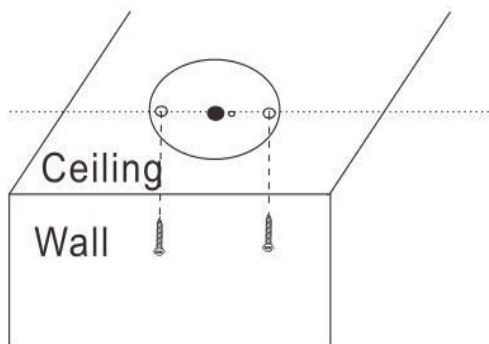


## ET3-R Ceiling Mounted Urinal Flush Valve – Troubleshooting your Installation:

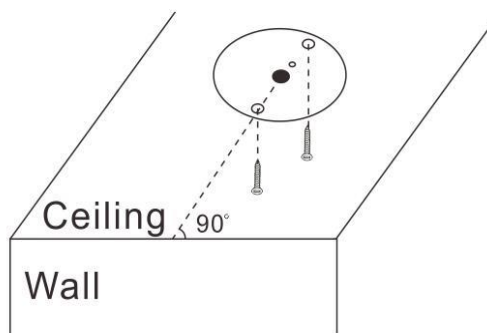
### Initial Checks:

- CHECK WATER AND POWER SUPPLY;
- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY;
- CHECK SENSOR PLATE HAS BEEN INSTALLED CORRECTLY AS BELOW – (SEE SENSOR INSTALLATION SECTION OF THE INSTALLATION MANUAL FOR FULL DETAILS);
- CLEAN FILTER/SOLENOID AND RE-TEST;
- *IF NEW INSTALLATION* - RUNNING ON SHORTLY AFTER INSTALL IS A SIGN THAT THE PIPEWORK WAS NOT FLUSHED ADEQUATELY, THE SOLENOID IS BLOCKED BY DEBRIS AND CANNOT CLOSE COMPLETELY. CHECK AND CLEAN FILTER/SOLENOID AND RE-TEST (IF THE ISSUE REMAINS, YOU MAY NEED TO REPLACE THE SOLENOID\* – CONTACT US TO DISCUSS). *IF YOUR WATER QUALITY IS POOR – YOU MAY NEED TO INSTALL ADDITIONAL FILTER PROTECTION.*

**For Single Urinal** – ensure sensor plate screws are parallel to wall:



**For Twin/Trough urinals** – ensure sensor plate screws are aligned facing the wall:

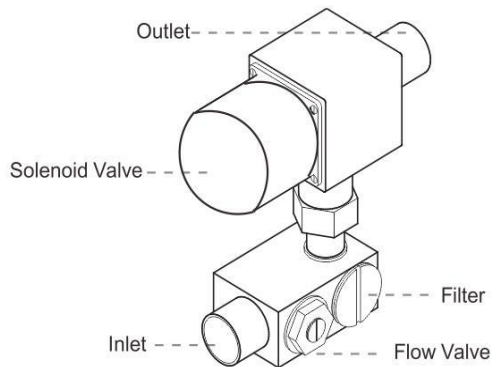


### Other Issues:

#### **Issue – Not Enough or Too Much Water Flow**

- CHECK AND ADJUST YOUR WATER PRESSURE AS APPROPRIATE – RECOMMENDED WATER 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;

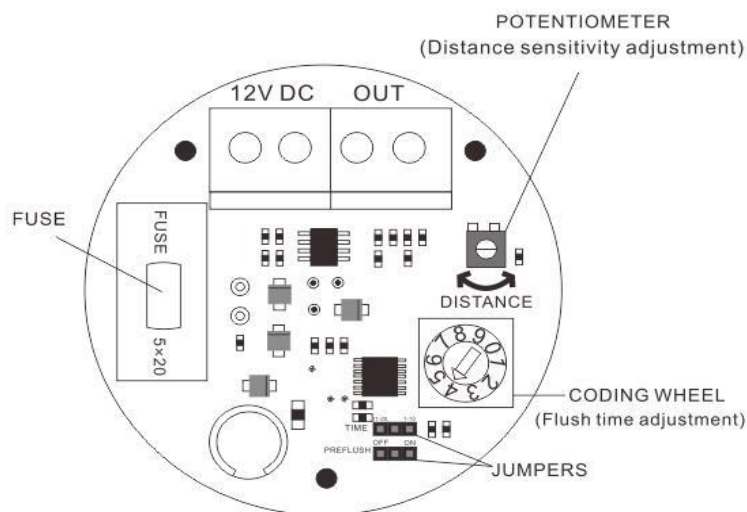


### Issue – Flush Time/Sensing Distance Not Adequate

- FLUSH VALVE SETTINGS MAY REQUIRE SET-UP/ADJUSTMENT – REFER TO THE ‘SETTINGS’ AND ‘FLUSH VOLUME SETTINGS’ SECTIONS OF THE INSTALLATION MANUAL FOR FULL INSTRUCTIONS. A COPY IS AVAILABLE ON THE INSTALLATION PAGE OF OUR WEBSITE [enviro-tech.com.au](http://enviro-tech.com.au)

### ADVANCED TROUBLESHOOTING

- IF IN THE HIGHLY UNLIKELY EVENT THAT AFTER ALL ABOVE CHECKS ARE COMPLETE AND INSTALLATION IS CONFIRMED AS CORRECT, THE URINAL STILL DOES NOT FLUSH – CHECK WHETHER THE FUSE WITHIN THE CEILING MOUNTED SENSOR PLATE HAS BLOWN. (SEE DIAGRAM BELOW) THIS CAN ONLY HAPPEN IN VERY LIMITED CIRCUMSTANCES CAUSED BY ENVIRONMENTAL FACTORS AND IS NOT COVERED BY YOUR PRODUCT WARRANTY. **NB. PLEASE SEEK THE ADVICE OF YOUR QUALIFIED PROFESSIONAL.**



## **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 a replacement part for fitting by your Installer. 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)