

ET2-KM KITCHEN MIXER TROUBLESHOOTING

Issue – 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. This is not covered by your product warranty. The control box will need replacing, call us on the number below.

Issue - No Water Out When Sensor Activation is Selected or Water Running On

- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY;
- CHECK SENSOR IS CLEAN AND UNOBSTRUCTED;
- CHECK WATER SUPPLY;
- 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 (YOU MAY HEAR THE SOLENOID CLICKING) BUT NO WATER IS COMING OUT – VALVE OR FILTERS ARE BLOCKED OR OBSTRUCTED;
- CLEAN VALVE/FILTERS 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.

Issue – 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.

Issue – Self-Activation

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 in particular 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.

For further information and advice - contact us on:
0800 2 368476 or e-mail info@enviro-tech.co.nz