

TROUBLESHOOTING SENSOR TAPS – COMMON ISSUES FOR MOST MODELS:

Initial Checks:

- 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);
- CHECK BATTERIES ARE INSTALLED CORRECTLY, CONSIDER REPLACING BATTERIES (EVEN IF TAP IS MAINS POWERED) AS THIS WILL HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET. CHECK CONNECTIONS FOR SIGN OF DAMAGE;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- RECONNECT CABLES AND CONNECTIONS CAREFULLY AND RE-TEST;
- 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 enough power to activate the solenoid. A flashing red light indicates that batteries are low and need replacing.

Issue – Erratic Activation:

Can happen on install until sensor has adjusted to the environment but can reoccur when power supply has been interrupted.

- UNPLUG TAP FROM POWER, DISCONNECT FROM TAP END TO INCLUDE BATTERY BOX AND LEAVE FOR 5 MINUTES;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- RECONNECT ALL PLUGS CAREFULLY TO RESTORE POWER AND RE-TEST;

NOTE: Erratic activation can also be a sign of water ingress causing damage to the sensor. If problem persists, the sensor may need replacing.

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.

Issue – Dripping Tap:

Caused by debris in the water supply. *Components of sensor taps are particularly susceptible to debris, so supply lines must be flushed more thoroughly prior to installation than for a standard tap. This is particularly important in a new build or where supply lines have been cut into for other plumbing fixtures after the tap has been installed. If your tap is dripping, clean out solenoid valve filter and reset the tap. If the continues to drip, we recommend that you

activate your tap regularly over a period of a few days to allow time for the debris to clear. If dripping persists, it may be necessary to replace the control box.

Advanced Troubleshooting:

If you have other taps in your bathroom/setting, it is very easy to identify which component is causing the issue. Simply disconnect tap from the control box and connect to another working control box, allowing it time to re-set. If the tap works correctly then the original control box may need replacing. If the tap still does not work, then the sensor may need replacing. Transformers can also be swapped for testing.

Product Warranty

Your product has a 12-month parts only warranty.* In the unlikely event of component failure and once fault is confirmed, Enviro-Tech will send the replacement part. Please note that replacing a part will rectify any genuine product fault. If the replacement part does not fix the issue - you will need to re-check the installation and consider what external factors are causing the problem.

*Damage to solenoid caused by debris due to inadequately flushed lines or excessive water pressure, is not covered by the product warranty. Damage to components caused by incorrect connections is also not covered by the warranty. For full warranty conditions, see the Warranty page of our websites.

For further information and advice - contact us on:

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