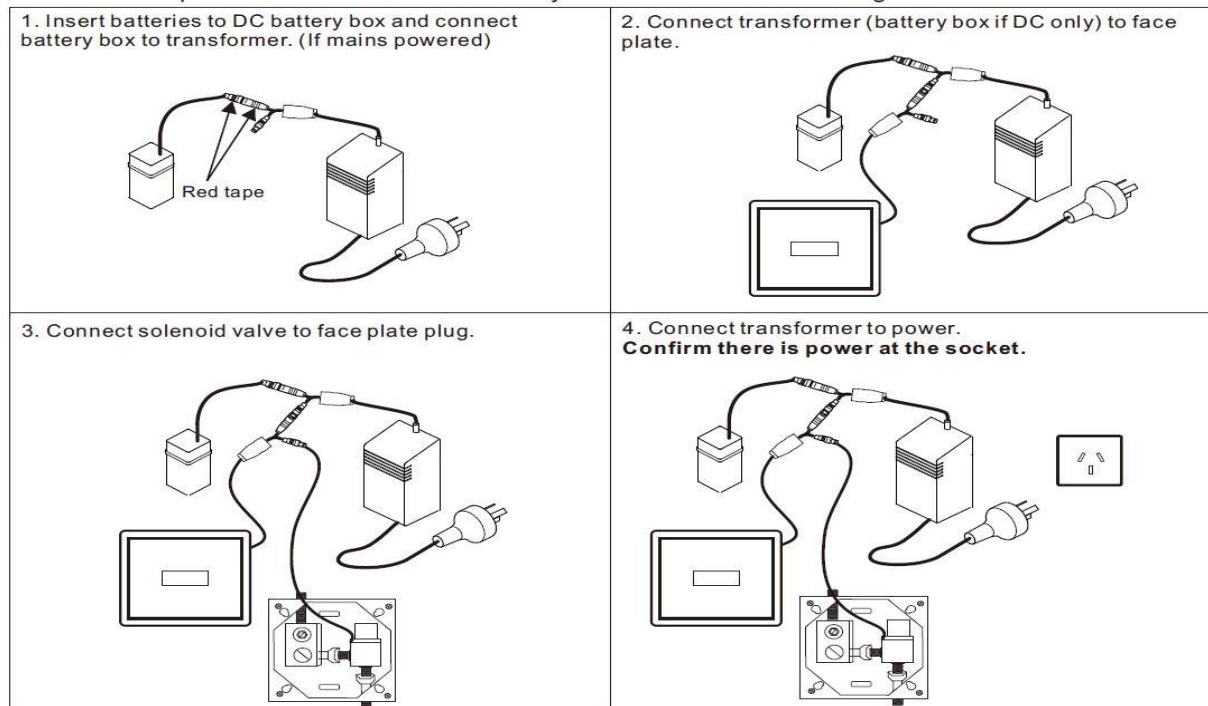


ET2-20.5 WALL MOUNTED SPOUT WITH SENSOR PLATE TROUBLESHOOTING

Initial Checks:

- CHECK WATER SUPPLY;
- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY AND CORRECTLY – IF MAINS POWERED: RECONNECT BATTERY BOX TO TRANSFORMER BEFORE SENSOR CABLE (SEE DIAGRAM BELOW).
WARNING– ELECTRONICS WILL BE DAMAGED IF CONNECTED INCORRECTLY*;
- ENSURE SCREWED COLLAR CONNECTIONS ARE TIGHT (DO NOT OVERTIGHTEN);
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- IF TAP HAS BEEN OPERATING CORRECTLY FOR SOME TIME AND HAS SUDDENLY STOPPED OR WATER IS CONSTANTLY RUNNING ON – LIKELY CAUSE IS NO POWER. TO CONFIRM - CHANGE BATTERIES, UNIT SHOULD ACTIVATE. THIS WILL ALSO HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET (IF MAINS POWERED);
- IF TAP STILL DOES NOT ACTIVATE – CLEAN SOLENOID VALVE AND INLET FILTER. (FINE PARTICLE DEBRIS/BUILD UP CAN PREVENT SOLENOID FROM OPENING AND CLOSING CORRECTLY);
- IF NEW INSTALLATION – CHECK THAT TAP HAS BEEN INSTALLED CORRECTLY, IN ACCORDANCE WITH THE INSTALLATION MANUAL. IF NO LIGHTS ON SENSOR – RECHECK ALL CONNECTIONS AND ENSURE BATTERIES HAVE BEEN INSTALLED CORRECTLY.
- IF RED LIGHT IS INDICATING AND YOU CAN HEAR THE SOLENOID CLICKING, BUT NO WATER IS COMING OUT – CHECK WATER SUPPLY IS CORRECT AND WATER IS TURNED ON;

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 enough power to activate the solenoid. A flashing red light indicates that

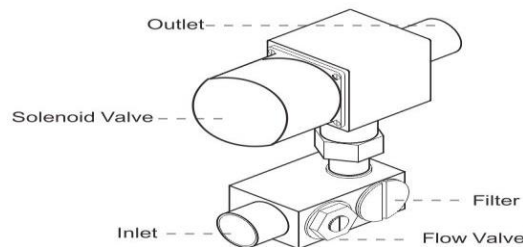
EITHER: batteries are low and need replacing OR connections are incorrect, recheck and retest.

WARNING – Electronics will be damaged if connected incorrectly. DO NOT leave incorrectly connected for any length of time under ANY circumstances. *

OTHER ISSUES:

Issue – Not Enough or Too Much Water Flow

- CHECK AND ADJUST YOUR WATER PRESSURE AS APPROPRIATE – MAXIMUM OF 500kPA;
- 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 – Run Time/Sensing Distance Not Adequate

- SENSOR DISTANCE MAY REQUIRE SET-UP/ADJUSTMENT (SEE INSTRUCTIONS AND DIAGRAMS BELOW).

Sensor Adjustment:

- REMEMBER YOU ARE DEALING WITH DELICATE ELECTRONICS AND CARE SHOULD BE TAKEN TO ENSURE THEY ARE NOT DAMAGED. **IMPORTANT - CARE NEEDED – ADJUSTMENT SCREW CAN BREAK IF MISTREATED;**
- TO ACCESS/ADJUST THE SENSOR – REMOVE THE STAINLESS-STEEL FACEPLATE AND CAREFULLY DISCONNECT THE SENSOR PLUGS FROM THE SOLENOID AND THE POWER SUPPLY;
- REMOVE THE METAL PLATE COVERING THE SENSOR;
- FOLLOWING THE DIAGRAM INSTRUCTIONS BELOW, ADJUST SENSOR AS APPROPRIATE USING A SMALL CROSS HEAD SCREWDRIVER AND GENTLE ¼ TURNS;



- CAREFULLY REASSEMBLE AND RE-TEST. REPEAT STEPS AS NECESSARY.

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.

ADVANCED TROUBLESHOOTING

If you believe that you have a faulty part and you have more than one tap and sensor plate on site, it is easy to confirm component fault by swapping out parts with a second unit that you know to be working. Start with the battery box, if the same issue occurs with the replacement battery box (ensure you are using fresh batteries) – look again at your installation to confirm it is correct. Other parts can also be swapped out to confirm exactly which component is causing the issue.

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 for fitting by your installer/plumber. 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:

AUSTRALIA – enviro-tech.com.au call: 1300 530 883 or e-mail info@enviro-tech.com.au

NEW ZEALAND – enviro-tech.co.nz call: 0800 2 368476 or e-mail info@enviro-tech.co.nz