

# PRODUCT SUPPORT TECHNICAL BULLETIN

July 5, 2023

## Issue: WL900/WS12000/I12 Noisy Booster Pump

### Cause:

Booster pump feeding the RO membranes making a tapping sound when unit is producing water.

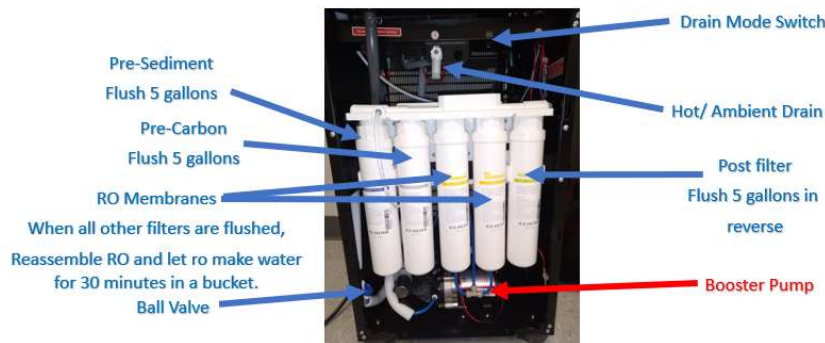
### Solution:

Replace booster pump.

**Process: Approx 30-minute repair.**

**1:** Unplug unit from power and turn off the water supply.

**2:** Remove the lower front panel and locate the booster pump. It is clearly visible in the middle of the floor pan, below the RO filter assembly.



**3:** Remove all four screws holding the pump in place and place a micro-fiber towel under the pump.

**4:** Disconnect tubing, use towel to collect any water coming from the tubing, and disconnect the electrical connections.

**5:** Install replacement booster pump by securing it in place with four screws and reconnect the water and electrical connections.

**6:** Once pump is in place and all connections have been made, turn on the water supply, plug the unit back into power and ensure that the unit is producing water.