



In-field Solutions for Leaking Fittings:

** In General: When any type shut-off valve handle is positioned so that it is parallel or in line with the tubing that enters the valve, valve is OPEN. When handle is turned perpendicular to tubing that enters valve, valve is CLOSED.*

*** Pharmacy RO system plumbing utilizes JG type union fittings. Universally, to remove tubing from these types of fittings, locate the collet or ring (on the fitting) at the point where the tubing connects into the fitting. This collet must be depressed and held inward while tubing is pulled out in opposite direction. If collet is not depressed, the harder the tube is pulled -the tighter the collet will seize the tubing.*

Before unplugging any fittings:

- 1) Close RO tank valve located on top of tank.*
- 2) Close cold water feed valve (valve located at some point along the cold water line from street plumbing).*
- 3) Briefly open & close RO faucet to relieve any water pressure in line.

Procedure #1:

Attempt to push leaking tubing deeper into fitting so it fully “seats”.

Note: The o-ring inside the fitting will neither contact nor seal the tubing until tubing is fully “seated”. (General guideline: the distance any size tubing will push into a fitting is twice the OD of the tubing. i.e. 1/4” OD tubing will push into a fitting 1/2” deep, 3/8” tubing will push in 3/4” deep.)

Turn valves back on and test for leak.

Procedure #2:

Remove leaking tubing at fitting.** Using a razor, cut 1/4” to 1/2” off tip of tubing. Verify that new tip of tubing is cut at a clean, square, 90 degree angle and has no scratches on it (*water will leak past o-ring through jagged ends or any scratches on tip of tubing*). Re-insert tubing. Turn valves back on and test for leak.

Procedure #3:

Remove leaking tubing at fitting.** Remove collet** from fitting (collet can be pried out of fitting by using a knife blade or slotted screwdriver). Carefully remove internal o-ring, turn it around, and re-assemble fitting. Re-insert tubing. Turn valves back on and test for leak

~ One of these procedures will most likely correct a leaking fitting situation ~
If further assistance is required, call 1-800-464-8275.