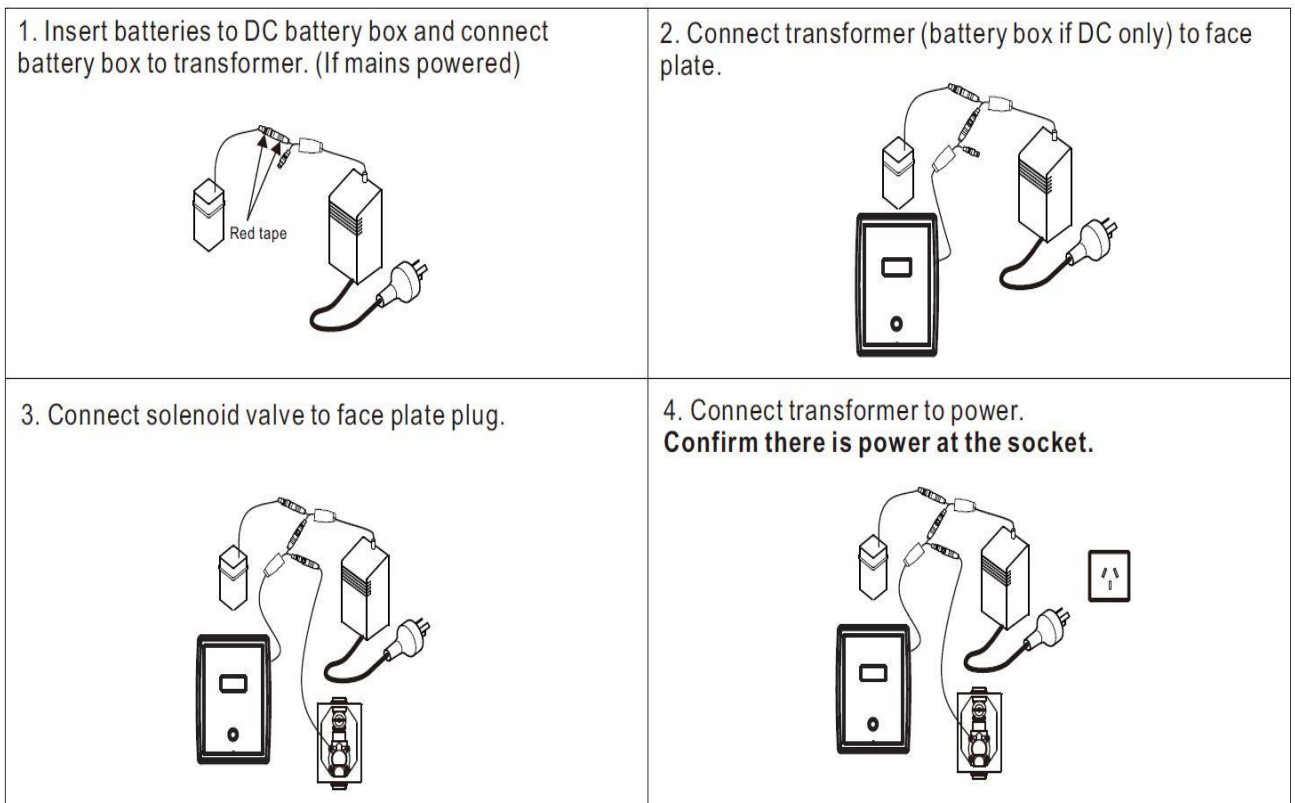


## ET4-7 TOILET FLUSH VALVE TROUBLESHOOTING – COMMON ISSUES:

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

- CHECK WATER SUPPLY;
- CHECK POWER SUPPLY – WATER CONSTANTLY RUNNING ON\* USUALLY 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.

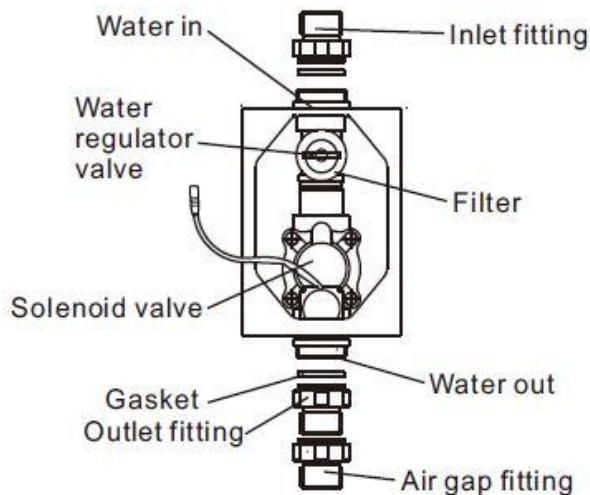


**NOTE:** If red light is on or flashing, this indicates that unit is functioning correctly, although there may not be sufficient power to activate the solenoid. A flashing red light indicates that batteries are low and need replacing.

\*Water run on can also be caused by damage to the diaphragm– See ‘Advanced Water Run on’ Section on Page 3.

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

- CHECK AND ADJUST YOUR WATER PRESSURE AS APPROPRIATE – RECOMMENDED OPTIMUM DYNAMIC FLUSHING PRESSURE IS 350kPA – 400kPA;
- THE FILTER/SOLENOID MAY BE BLOCKED, CLEAN AND RE-TEST;
- FLOW VALVE MAY REQUIRE ADJUSTMENT – FLOW CAN BE ADJUSTED WITH REGULATOR VALVE SCREW ABOVE THE SOLENOID VALVE – (SEE DIAGRAM BELOW):

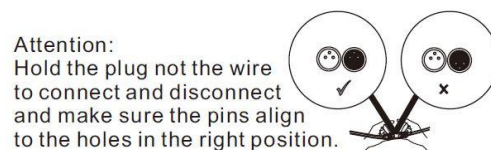
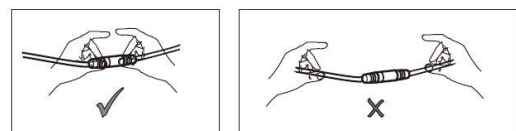
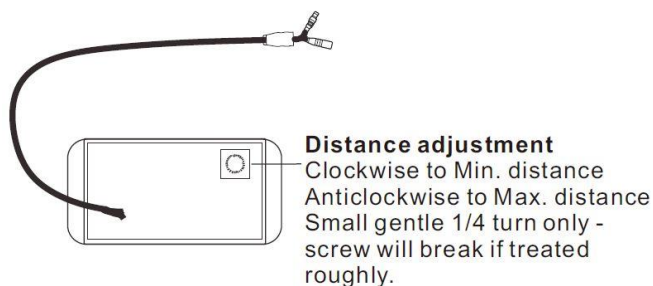


### Issue – Early Activation when Toilet is in Use

- PRODUCT IS DESIGNED TO INITIALISE AND ACTIVATE FLUSH CYCLE DEPENDING ON LENGTH OF TIME USER IS PRESENT IN ACTIVATION ZONE AND HAS A CONFIRMATION TIME OF 5 SECONDS. IF USER MOVES OUT OF THE SENSOR ZONE WHILST USING TOILET, THE FLUSH CYCLE WILL ACTIVATE;
- FOR USER COMFORT – THE MANUAL OVERRIDE BUTTON CAN BE PRESSED TO ALLOW FLUSHING ON DEMAND.

### Issue – Sensing Distance Not Adequate

- DETECTION ZONE IS PRE-SET AT 750-800MM. IF THIS IS NOT ADEQUATE, THE FLUSH VALVE SETTINGS MAY REQUIRE SET-UP/ADJUSTMENT (SEE DIAGRAM BELOW). **IMPORTANT - CARE NEEDED AS ADJUSTMENT SCREW CAN BREAK IF MISTREATED.**



### **Issue – Advanced Water Run On**

If water run on persists after completing the basic troubleshooting on Page 1, it is likely that there is damage to the internal components of the flush valve. A dynamic flushing water pressure of 350-400kPa is required for effective flush. But where the valve has been exposed to water pressure in excess of that recommended, the diaphragm can be damaged and is not covered by the product warranty. Replacement diaphragms can be purchased on request, see Contact Information below.

### **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)