

TROUBLE SHOOTING TAPS – COMMON ISSUES:

Issue - No Water Out or Water Running On

- CHECK WATER SUPPLY;
- UNPLUG ALL CABLES, INCLUDING THE PLUG BETWEEN THE BATTERY BOX AND THE SOLENOID, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- CHECK BATTERIES ARE INSTALLED CORRECTLY, REINSTALL AND CHECK CONNECTIONS;
- CONSIDER REPLACING BATTERIES (EVEN WHEN TAP IS MAINS POWERED) AS THIS WILL HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET;
- IF RED LIGHT IS INDICATING WHEN HANDS ARE IN THE ACTIVATION ZONE AND YOU CAN HEAR THE SOLENOID CLICKING BUT NO WATER IS COMING OUT – VALVE IS BLOCKED OR OBSTRUCTED;
- CLEAN VALVE AND RE-TEST.

NOTE: If red light is on or flashing, this indicates that unit is functioning correctly, although there may not be sufficient power to activate the solenoid. A flashing red light indicates that batteries are low and need replacing.

Issue – Erratic Activation

Can happen on install until sensor has adjusted to the environment but can reoccur when power supply has been interrupted.

- UNPLUG TAP FROM POWER, DISCONNECT FROM TAP END TO INCLUDE BATTERY BOX AND LEAVE FOR 5 MINUTES;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- RECONNECT ALL PLUGS CAREFULLY TO RESTORE POWER AND RE-TEST;

NOTE: Erratic activation can also be a sign of water ingress causing damage to the sensor. If problem persists, the sensor may need replacing.

Issue – Self-Activation

All infra-red technology can be affected by strong or directional light, reflective surfaces or high-vis clothing. This is due to environmental factors and is not a product fault. Ensure users are not wearing high-vis clothing and consider making changes to the lighting and/or fittings used in the bathroom to rectify this issue.

Advanced Troubleshooting:

If you have other taps in your bathroom/setting, it is very easy to identify which component is causing the issue. Simply disconnect tap from the control box and connect to another working control box, allowing it time to re-set. If the tap works correctly then the original control box may need replacing. If the tap still does not work, then the sensor may need replacing.

For further information and advice - contact us on:
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