PLATYPUS® QUICKDRAW™ WATER FILTER
TROUBLESHOOTING TIPS

The nature of hollow fiber filters means some additional care is required to keep them running at optimal performance levels. If you are experiencing issues with your QuickDraw's flow rate or integrity check, check out the troubleshooting tips below.

Q: Why am I experiencing a low flow rate?

A low flow rate has two potential causes: trapped air or clogged particulates. If your filter is new or has been sitting in storage for some time and dried out, you likely need to rewet the fibers. Air and water cannot occupy the same space, and trapped air will slow flow rates. See the next question for more details. If you have been actively using your filter, then clogged particulates are the likely culprit. Please refer to your QuickDraw instruction manual for backflush instructions. Make sure to sanitize your filter before storage. If you do not, mold can grow inside and clog the filter. Unfortunately, there is no way to restore a moldy filter, so sanitizing is critical. Refer to the instruction manual to learn how to sanitize your QuickDraw.

Q: I just got my QuickDraw out of storage and am experiencing low flow; how do I fix it?

Air is one of the primary causes of a clogged filter or slow filtration rates. If your filter is brand new or has been sitting dry in storage, you need to wet out the hollow fibers. This is the process of purging air from the filter and replacing it with water by simply running water through the filter. The amount of water that it takes to properly wet out the filter is typically 1L, though up to 5L may be needed. If you continue to have issues with low filter flow and/or air purging after this process, try wetting out the filter by backflushing. Please refer to your QuickDraw instruction manual on how to backflush your filter.

Q: My brand-new QuickDraw filter is emitting bubbles/seems to be failing the integrity check. Why?

When **undamaged** and **fully wetted out**, the hollow fibers will not let air pass through from the Dirty side to the Clean side. A steady stream of bubbles from one or several specific spots on the Clean side means air is passing through and indicates a broken fiber(s). A brand-new filter that has not been wetted out or a filter that completely dried out in storage is still full of air that must be purged before an integrity check can perform properly. **Do not confuse the bubbles produced by purging air already inside the filter with a 'steady stream of bubbles' created by damaged fibers.** This is why it is essential to fully wet out your new filter before performing an integrity check.

An air purge can appear as a large mass of smaller, foamy bubbles, similar to a jacuzzi or rapidly boiling water (see image A), versus the localized steady stream of distinct bubbles from one or several specific spots on the filter that indicates damage (see image B). If you see foamy bubbles, rewet the filter again by passing at least 1-5 liters of water through the filter, then repeat the integrity check. If you're still getting foamy bubbles, try more thoroughly rewetting by backflushing the filter. Refer to your QuickDraw instruction manual on how to do this.



IMAGE A (AIR PURGE)



IMAGE B (BROKEN FIBER)

Reminder: The integrity check is an attempt to force air through the hollow fibers from the Dirty side to the Clean side to check for damage. Every QuickDraw filter is tested before getting approved for sale—thus, a brand-new filter does not require an integrity test. An integrity test is designed for filters that have been fully wetted out and have experienced a potentially damaging incident, like freezing or getting dropped from a significant height.