



FAQ

Planmeca ClinicPatrol™ by BWT



Indhold

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1 FAQ

1.1 LED color overview of the status and alert

Status	LED colour	Device state
Working	Lit up in green	Device in operation
Ready	Pulsates green	Device is in standby
Working	Lit up in yellow	WCF alert triggered
Working	Lit up in blue	Mobile device connected to RO via Bluetooth
Service	Lit up in red	Service required
Fault	Lit up in red or flashes red	Error message as displayed in the app

1.2 App is displaying "Leakage".

Unit stops producing permeate.

PLANMECA

leakage

0.11

20 [MPa] 100

TRANSPORT PUMP II

ClinicPatrol

ON OFF

ON OFF

Status LED lights up in red and a permanent warning signal sounds

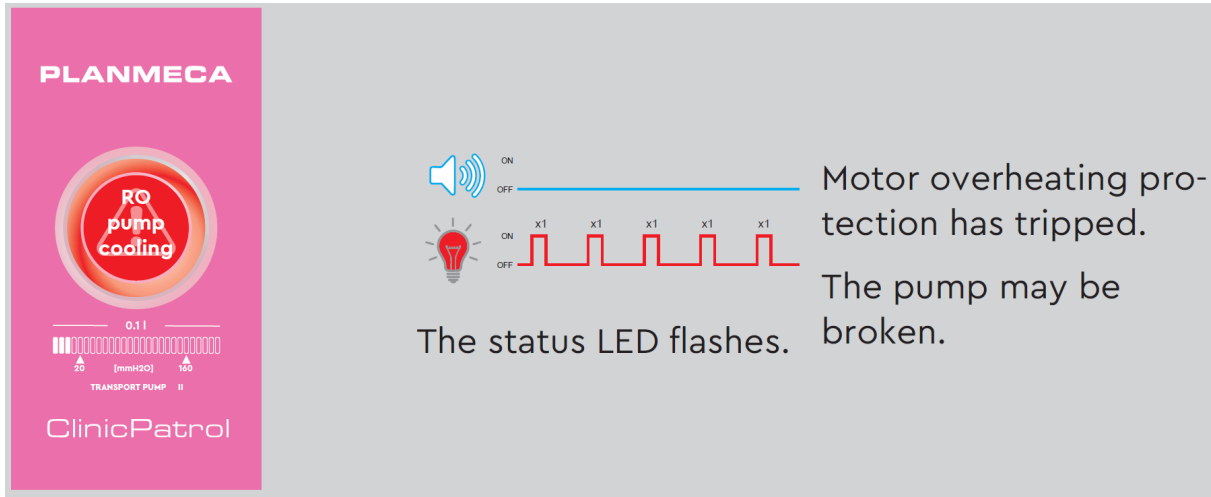
Water leakage inside the device or condensation

Disconnect power and water supply. Open unit and check for leakage inside. Fittings and pump are the main source of leakage fault. When repair has been made, dry the units, components and make sure the leakage sensor is completely dry.

Re-connect power and water, and the system will start up.

1.3 App displaying “RO pump cooling”.

Unit stop producing permeate.



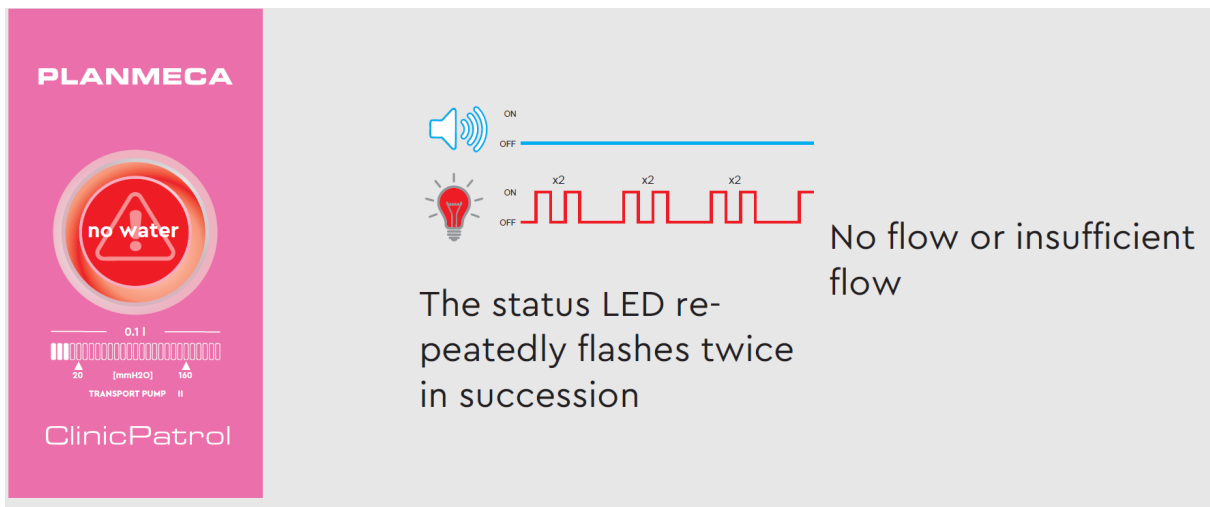
The image shows a screenshot of the Planmeca ClinicPatrol app interface. On the left, a pink vertical bar contains the Planmeca logo at the top, followed by a circular icon with 'RO pump cooling' text. Below this is a pressure gauge showing a reading of 0.1 with a scale from 20 to 100 [mmH2O] and the label 'TRANSPORT PUMP II'. The 'ClinicPatrol' logo is at the bottom of the pink bar. To the right of the pink bar, on a grey background, there are two status indicators: a speaker icon with a blue sound wave and a lightbulb icon with a red glow. The speaker icon has a blue line graph above it showing a single pulse, with 'ON' and 'OFF' labels. The lightbulb icon has a red line graph above it showing five pulses, each labeled 'x1', with 'ON' and 'OFF' labels. To the right of these icons, the text reads: 'Motor overheating protection has tripped. The pump may be broken. The status LED flashes.'

The pump inside the unit is overheating and needs to cool down. The unit will restart after the pump has cooled down. This may take 20-40 minutes depending on the surrounding temperature. If the device no longer starts by itself, the pump may be broken.

1.4 App displaying "no water".

Unit gets no water or less than ~15l/h inlet flow for 20 seconds.

When there is sufficient inlet flow again – the fault disappears and the unit starts working again



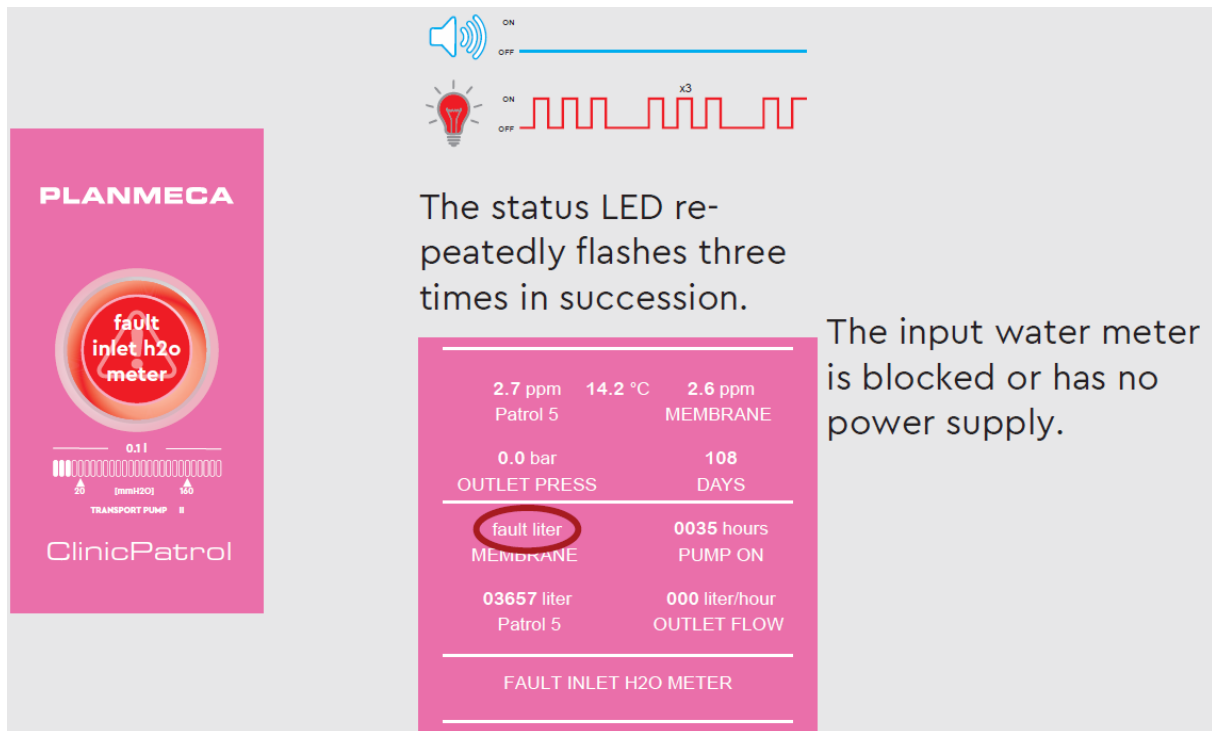
Possible reasons

- Weak or fluctuating public water supply
- Kinked inlet hose
- Inlet hose diameter too small.
- Clogged pre-filter
- Clogged inlet valve

How to fix

- Check the water supply. Inlet filter may be clogged.
- Check if inlet flowrate is sufficient – Min. 300 l/h
- Check if prefilter is clogged and change if necessary.
- Check if inlet valve is clogged and clean if necessary.
- Check if inlet hose is not kinked or damaged.

1.5 App displaying “fault inlet h2o meter”.



The status LED repeatedly flashes three times in succession.

The input water meter is blocked or has no power supply.

2.7 ppm Patrol 5	14.2 °C	2.6 ppm MEMBRANE
0.0 bar OUTLET PRESS	108 DAYS	
fault liter MEMBRANE	0035 hours PUMP ON	
03657 liter Patrol 5	000 liter/hour OUTLET FLOW	
FAULT INLET H2O METER		

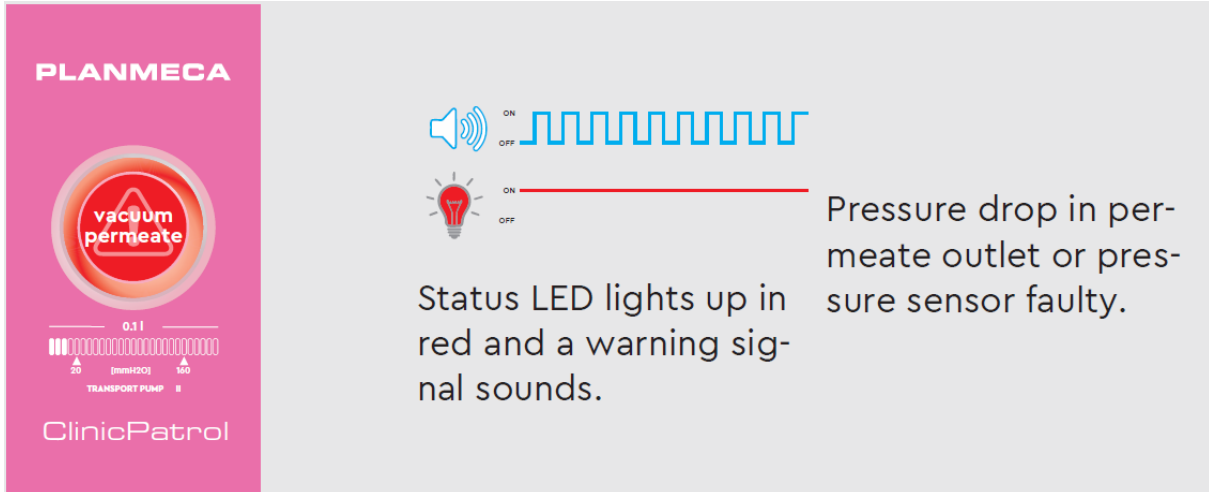
Possible reasons

- Inlet water flowmeter has stopped working or is disconnected.

How to fix

- Inlet water flowmeter needs to be cleaned or replaced. (the unit will still produce permeate, but the water counter will not work.)

1.6 App displaying "Vacuum permeate".



PLANMECA

vacuum permeate

0.1
20 [mmHg] 100
TRANSPORT PUMP

ClinicPatrol

ON OFF

ON OFF

Status LED lights up in red and a warning signal sounds.

Pressure drop in permeate outlet or pressure sensor faulty.

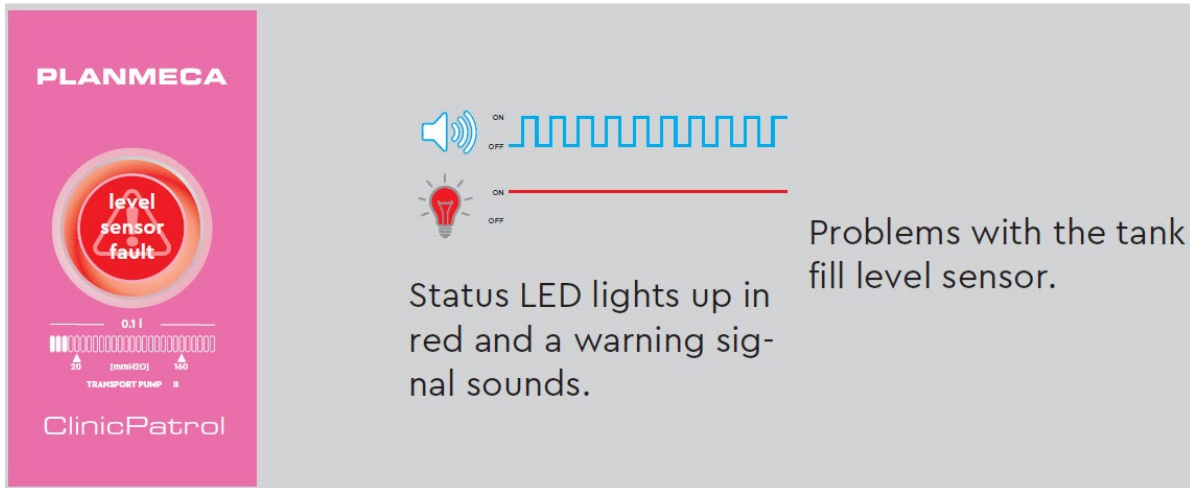
Possible reasons.

- Pressure-drop in permeate outlet or pressure sensor faulty.

How to fix.

- The Unit can be restarted by pressing the red icon in the app or by the power switch, located on the rear of the unit.
- Check if there is still air pressure in the tank (default pressure is 1.0 bar)
- Check if Pressure tank is faulty – it's faulty when water runs out of the air valve when pressed.
- Change permeate pressure transmitter if the above doesn't solve the problem

1.7 App displaying "Level sensor fault"



PLANMECA

level sensor fault

0.1

TRANSPORT PUMP II

ClinicPatrol

ON OFF

ON OFF

Status LED lights up in red and a warning signal sounds.

Problems with the tank fill level sensor.

Possible reasons

- Check the tank fill level sensor.

How to fix.

- Replace if faulty.

1.8 App displaying “Tank overfilled”

PLANMECA

tank over filled

0.1
[barH2O]

TRANSPORT PUMP

ClinicPatrol

ON
OFF

ON
OFF

x9

The tank is overfilled. The fill level sensor indicates a value that is too high. The status LED flashes 9 times in a row.

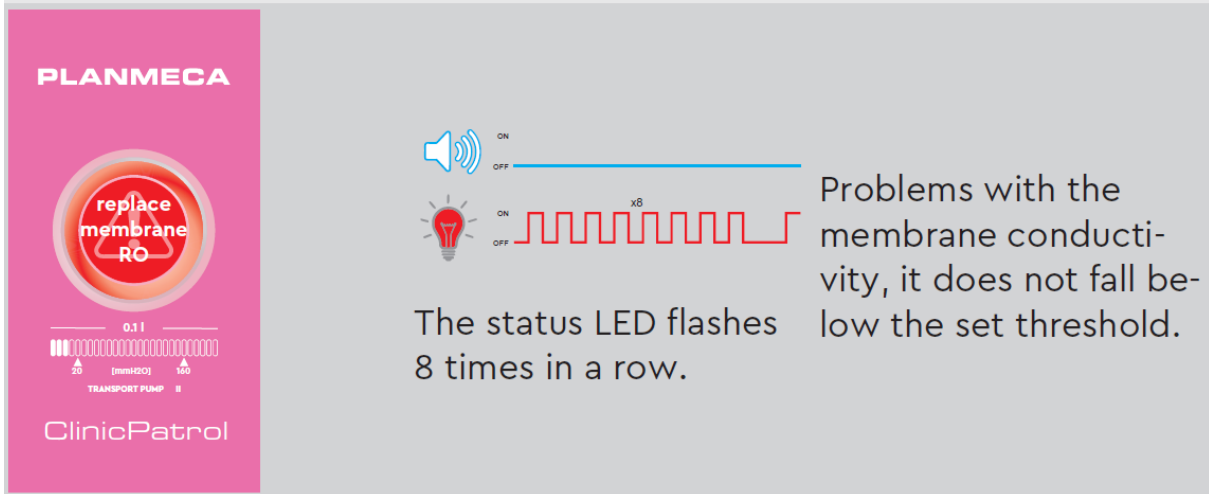
Possible reasons.

- The tank is overfilled, or Level sensor must be recalibrated.

How to fix.

- To calibrate the sensor, or if you need to empty the tank.
Open Permeate (there must be no back pressure)
Exit APP and re-enter. Service code 12345.
Wait until the APP show “turn the unit OFF”
Switch the unit off
Wait 5 seconds.
Turn the unit ON

1.9 App displaying “Replace Membrane RO”



The image shows a screenshot of the Planmeca ClinicPatrol app interface. On the left, a pink vertical panel displays the Planmeca logo at the top, followed by a red circular warning icon with the text "replace membrane RO". Below this is a water level indicator with a scale from 20 to 100, a "TRANSPORT PUMP" indicator, and the text "ClinicPatrol". To the right, a diagram illustrates the status LED flashing 8 times in a row, represented by a red square wave. A speaker icon indicates an audible alarm. Text to the right of the diagram explains that problems with membrane conductivity cause the LED to flash 8 times in a row because it does not fall below the set threshold.

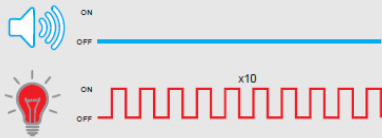

Possible reasons.

- Problems with the membrane conductivity, it does not fall below the set threshold.

How to Fix.

- Turn off the unit to replace membrane. Reset membrane water counter in service menu for automatic flush of membrane.

1.10 App displaying “Replace best demin” (Planmeca Patrol 5)”



Conductivity limit of the demineralisation filter exceeded.

Planmeca Patrol 5 demineralisation filter cartridge is likely to need changing soon.

The status LED flashes 10 times in a row.

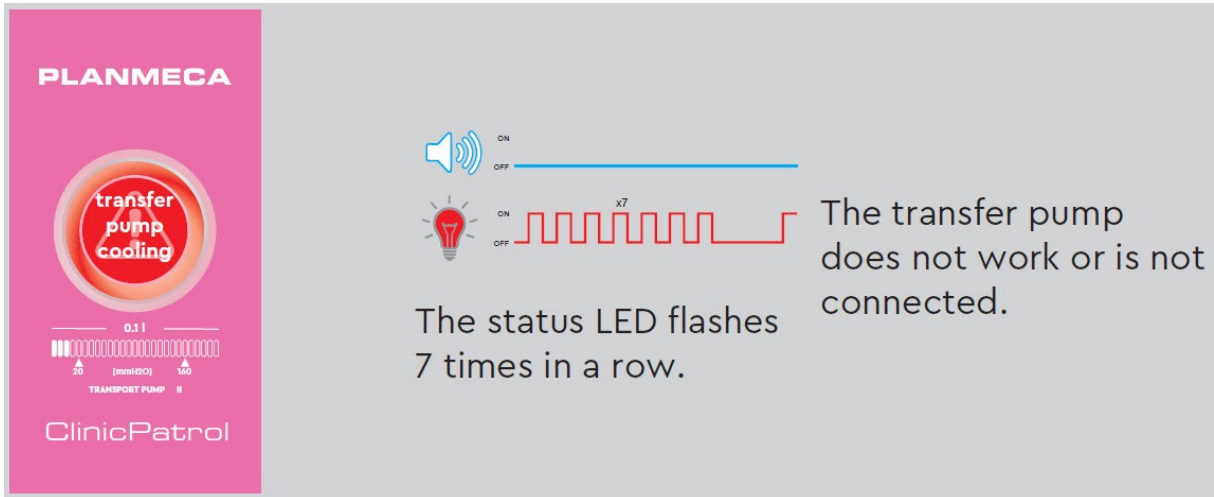
Possible reasons

- Conductivity limit of the demineralisation filter exceeded.
- Planmeca Patrol 5 demineralisation filter cartridge is likely to need changing soon.

How to Fix

- Replace Planmeca Patrol 5 and reset Demin water counter in service menu.

1.11 App displaying “transfer pump cooling”



The image shows a screenshot of the Planmeca ClinicPatrol app interface. On the left, a pink vertical bar contains the Planmeca logo at the top, a central circular icon with the text "transfer pump cooling", a flow rate indicator showing "0.1 l/min (H2O)" with a scale from 20 to 100, and the text "TRANSPORT PUMP" below it. The bottom of the pink bar says "ClinicPatrol". To the right of the pink bar, on a grey background, there are two status indicators: a speaker icon with "ON" and "OFF" labels and a solid blue line, and a lightbulb icon with "ON" and "OFF" labels and a red square wave pulse labeled "x7". Below these indicators, the text reads: "The status LED flashes 7 times in a row." To the right of this text, another line of text says: "The transfer pump does not work or is not connected."

Possible reasons

- The transfer pump does not work or is not connected.

How to Fix

- The device will start by itself when the transfer pump motor has cooled down.