

ET2-OL20 WALL MOUNTED SENSOR TAP TROUBLESHOOTING

Initial Checks:

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

Issue – Erratic or Intermittent Self-Activation:

If the tap has just been installed – give it a few moments as the sensor needs time to adjust to the environment. The sensor usually adjusts itself, but reflective light can interfere with this process and cause it to self-activate. As this tap has a downward facing sensor, it is more susceptible to reflective light than other models so may require manual adjustment.

NOTE:

- IF USERS ARE HAVING TROUBLE WITH ACTIVATION – NOTE THAT THE SENSOR ACTUALLY SITS BACK FROM THE TIP OF THE SPOUT AND HANDS NEED TO BE POSITIONED CORRECTLY IN ORDER TO OPERATE;
- ENSURE THAT THE TAP HAS BEEN INSTALLED AT A MINIMUM DISTANCE OF 250MM FROM THE BOTTOM OF THE BASIN;
- SENSORS CAN BE ADJUSTED AS LONG AS SENSOR HEIGHT IS BETWEEN 160-250 MM FROM THE BOTTOM OF THE BASIN, ADJUSTMENT SHOULD STOP SELF-ACTIVATION. (SEE OVER PAGE);
- NO ADJUSTMENT CAN BE MADE TO STOP SELF-ACTIVATION IF INSTALLED AT A HEIGHT LESS THAN 160MM.

Issue – Dripping Tap:

Caused by debris in the water supply. *Components of sensor taps are particularly susceptible to debris, so supply lines must be flushed more thoroughly prior to installation than for a standard tap. This is particularly important in a new build or where supply lines have been cut into for other plumbing fixtures after the tap has been installed. If your tap is dripping, clean out solenoid valve filter and reset the tap. If the continues to drip, we recommend that you

activate your tap regularly over a period of a few days to allow time for the debris to clear. If dripping persists, it may be necessary to replace the control box.

Sensor Adjustment:

- REMEMBER YOU ARE DEALING WITH DELICATE ELECTRONICS AND CARE SHOULD BE TAKEN TO ENSURE THEY ARE NOT DAMAGED.
- TO ACCESS/ADJUST THE SENSOR, YOU WILL NEED: A SMALL HEX/ALLEN KEY, A PAIR OF LONG NOSE PLIERS AND A SMALL CROSS HEAD SCREWDRIVER.
- DISCONNECT TAP FROM POWER SUPPLY.
- GENTLY LOOSEN/REMOVE THE GRUB SCREW LOCATED ON THE UNDERSIDE OF THE TAP, BE CAREFUL NOT TO LOSE THE GRUB SCREW. TAP END WILL NOW UNSCREW FROM THE BASE AND ALLOW ACCESS TO THE SENSOR.
- USING THE LONG NOSE PLIERS, CAREFULLY REMOVE FOAM PACKING BLOCK AND THEN THE SENSOR.
- FOLLOWING THE DIAGRAM INSTRUCTIONS, ADJUST SENSOR AS APPROPRIATE USING THE SCREWDRIVER.

Distance adjustment

ET2-OL20 sensor set at 250mm.

Clockwise to reduce the distance to Min 160mm

(clockwise till end =160mm)

Anticlockwise to increase the distance to Max 500mm

(anticlockwise till end =500mm)



IMPORTANT: Adjustments should only be made using a small cross headed screwdriver and gentle ¼ turns. Excessive force will cause the sensor grub screw to snap and is not covered by your product warranty.

- USING THE PLIERS, CAREFULLY RETURN THE SENSOR AND FOAM BLOCK TO POSITION AND REATTACH TAP END TO THE BASE. HAND TIGHTEN ONLY AND MAKE SURE YOU REPLACE THE GRUB SCREW, DO NOT OVERTIGHTEN.
- RECONNECT POWER AND RETEST (ALLOWING TIME FOR SENSOR TO ADJUST TO NEW SETTING). IT MAY BE NECESSARY TO REPEAT PROCESS UNTIL TAP ACTIVATES AS REQUIRED.
- TO SEE HOW IT IS DONE – WATCH OUR YOUTUBE VIDEO
<https://www.youtube.com/watch?v=Wf5yycSR6PU>

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. Swapping out transformers and the battery boxes (housed within the control box) is also recommended.

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 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:

AUSTRALIA - 1300 530 883 or e-mail info@enviro-tech.com.au

NEW ZEALAND - 0800 2 368476 or e-mail info@enviro-tech.co.nz