

# STATFlow FAQ

## 1 PRE-INSTALLATION

### 1.1 *My sink/drain point is on the other side of my STATIM*

- Unfortunately, STATFlow is not compatible with your sterilization area

### 1.2 *I don't want to drill a hole in my countertop/sink*

- Unfortunately, the air gap is necessary to comply with plumbing codes

### 1.3 *Can I install more than one STATIM to the STATFlow?*

- No, STATFlow can only work with one STATIM

### 1.4 *Can I use STATFlow with my STATIM 7000?*

- No, the STATIM 7000 has a direct-to-drain system already (PN 01-110300S)

### 1.5 *Can I use STATFlow with competitor sterilizers?*

- This is not recommended. STATFlow fits a ¼" outer diameter tubing. This system has only been tested with the STATIM 2000 and 5000. There is no validation data with any other products. Usage with any other sterilizer is at the owners' risk.

### 1.6 *What is the water consumption?*

- STATFlow uses about 2.5 L (0.7 gallon) of water per cycle – this is less than one flush of the toilet.

## 2 INSTALLATION

### 2.1 *The tubing provided with the kit is not long enough*

- Spare part numbers for extra long tubing:  
01-113208S: Tubing, Extra Long 3/8" clear (GRN)  
  
01-113209S: Tubing, Extra Long 1/4" polyurethane (RED)  
  
01-113210S: Tubing, Extra Long 1/4" LLDPE (BLU)  
  
01-113211S: Tubing, Extra Long 1/4" Teflon (YEL)

### 2.2 *The system is not draining*

- Check the water supply valve and ensure it is turned ON
- Check for blockages in the tubing
- Check the water level in the tank and ensure the water is filled to the top

### 2.3 *Water is coming out of the air gap during priming*

- Check the tubing on the thermal valve:
  - City source connected to the top barb
  - Air gap/flow rate regulator connected to the side barb

## **2.4 *The tank doesn't fit under the sink cabinet***

- Tank can be put in adjacent cabinet if necessary - as long as hole entering the plumbing cabinet is above the drain point

## **2.5 *I have a washer and my drain already has a Tee***

- There are standard Y-tee's which are available at local plumbing stores - STATFlow adapter will fit into any tee that accepts a 1.5" compression fit insert

## **2.6 *Water is dripping from the connections***

- Ensure that all tubing cut edges are flush and not angled
  - Ensure all tubing has been fully pushed into its respective ports
- NOTE: entry into the flow rate regulator may need additional effort to be fully pushed in

## **2.7 *Can I drill the hole for the air gap beside the lip of the sink?***

- This is not recommended. If the system is not functioning properly, water will come out of the air gap. If left unattended, it will spread over the counter and onto the floor, causing a safety hazard. Installing the air gap beside the lip of the sink is at the owners' risk.

## **2.8 *How high do I need to raise the tank?***

- The top of the tank needs to be higher than the drain point but below the lowest point of the air gap. The actual height will be site dependent. Typically, using 2 x Optim Wipes tubs adjacent to each other is sufficient.

# **3 USAGE**

## **3.1 *Water is coming out of the Air Gap / My counter is covered in water***

- Is the sink plugged?
  - Plugging the sink prevents the sterilization waste from exhausting and will cause back pressure in the tank – the system needs to be open to atmosphere
- Is the top of the tank above the drain point?
  - The top of the tank must be above the drain point but below the lowest point of the air gap for proper function

## **3.2 *I am getting Cycle Fault 10 or 11***

- Check all the tubing for kinks, bends or obstructions
- Is the exhaust tubing behind the STATIM melted?
  - If so, order PN 01-100204S and replace tubing from STATIM to tank
- Is the piston in contact with the poppet?
  - If yes,
    - Check for kinked tubes along STATIM exhaust line
    - Check the water assembly valve and ensure the blue switch is in line with the tube
    - Check the flow rate regulator and make sure the arrow is point towards the air gap
  - If no,
    - Call your dealer technician to replace thermal motor (P/N 01-113189S)

### **3.3 *The water tank is inflated***

- Raise the tank above the drain point but below the lowest point of the air gap

### **3.4 *It makes a gurgling noise***

- As the condensed steam is vented into the drain, there will be an audible venting noise

### **3.5 *Is there any maintenance?***

- Every 6 months, SciCan recommends that you visually inspect all the tubing and connections to ensure there are no deposits or leaks.

### **3.6 *My cycle time is longer***

- The addition of STATFlow adds about 5 minutes to the drying time

### **3.7 *I just started my STATIM but the thermal sensor has not activated***

- The thermal sensor only begins to activate when the water temperature inside the tank reaches 27°C (80°F). The first few cycles does not raise the temperature above this point.