



Symptom	Cause	Resolution
Water constantly emanating from the pressure relief valve (PRV)	Excessive water pressure	Fit a pressure reduction valve to the incoming cold supply and set it to 3 bar, which is considered optimal for the system.
Water emanating from the tundish	It is likely that the waste pipe has not been installed with the requisite 8cm uninterrupted drop from the base of the tundish to the main waste	Fit the waste pipe to ensure the recommendation of 8cm uninterrupted drop is apparent.
Smells emanating from the pressure relief valve (PRV)	Incorrect installation of the waste pipe	There is a cable tie included with the product. This should be used if the waste pipe is plumbed into the waste before the u-bend. If the Waste Pipe is plumbed in after the u-bend, the cable tie does not need to be fitted.
Poor flow of boiling water	<p>There are a couple of possibilities:</p> <ol style="list-style-type: none"> <li>1 The water pressure is insufficient.</li> <li>2 The filter cartridge should be replaced in accordance with the recommendations in the manual, which are based on hardness of the incoming supply. As a general guide, the filter should be replaced every 6 months in locations with a hard water supply and every 12 months in locations with a soft water supply</li> </ol>	<p>Solutions:</p> <ol style="list-style-type: none"> <li>1 Increase the water pressure by having a pump fitted.</li> <li>2 Replacing the filter cartridge should result in an increased flow, but if it does not, please contact Franke on 0161 436 6280 as further exploration is required</li> </ol>
4-in-1 Electronic Version, if pressing the boiling/filtered handle when in the aqua colour, boiling water is dispensed. Or, if pressing the boiling/filtered handle when it is red, cold filtered water is dispensed	Incorrect installation of the hydraulic boxes	<p>Swap the boxes around, which will result in the correct type of water being dispensed.</p> <p>*There is a blue dot on the hydraulic box intended for cold filtered water use.</p> <p>*The boiling water hydraulic box is included with the product, so please keep this separate to avoid confusion.</p>



Symptom	Cause	Resolution
Water constantly emanating from the pressure relief valve (PRV)	Faulty PRV, as there is an internal pressure reduction valve which caps the pressure at 3 bar	Fitting a replacement external pressure reduction valve on the incoming supply, as well as replacing the PRV
Water emanating from the tundish	It is likely that the waste pipe has not been installed with the requisite 8cm uninterrupted drop from the base of the tundish to the main waste	Fit the waste pipe to ensure the recommendation of 8cm uninterrupted drop is apparent
Smells emanating from the pressure relief valve (PRV)	Incorrect installation of the waste pipe	There is a cable tie included with the product. This should be used if the waste pipe is plumbed into the waste before the u-bend. If the Waste Pipe is plumbed in after the u-bend, the cable tie does not need to be fitted.
Poor flow of boiling water	There are a couple of possibilities: <ol style="list-style-type: none"> <li>1 The water pressure is insufficient</li> <li>2 The filter cartridge should be replaced in accordance with the recommendations in the manual, which are based on hardness of the incoming supply. As a general guide, the filter should be replaced every 6 months in locations with a hard water supply and every 12 months in locations with a soft water supply</li> </ol>	Solutions: <ol style="list-style-type: none"> <li>1 Increase the water pressure by having a pump fitted.</li> <li>2 Replacing the filter cartridge should result in an increased flow, but if it does not, please contact Franke on 0161 436 6280 as further exploration is required</li> </ol>
Sparkling water dispensed is cloudy and flat	Unsettled CO2 gas within the cannister	Continue using the product, and once the gas has settled, it will result in clear and sparkling water being dispensed