

ET2-GLD20.4 TROUBLESHOOTING – 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 – Intermittent Self-Activation - Likely to be a reflective light issue – usually resolved by carrying out the reset function but patience is required, the nature of electronics means that you may have to do this a couple of times:

- ENSURE THAT THE TAP HAS BEEN INSTALLED AT A MINIMUM DISTANCE OF 250MM FROM THE BOTTOM OF THE BASIN;
- LOCATE THE RED/BLACK RESET BUTTON ON THE CONTROL BOX, PUSH AND HOLD FOR 3 SECONDS ENSURING THAT NOTHING IS UNDERNEATH THE SENSOR. N.B. SENSOR FIELD MUST BE KEPT CLEAR FOR A FULL 60 SECONDS. ONCE THE 60 SECONDS IS UP, TEST TO SEE IF TAP IS WORKING.

If not working after second attempt, you may need to perform Reset 2 –

- LOCATE THE RED/BLACK RESET BUTTON ON THE CONTROL BOX, PUSH AND HOLD FOR 3 SECONDS BUT AT THE SAME TIME – HOLD YOUR HAND UNDER THE SENSOR AT THE HEIGHT YOU WANT THE SENSOR TO DETECT AND ACTIVATE. N.B. YOU MUST HOLD YOUR HAND IN PLACE FOR A FULL 60 SECONDS TO GIVE THE ELECTRONICS A CHANCE TO ADJUST TO THE NEW SETTING. YOU MAY HAVE TO PERFORM THIS RESET A COUPLE OF TIMES UNTIL IT IS WORKING CORRECTLY AT THE HEIGHT YOU REQUIRE.

NOTE: The Reset 2 procedure alters the pre-set sensor distance. If it does not solve your reflectivity issue, you may need to alter the position of the tap in relation to the basin or consider an alternative model. Reflective light can and will activate sensor taps, it is not a product fault.

For further information and advice - contact us on:
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