

ET2-OL20 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 – Self-Activating:

This model has a downward facing sensor and is more susceptible to reflective light than other models. It has to detect the bottom of the basin and adjusts the detection length of the sensor for best fit, reflective light can interfere with this process and cause it to self-activate.

- 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.
- NO ADJUSTMENT CAN BE MADE TO STOP SELF-ACTIVATION IF INSTALLED AT LESS THAN 160MM.

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>

For further information and advice - contact us on:
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