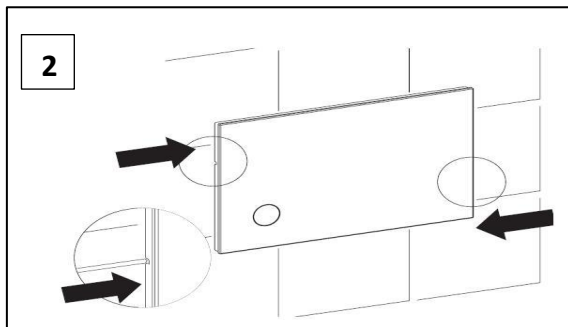
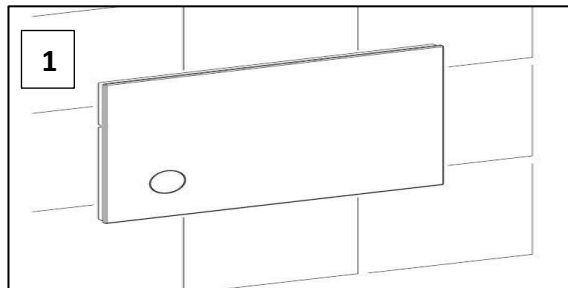


ET4-40 TOILET - SENSOR FLUSH PLATE - TROUBLESHOOTING

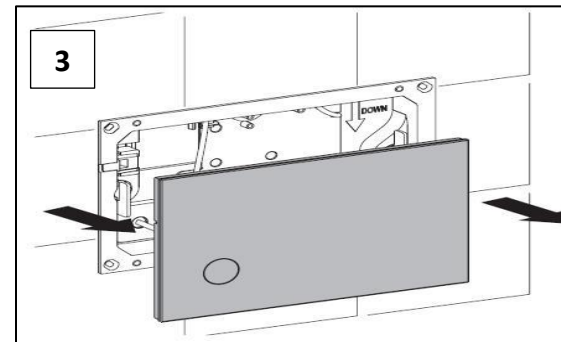
DISSASSEMBLY AND PRODUCT RESET

STEP 1 – This checks/confirms that sensor plate electronics are working correctly:

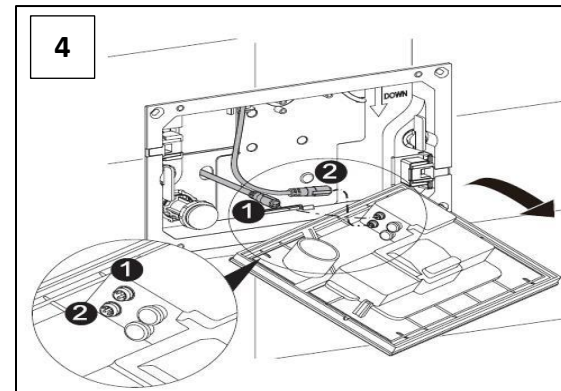
IMPORTANT NOTE: There are two main components to this product - the electronic faceplate and the cistern. These troubleshooting steps focus on the faceplate. The cistern is a standard in-wall cistern and works in the same way as any manual flush system. Your Plumber should deal with any cistern issue in the same way as a standard in-wall cistern.



Press the release catches on either side of the faceplate (fig. 2 above) with a small screwdriver.

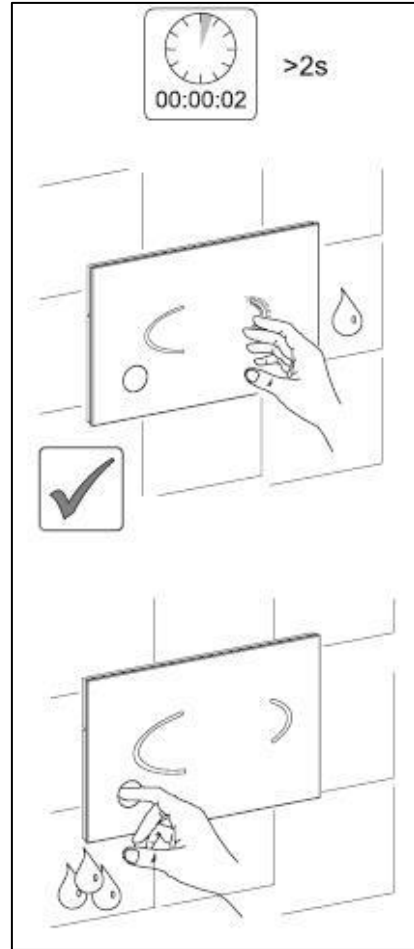
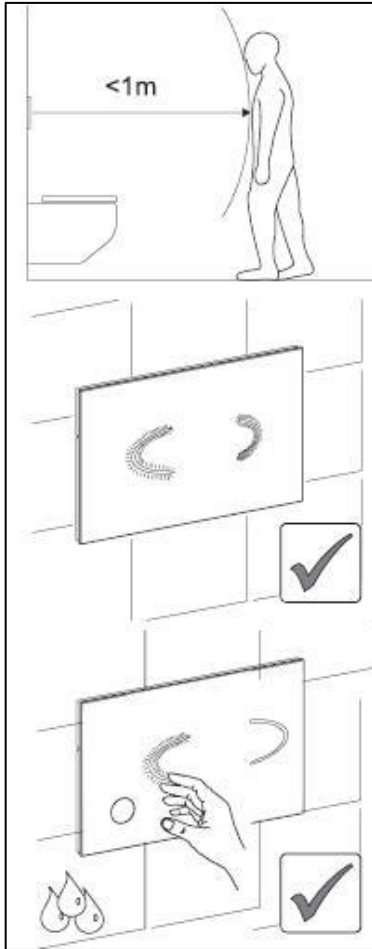


Carefully take down the glass faceplate as shown in fig. 3.



- Carefully disconnect the two plugs from the rear of the faceplate - (labelled as 1 & 2 in fig. 4)
- In order to perform reset – wait 5 minutes before reconnecting plugs.
- **Replace faceplate, ensuring no hands/ body are placed in front of sensor during reconnection.**
- Wait 2 minutes then approach sensor faceplate from the front to carry out flush test – see over page.

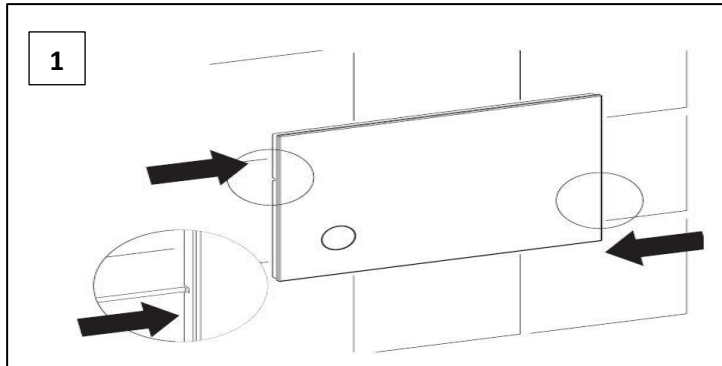
Step 2- Flush Test – swipe action, no need to touch:



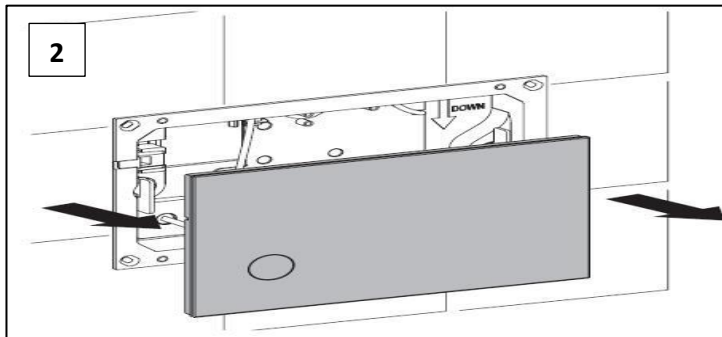
Flush Test Results:

- If both the full and half flush lights turn on when approaching the unit, the individual flush lights glow and the unit make a sound when activated – this confirms that there is power and the sensor is working properly.
- **If the toilet is still not flushing correctly**, then this indicates that the issue is mechanical rather than electronic and it will be necessary to carry out further tests. See Page 3 for further instructions.

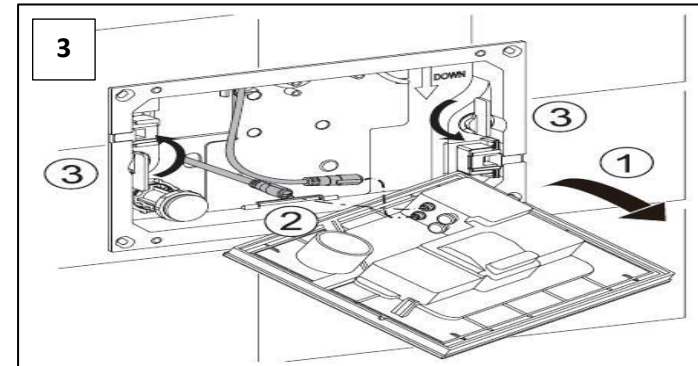
Step 3 – Mechanical Checks:



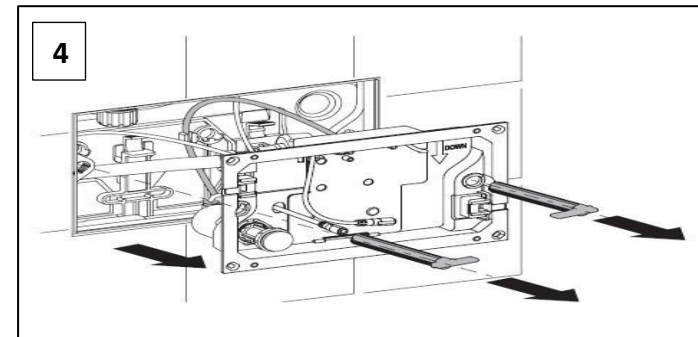
Press the release catches on either side of the faceplate (fig. 1 above) with a small screwdriver.



Carefully take down the glass faceplate as shown in fig. 2 above.

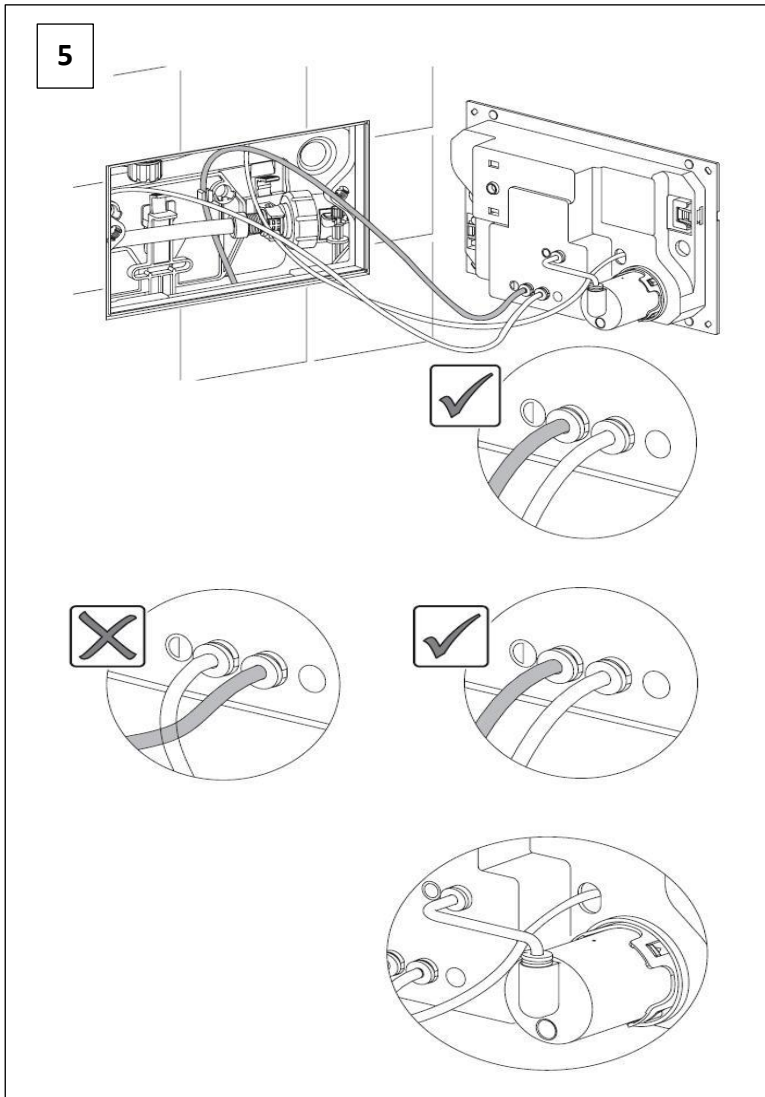


Carefully disconnect the two plugs from the rear of the faceplate - (labelled as 1 & 2 in fig. 3 above) and rotate the securing side levers (labelled as 3 above.)



Remove side levers and take out bracket/housing as in fig. 4 above.

Step 3 - Mechanical Checks Continued:



- Firstly, see fig. 5 and check that the 2 small hoses coming out from the rear of the faceplate/housing (which are linked to the sensor operated half and full flush) are both connected correctly.
- If they both seem to be attached, check for holes (or a blockage) in the hoses, even the smallest hole will stop the unit creating the required vacuum to allow flushing. You may need to remove the hoses from the rear of the faceplate (press and hold down the blue button surround to release the locking mechanism and pull the hose out) and blow firmly down each hose to check this.
- If you do find a hole and it's not too far along, you can just cut out the damaged piece and reattach to the faceplate. If the hole is too far along, you may need to replace the hose. (Soft PU – 4mm outer diameter)
- Reassemble for retest – **When reconnecting wires and replacing faceplate, ensure that no hands/body are placed in front of sensor as this allows the unit to reset correctly.**
- Wait 5 minutes then approach sensor faceplate from the front to carry out flush test – see Step 2 on page 2.
- If you are still having problems with correct flushing, please contact us on 1300 530 883 or e-mail us at: info@enviro-tech.com.au