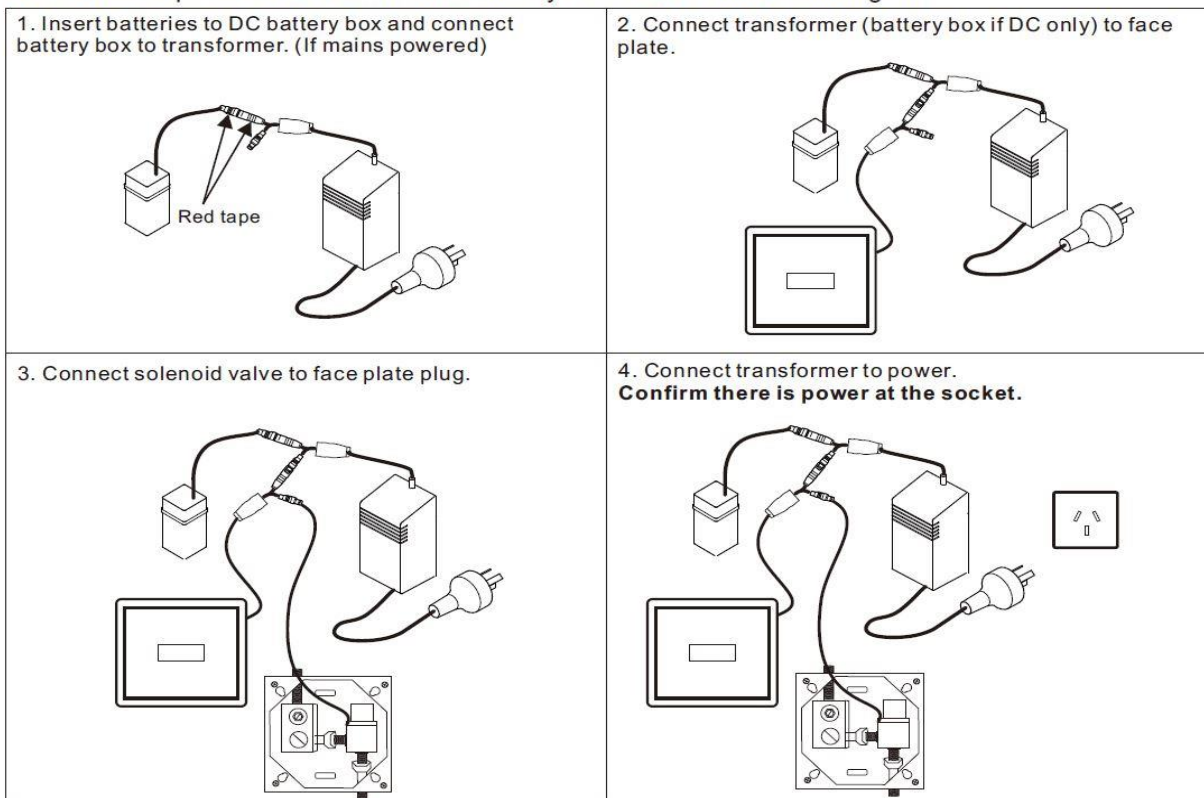


## ET3-12 URINAL FLUSH VALVE TROUBLE SHOOTING – COMMON ISSUES:

### Issue - No Water Out or Water Running On

- CHECK WATER SUPPLY;
- CHECK POWER SUPPLY – WATER CONSTANTLY RUNNING ON MEANS NOT ENOUGH POWER TO SOLENOID, EITHER POWER SUPPLY ISSUE OR INCORRECT CONNECTIONS. (SEE DIAGRAM BELOW)
- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY – IF MAINS POWERED: RECONNECT BATTERY BOX TO TRANSFORMER BEFORE SENSOR CABLE (SEE DIAGRAM BELOW);
- CHECK BATTERIES ARE INSTALLED CORRECTLY AND REPLACE WITH NEW ONES (EVEN WHEN MAINS POWERED) AS THIS WILL HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- IF RED LIGHT IS INDICATING AND YOU CAN HEAR THE SOLENOID CLICKING BUT NO WATER IS COMING OUT – VALVE IS BLOCKED OR OBSTRUCTED;
- CLEAN VALVE AND RE-TEST.

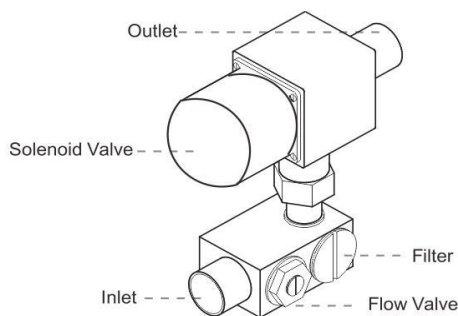
**WARNING:** If parts are connected incorrectly electronics can be damaged!



**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.

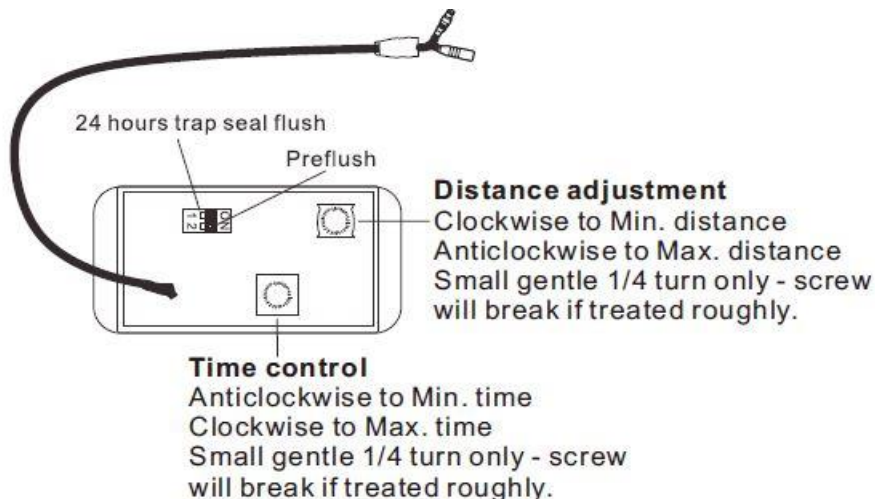
### Issue – Not Enough or Too Much Water Flow

- CHECK AND ADJUST YOUR WATER PRESSURE AS APPROPRIATE – RECOMMENDED MINIMUM PRESSURE IS 350KPA;
- THE FILTER/SOLENOID MAY BE BLOCKED, CLEAN AND RE-TEST;
- FLOW VALVE MAY REQUIRE ADJUSTMENT – FLOW CAN BE ADJUSTED WITH FLOW VALVE SCREW ON SOLENOID VALVE, NEXT TO THE INLET – SEE DIAGRAM:



### Issue – Flush Time/Sensing Distance Not Adequate

- FLUSH VALVE SETTINGS MAY REQUIRE SET-UP/ADJUSTMENT (SEE DIAGRAM BELOW) **IMPORTANT - CARE NEEDED – ADJUSTMENT SCREW CAN BREAK IF MISTREATED**



### Issue – Self-Activation

All infra-red technology can be affected by strong or directional light, reflective surfaces or high-vis clothing. This is due to environmental factors and is not a product fault. Ensure users are not wearing high-vis clothing and consider making changes to the lighting and/or fittings used in the bathroom to rectify this issue.

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