

ET2-56 BASIN MOUNTED MIXER SENSOR TAP TROUBLESHOOTING:

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 the 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 – Water Too Cold:

Tap has built in scald protection and automatically feeds 5% cold water into the hot feed. If your hot water has already been tempered, the water at the spout will be cooler than your tempered supply. You may need to adjust the temperature of your tempered feed to achieve the desired water temperature.

Issue – Dripping Tap:

Caused by debris in 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 lines have been cut into for other plumbing fixtures after the tap has been installed. If your tap is dripping, we recommend that you activate your tap regularly over a period of a few days to allow time for the debris to clear.

Issue – Erratic Activation:

Can happen on install until sensor has adjusted to the environment but can reoccur when power supply has been interrupted. If sensor does not adjust automatically, sensor can be reset manually:

- UNPLUG TAP FROM POWER, DISCONNECT FROM TAP END TO INCLUDE BATTERY BOX AND LEAVE FOR 2-3 MINUTES;
- RECONNECT ALL PLUGS CAREFULLY TO RESTORE POWER;

- SENSOR LIGHT WILL FLASH;
- HOLD YOUR HAND 150MM FROM THE SENSOR WINDOW FOR A FULL 60 SECONDS TO ALLOW SENSOR TO RESET ITSELF, SENSOR LIGHT WILL STOP FLASHING;
- TAP SHOULD NOW ACTIVATE CORRECTLY.

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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