

## **ET2-56 TROUBLE SHOOTING – 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 – Water Too Cold**

Tap has built in scald protection and automatically feeds 5% cold water into the hot feed. If your hot water has already been tempered, the water at the spout will be cooler than your tempered supply. You may need to adjust the temperature of your tempered feed to achieve the desired water temperature.

### **Issue – Erratic Activation**

Can happen on install until sensor has adjusted to the environment but can reoccur when power supply has been interrupted. If sensor does not adjust automatically, sensor can be reset manually:

- UNPLUG TAP FROM POWER, DISCONNECT FROM TAP END TO INCLUDE BATTERY BOX AND LEAVE FOR 2-3 MINUTES;
- RECONNECT ALL PLUGS CAREFULLY TO RESTORE POWER;
- SENSOR LIGHT WILL FLASH;
- HOLD YOUR HAND 150MM FROM THE SENSOR WINDOW FOR A FULL 60 SECONDS TO ALLOW SENSOR TO RESET ITSELF, SENSOR LIGHT WILL STOP FLASHING;
- TAP SHOULD NOW ACTIVATE CORRECTLY.

For further information and advice - contact us on:  
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