

ET2-GLD24.1 GOOSENECK BENCH MOUNTED 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 – Intermittent Self-Activation (Tap activates when no-one is using it)

If the tap has just been installed – give it a few moments as the sensor needs time to adjust to the environment and will normally settle down on its own. If it doesn't, it is likely to be a reflective light issue which is usually resolved by carrying out either Reset 1 or 2 detailed below.

RESET 1:

- ENSURE THAT THE TAP HAS BEEN INSTALLED AT A MINIMUM DISTANCE OF 250MM FROM THE BOTTOM OF THE BASIN;
- LOCATE THE RED/BLACK RESET BUTTON ON THE CONTROL BOX, PUSH AND HOLD FOR 3 SECONDS ENSURING THAT NOTHING IS UNDERNEATH THE SENSOR. N.B. SENSOR FIELD **MUST** BE KEPT CLEAR FOR A FULL 60 SECONDS. ONCE THE 60 SECONDS IS UP, TEST TO SEE IF TAP IS WORKING.

RESET 2:

- LOCATE THE RED/BLACK RESET BUTTON ON THE CONTROL BOX, PUSH AND HOLD FOR 3 SECONDS BUT AT THE SAME TIME – HOLD YOUR HAND UNDER THE SENSOR AT THE HEIGHT YOU WANT THE SENSOR TO DETECT AND ACTIVATE. N.B. YOU MUST HOLD YOUR HAND IN PLACE FOR A FULL 60 SECONDS TO GIVE THE ELECTRONICS A CHANCE TO ADJUST TO THE NEW SETTING. YOU MAY HAVE TO PERFORM THIS RESET A COUPLE OF TIMES UNTIL IT IS WORKING CORRECTLY AT THE HEIGHT YOU REQUIRE.

NOTE: The Reset 2 procedure alters the pre-set sensor distance. If it does not solve your reflectivity issue, you may need to alter the position of the tap in relation to the basin, adjust your bathroom lighting or consider an alternative model. Reflective light can and will activate sensor taps, it is not a product fault.

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. Swapping out transformers and the battery boxes (housed within the control box) is also recommended.

Please note that the sensor on this model, sits immediately behind the water outlet. If your tap has been in situ for some time and has started to behave erratically, this is usually a sign of water ingress causing damage to the sensor. Water ingress happens when users have placed their hands too close to the outlet, forcing water back into the spout or where the spout has been immersed in water during the filling of containers. You may need to replace the sensor.

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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