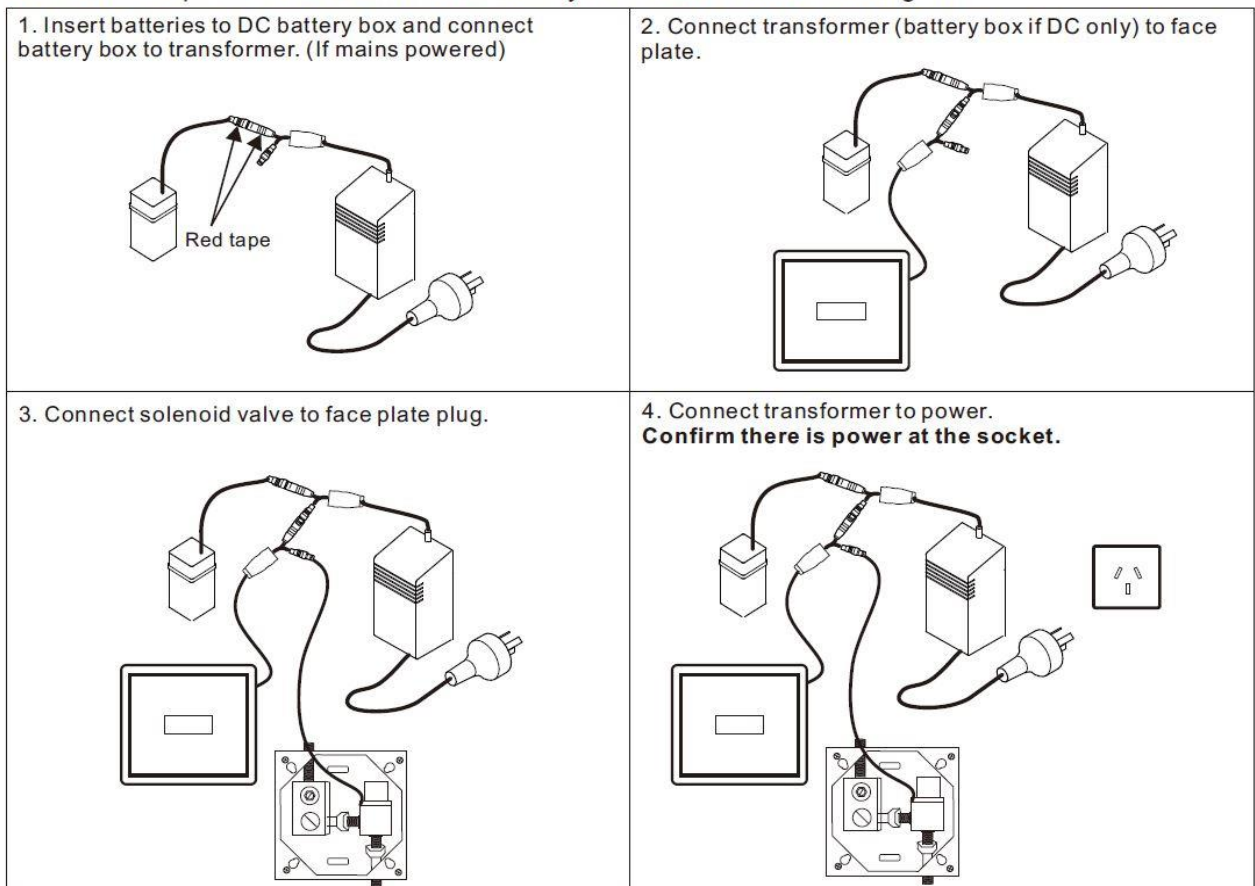


## ET3-12 URINAL FLUSH VALVE - TROUBLESHOOTING YOUR INSTALLATION

### 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 URINAL 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 FLUSH. THIS WILL ALSO HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET (IF MAINS POWERED);
- IF URINAL STILL DOES NOT FLUSH – CLEAN SOLENOID VALVE AND INLET FILTER. (FINE PARTICLE DEBRIS/BUILD UP CAN PREVENT SOLENOID FROM OPENING AND CLOSING CORRECTLY);
- IF NEW INSTALLATION – CHECK THAT FLUSH VALVE 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 TO THE URINAL;

**WARNING: If parts are connected incorrectly electronics can be damaged!**



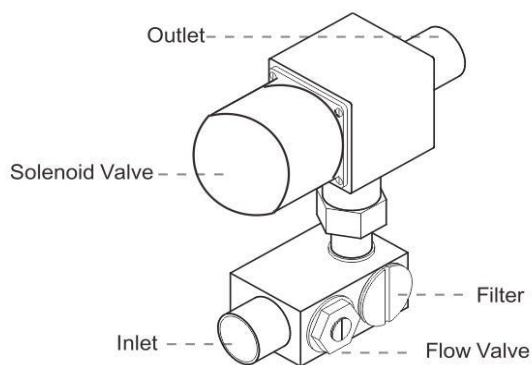
**NOTE:** If red light is on or flashing, this indicates that unit is functioning correctly, although there may not be enough power to activate the solenoid. A flashing red light indicates that EITHER: batteries are low and need replacing OR connections are incorrect, recheck and retest.

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

**OTHER ISSUES:**

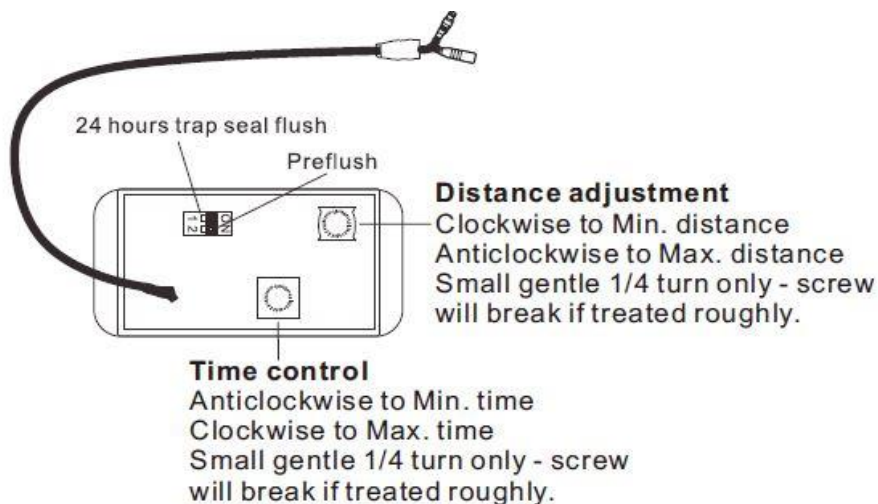
**Not Enough or Too Much Water Flow**

- CHECK AND ADJUST YOUR WATER PRESSURE AS APPROPRIATE – RECOMMENDED MINIMUM PRESSURE IS 350KPA, MAXIMUM PRESSURE IS 500KPA; \*
- FLOW VALVE MAY REQUIRE ADJUSTMENT – FLOW CAN BE ADJUSTED WITH FLOW VALVE SCREW ON SOLENOID VALVE, NEXT TO THE INLET (SEE DIAGRAM BELOW);
- VALVE IS LEAKING – CHECK FLOW VALVE SCREW HAS NOT BEEN WOUND OUT TOO FAR;



**Flush Time/Sensing Distance Not Adequate**

- FLUSH VALVE SETTINGS MAY REQUIRE SET-UP/ADJUSTMENT (SEE DIAGRAM BELOW) **IMPORTANT - CARE NEEDED – ADJUSTMENT SCREW CAN BREAK IF MISTREATED**



## 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.

### **NEXT STEPS:**

If your checks have confirmed that a component is not functioning, call or mail us to discuss (see our contact info below). If you have multiple flush valves on site – see the advanced troubleshooting section below.

***If you would like a little extra guidance or have any questions, then do get in touch. We will ask for photos of the installation; your photos must at least show - the solenoid and all electrical connections. Photos can be e-mailed to the address above.***

### **ADVANCED TROUBLESHOOTING**

If you believe that you have a faulty part and you have more than one urinal flush valve on site, it is easy to confirm component fault by swapping out parts with a second urinal 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 Flush valve 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](http://enviro-tech.com.au) call: 1300 530 883 or e-mail [info@enviro-tech.com.au](mailto:info@enviro-tech.com.au)

NEW ZEALAND – [enviro-tech.co.nz](http://enviro-tech.co.nz) call: 0800 2 368476 or e-mail [info@enviro-tech.co.nz](mailto:info@enviro-tech.co.nz)