

ET2-KM KITCHEN MIXER TROUBLESHOOTING

Problems on Installation/Shortly After Installation

- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY;
- CHECK BATTERIES ARE INSTALLED CORRECTLY, REINSTALL AND CHECK CONNECTIONS;
- CHECK WATER SUPPLY;
- CONFIRM THAT THE FILTERS HAVE BEEN INSTALLED;
- IN ORDER FOR THE SENSOR TO ACTIVATE, THE USER MUST HOLD THEIR HAND 1-2MM ABOVE THE SENSOR FOR 1-3 SECONDS RATHER THAN SWIPE ON/OFF ACTIVATION (SENSOR WILL NOT ACTIVATE IF YOU MOVE YOUR HAND TOO QUICKLY.);
- IF TAP IS DRIPPING OR IF THERE IS NO WATER WHEN SENSOR ACTIVATION IS SELECTED – DISCONNECT ALL POWER AND WATER, CLEAN FILTERS AND SOLENOID VALVE AND RE-TEST.

NOTE: If problem persists after valve and filters have been cleaned. this indicates that fine debris or impurities in your water supply and/or inadequate flushing prior to install have caused damage to the control box* and it needs replacing.

OTHER ISSUES:

No Water Out When Sensor Activation is Selected 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);
- CHECK BATTERIES ARE INSTALLED CORRECTLY, CONSIDER REPLACING BATTERIES (EVEN IF TAP IS MAINS POWERED) AS THIS WILL HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET. CHECK CONNECTIONS FOR SIGN OF DAMAGE;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- RECONNECT CABLES AND CONNECTIONS CAREFULLY AND RE-TEST;
- 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: A Red light will be visible on the control box and/or sensor window when sensor is being activated. The light on the sensor itself may flash to indicated low power if operated by battery only.

Water Flow is Lower than Expected

This 5-Star WELS rated tap contains flow restrictors and operates at 6L per minute at 350kPa. This may mean that the water flow is much less than you are used to and that it takes longer to fill the sink than a normal tap. **NB.** Removal of the flow restrictors will mean that your tap will no longer be 5-Star WELS rated.

- CHECK YOUR WATER PRESSURE - IF TOO LOW, INCREASING YOUR WATER PRESSURE (TO A MAXIMUM OF 500kPA) MAY HELP;
- CHECK AND CLEAN FILTERS AND SOLENOID AND RETEST.

Tap is Self-Activating (Tap is turning on when no-one is near it)

All infra-red technology can be affected by strong or directional light/sunlight or reflective surfaces. This is due to environmental factors and is not a product fault.

Kitchens often have many strong light sources, windows, sunlight, downlights etc. As infrared sensors work when the beam from the sensor is broken or obstructed, the sensor must constantly adjust to the environment to determine when they are being used.

As a result, your tap may occasionally self-activate, but strong light can also affect sensing. The sensor can become confused if it does not immediately sense either an 'on' or most commonly an 'off'. If this happens, remove hand and reposition over sensor for 1-2 seconds until tap is activated.

In extreme circumstances, you may need to consider making changes to the lighting, adding a blind to a window or altering the fittings used in the kitchen to rectify this issue.

Product Warranty

Your product has a 12-month parts only warranty.* In the unlikely event of component failure and once fault is confirmed, Enviro-Tech will send the replacement part. Please note that replacing a part will rectify any genuine product fault. If the replacement part does not fix the issue - you will need to re-check the installation and consider what external factors are causing the problem.

*Damage to control box/solenoid caused by debris due to inadequately flushed lines or excessive water pressure, is not covered by the product warranty. Damage to components caused by incorrect connections is also not covered by the warranty. For full warranty conditions, see the Warranty page of our websites.

For further information and advice - contact us on:

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