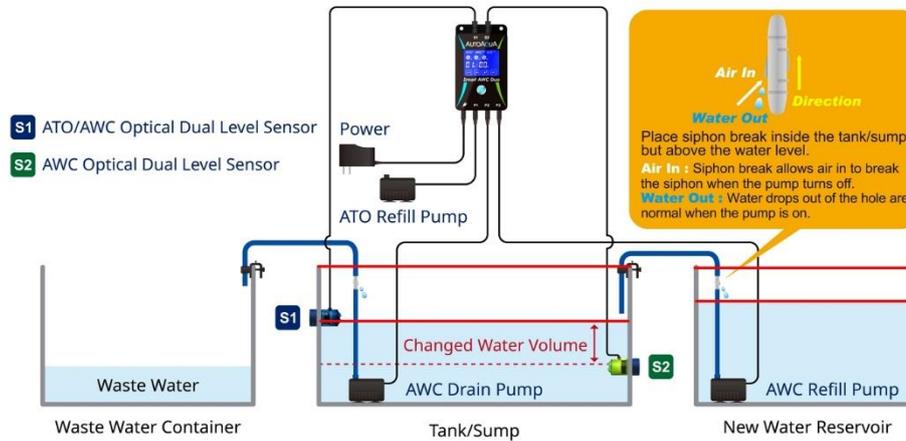
5. [Why is the pump head height not high enough?](#)
6. [Why does Smart AWC Duo power on the pump for only a short while and give an audible alert?](#)
7. [Why does the ATO work constantly?](#)
8. [Why is the water level always a little higher than the sensor? Is the sensor broken?](#)

### ◆ Accessories

9. [How to use other pumps with Smart AWC Duo?](#)
10. [Can I use the solenoid valve with Smart AWC Duo? How to install it?](#)
11. [How to extend the cable length of the pump/solenoid valve/power supply?](#)
12. [How to purchase accessories?](#)

## 1. How to set up the siphon break properly?

First, make sure the siphon break is in the reservoir and higher than the water level so that the drops can go back to the reservoir and break the siphon. The siphon break should be placed in the area between the two red lines as the image below.



Second, the siphon break must be upright as the arrow icon points up.



## 2. Why there is water drops from the siphon break when the pump is on?

It is normal that water drops from the small hole of a properly-installed siphon break when the pump is working. The small hole allows air in to cut the water flow when the pump turns off. If there is no water drops, please check if the hole is clogged.

## 3. What will happen if the siphon break is not set up properly?

If the siphon break is not set inside the reservoir, e.g., between the tank/sump and the reservoir or inside the tank/sump, the water drops from the hole of siphon break cannot flow back into the reservoir.

If the siphon break is set in the wrong direction (the arrow on the siphon break does not point up), it cannot break siphon. Consequently, the tank/sump will be overfilled and more water will come out from the hole of siphon break.

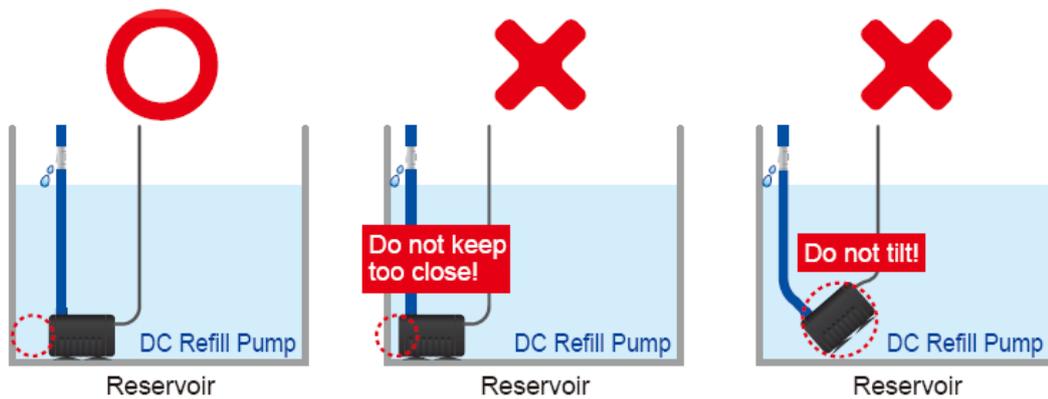
**4. Can I fix the tube holder on a rimmed tank/sump?**

Yes. You can pull out the ring of the tube holder and install it on another nail to fix it on a rimmed tank/sump.



**5. Why is the pump head height not high enough?**

One of the possibilities is that the water inlet of the pump is too close to the wall of the reservoir. It is recommended to keep the pump away from the wall of the reservoir at least 2 inches. The other one is that the pump should stay upright, otherwise less water can go into the pump, which makes the water pressure decrease.



**6. Why does Smart AWC Duo power on the pump for only a short while and give an audible alert?**

QST is not set correctly. Please reset Smart AWC Duo according to the reset procedure in user manual, p13. Next, mount the blue sensor at the normal water level (with lower sensor indicating the water level) before connecting the power and do not move it afterwards. If you want to move the sensor or change the water level, you have to reset Smart AWC Duo and unplug and plug it back in again.



## 7. **Why does the ATO work constantly?**

If the water outlet is in the water, and the water level of the tank/sump is higher than that of the reservoir, the water will flow back into the reservoir (back siphon), and trigger the ATO constantly. Please make sure the water outlet is always out of water to prevent back siphon issue.

## 8. **Why is the water level always a little higher than the sensor? Is the sensor broken?**

There are several possibilities.

- 1) The siphon break is not installed properly or clogged.
- 2) The water inlet and the sensor are not in the same reservoir.
- 3) The tubing is long, so the water in the tubing still fills into the tank after the pump stops.
- 4) The sensor is mounted in a small sump/tank. It will stop the pump one seconds after it detects water, but the one-second filling is more obvious in a small sump/tank than that in a big one.

## 9. **How to use other pumps with Smart AWC Duo?**

You can use a pump which meets your requirement with our Smart AC Socket:

<http://autoaqua.com.tw/en/accessories/SAC-10.html>.

Just connect Smart AC socket with the controller, then plug the pump's power adapter in it.

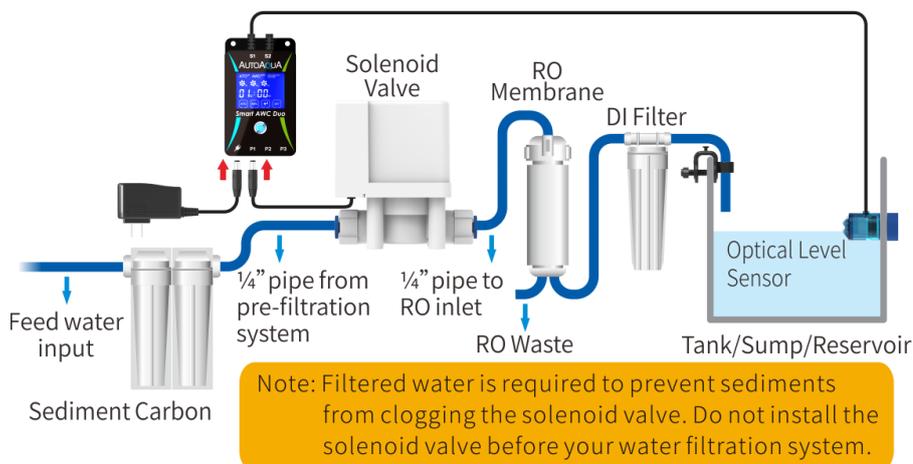
## 10. Can I use the solenoid valve with Smart AWC Duo? How to install it?

Yes. You can replace the ATO pump with a solenoid valve. It is recommended using the solenoid valve with filtered water instead of tap water, or it will be clogged. Please refer to the installation diagram below.

### a. RO/DI System without Auto Shut Off

Cut the tubing between the carbon block filter and the RO membrane. Install the solenoid valve.

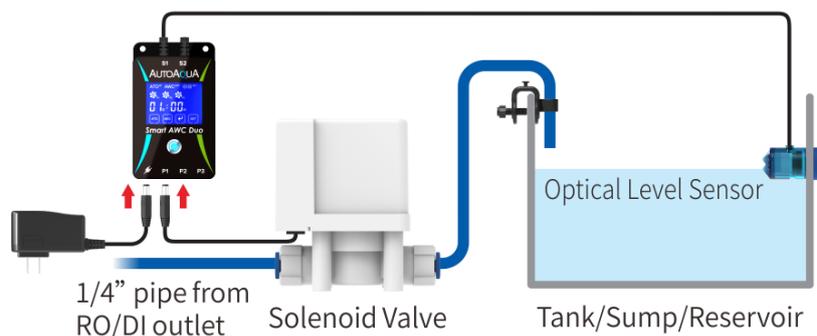
\*Arrow on solenoid valve indicated water flow direction.



### b. RO/DI System with Auto Shut Off

Connect the solenoid valve at the RO/DI output.

\*Arrow on solenoid valve indicates water flow direction.



## 11. How to extend the cable length of the pump/solenoid valve/power supply?

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



## **12. How to purchase accessories?**

Please contact our local distributors:

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