

LED Color Indicator












Cause








Operator Mitigation Step

This flow chart is designed to help troubleshoot common error codes generated by the STREAM™ system. Refer to the STREAM™ Operations and Maintenance Manual for further explanation. If basic mitigation steps do not solve the issue, consult with your local technician or contact Aqua Research Tech Support at +1-505-414-3929 (WhatsApp or Phone).


Video tutorials can be accessed with the QR code to the right.



 BLINKING YELLOW	A. Low power supply 	A.1. Check power supply. Is power supply plugged in? Is there power at the wall? If connected to a battery is the battery dead, or low in power? A.2. Disconnect from current power source. A.3. Connect to a different wall outlet, or connect to an alternative power source, (ie car battery or solar panel inverter). A.4. Turn on the STREAM™ system.
 SOLID YELLOW	B. Low power supply 	B.1. Check power source. Is there power from the wall outlet, or power from car battery, or solar panel unit? B.2. Turn off the STREAM™ system. B.3. Connect to a different power source, wall outlet, car battery, or solar panel inverter. B.4. Turn on the STREAM™ system.
	C. Brine salt concentration too high 	C.1. The brine solution could be too concentrated. Add water to the brine solution to reduce the salinity. C.2. Make sure the brine solution is mixed well (all salt is dissolved) and restart the STREAM™ system. C.3. Allow the system to run till it errors out, solid yellow light. C.4. Turn the system off and back on, repeating step C.3, 3-4 times to purge old brine.
 BLINKING YELLOW/ RED/YELLOW	D. Power supply is out of range 	D.1 Turn the STREAM™ system off. D.2. Disconnect the system from the power source, wall outlet, car battery, or solar inverter. D.3. Connect the STREAM™ system to a different, tested power source. D.4. Turn on the STREAM™ system.
 BLINKING RED	E. Brine tank is empty 	E.1. Verify the system did not run out of brine. E.2. Make new brine solution. E.3. Turn on the STREAM™ system.
	F. Brine salt concentration too high 	F.1. The brine solution could be too concentrated. Add water to the brine solution to reduce the salinity. F.2. Make sure the brine solution is mixed well (all salt is dissolved) and restart the STREAM™ system. F.3. Allow the system to run till it errors out, blinking red light. F.4. Turn the system off and back on, repeating step F.3, 3-4 times to purge old brine.
	G. Brine solution is too hot 	G.1. Verify that the brine solution is not too hot. Recommended brine temperature is 50-100°F (10-38°C). G.2. Make new brine solution using cool water. G.3. Turn on the system.

LED Color Indicator	Cause	Operator Mitigation Step
 BLINKING RED (CONTINUED)	H. Rupture disc is popped I. Clogged tubing or cell	H.1. Verify the rupture disc is intact. H.2. If punctured, replace the rupture disc. H.3. Clean the system with vinegar or muriatic acid, see section 7.1.6 in the manual. H.4. Turn on the STREAM™ system. I.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank. I.2. Check the plumbing fittings and tubing for clogs. I.3. Clean the system with vinegar or muriatic acid, see section 7.1.6 in the manual. I.4. Turn on the STREAM™ system.
 SOLID RED	J. Brine salt concentration too low  K. Brine tank is empty  L. Rupture disc is popped M. Clogged tubing or cell	J.1. Verify all the salt in the brine tank is dissolved. J.2. If all the salt is dissolved, add salt to the brine solution. J.3. Mix the brine solution to dissolve the salt. J.4. Turn on the STREAM™ system. K.1. Verify the system did not run out of brine. K.2. Make new brine solution. K.3. Turn on the system. L.1. Verify the rupture disc is intact. L.2. If punctured, replace the rupture disc. L.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual. L.4. Turn on the STREAM™ system. M.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank. M.2. Check the plumbing fittings and tubing for clogs. M.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual. M.4. Turn on the system.
 BLINKING RED/GREEN/RED	N. System is overheating  O. Brine tank is empty 	N.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank. N.2. Check the plumbing fittings and tubing for clogs. N.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual. N.4. Turn on the system. O.1. Verify the system did not run out of brine. O.2. Make new brine solution. O.3. Turn on the system.

LED Color Indicator	Cause	Operator Mitigation Step
PUMP NOT WORKING OR RUNNING SLOW	P. Clogged tubing, fittings or cell with scale build up	<p>P.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank.</p> <p>P.2. Check the plumbing fittings and tubing for clogs.</p> <p>P.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual.</p> <p>P.4. Turn on the STREAM™ system.</p>
	Q. Debris in the pump head	<p>Q.1. Remove the peristaltic tubing from the pump head, check for debris.</p> <p>Q.2. Force clean water through the peristaltic tubing.</p> <p>Q.3. Reinstall the peristaltic pump tubing in the pump head and re-position the blue cap.</p> <p>Q.4. Turn on the STREAM™ system.</p>
	R. Pump turns on but the gears don't spin; pump squeals	<p>R.1. Remove the peristaltic tubing from the pump head.</p> <p>R.2. Stretch the peristaltic tubing several times.</p> <p>R.3. With the peristaltic tubing out of the pump, turn on the STREAM™ system to see if the pump spins without the tubing. If the pump will not spin without the tubing in the pump, consult a technician.</p> <p>R.4. If the pump is working, re-install the peristaltic tubing in the pump, replacing the blue pump cap.</p> <p>R.5. Turn on the STREAM™ system.</p>
	S. Punctured rupture disc	<p>S.1. Verify the rupture disc is intact.</p> <p>S.2. If punctured, replace the rupture disc.</p> <p>S.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual.</p> <p>S.4. Turn on the STREAM™ system.</p>
MOISTURE IN THE STREAM CASE	T. Loose fittings, moisture in the case	<p>T.1. Identify the source of the leak.</p> <p>T.2. Turn off the system.</p> <p>T.3. Repair tubing or tighten fittings.</p> <p>T.4. Turn on the STREAM™ system.</p>
NO FLOW THROUGH THE CELL	U. Clogged tubing, fittings or cell with scale build up	<p>U.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank.</p> <p>U.2. Check the plumbing fittings and tubing for clogs.</p> <p>U.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual.</p> <p>U.4. Turn on the STREAM™ system.</p>
	V. Rupture disc is popped	<p>V.1. Verify the rupture disc is intact.</p> <p>V.2. If punctured, replace the rupture disc.</p> <p>V.3. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual.</p> <p>V.4. Turn on the STREAM™ system.</p>
	W. Disconnect between the brine filter and tubing or coupler	<p>W.1. Verify brine filter is securely attached to the brine inlet tubing at the stainless steel coupler.</p> <p>W.2. Tighten all the fittings.</p> <p>W.3. Verify the brine filter is submerged in the brine solution.</p> <p>W.4. Verify the brine filter is not clogged.</p>

LED Color Indicator	Cause	Operator Mitigation Step
<p>LOW CHLORINE PRODUCTION</p>	<p>X. Brine salt concentration too low</p> 	<p>X.1. Verify all the salt in the brine tank is dissolved. The desired brine concentration is 15 grams/L. X.2. If all the salt is dissolved, add salt to the brine solution. X.3. Mix the brine solution to dissolve the salt. X.4. Turn on the STREAM™ system.</p>
	<p>Y. Loss of power</p>	<p>Y.1. Verify the STREAM™ system didn't lose power. Y.2. Check the power supply. Is the power supply plugged in? Is there power at the wall? If connected to a battery, is the battery dead or low in power? Y.3. Disconnect from current power source and connect to a different wall outlet or alternative power source (i.e., car battery or solar panel inverter). Y.4. Turn on the STREAM™ system.</p>
	<p>Z. Calcium carbonate fouling</p>	<p>Z.1. A dirty cell can electrically short, causing damage to the electrodes and reducing production. Z.2. Verify that brine flows through the system, up into the pump, through the cell, and into the oxidant tank. Z.3. Check the plumbing fittings and tubing for clogs. Z.4. Remove carbonate scale build up out of the tubing and fittings. Z.5. Clean the system with vinegar or muriatic acid. See section 7.1.6 in the manual. Z.6. Turn on the STREAM™ system.</p>
	<p>AA. Cell life depleted</p>	<p>AA.1. Cell has reached end of life. AA.2. Check the cell amperage, which should be between 12 to 21 amps. AA.3. Check the flow rate out of the cell. Flow should be 4.2 to 5.4 ml/min. AA.4. Check the chlorine production. Refer to Appendix C Chlorine Testing in the manual. AA.5. Refer to section 7.2.3 in the Manual—Electrolytic Cell Replacement.</p>
<p>POWER SUPPLY NOT DELIVERING POWER</p>	<p>AB. Power supply is damaged</p>	<p>AB.1. Turn off the STREAM™ system. AB.2. Disconnect the system from the power source, wall outlet, car battery, or solar inverter. AB.3. Verify that the connector between the power supply pack and the control box is firmly in place. AB.4. Verify that the power supply pack is not visibly damaged. AB.5. Connect the STREAM™ system to a different, tested power source. AB.6. Turn on the STREAM™ system on. AB.7. If these steps don't correct the problem, the power supply pack may have been damaged due to a power surge.</p>
<p>NO FLOW THROUGH THE WHOLE SYSTEM</p>	<p>AC. Clogged tubing, fittings, or cell with scale buildup</p>	<p>AC.1. Verify brine flows through the system, up into the pump, through the cell, and into the oxidant tank. - If flow is uninterrupted (no clogs or leaks), clean the system with vinegar or muriatic acid for 3-5 cycles. See section 7.1.6 in the manual. If this corrects the problem, proceed to step AC.4. - If brine does not flow properly, proceed to step AC.2. AC.2. Identify location of calcium scale buildup (tubing, fittings, or cell). AC.3. As possible, manually remove scale buildup; this may require massaging the tubes or some disassembly (disconnecting tubes and fittings). Contact a technician if the cell requires disassembly. AC.4. Use one of the included water hardness test strips to measure the hardness of the water used to make the brine. Document the result. High measurements may indicate more frequent cleaning is necessary. AC.5. Turn on the STREAM™ system.</p>