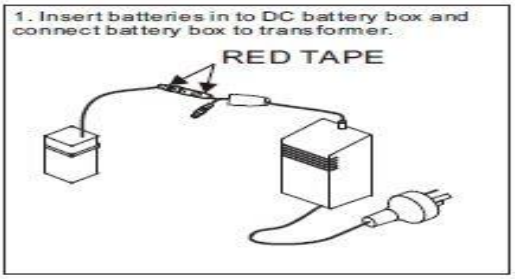
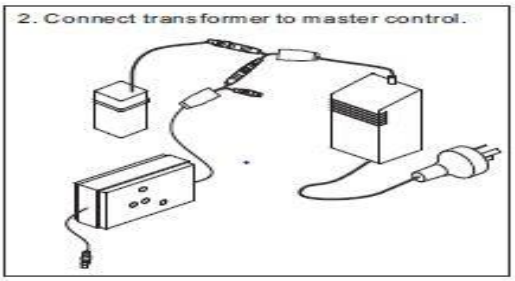
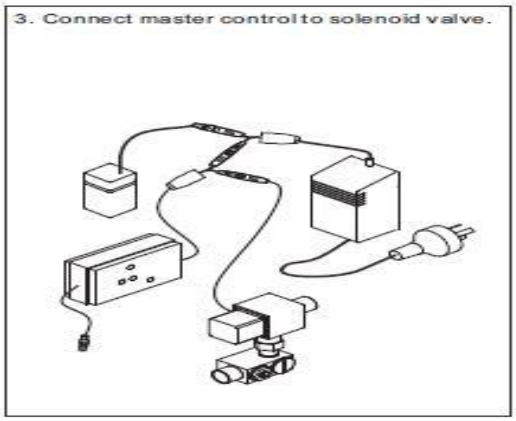
ET3-M SMART DEMAND URINAL FLUSH VALVE TROUBLESHOOTING YOUR INSTALLATION

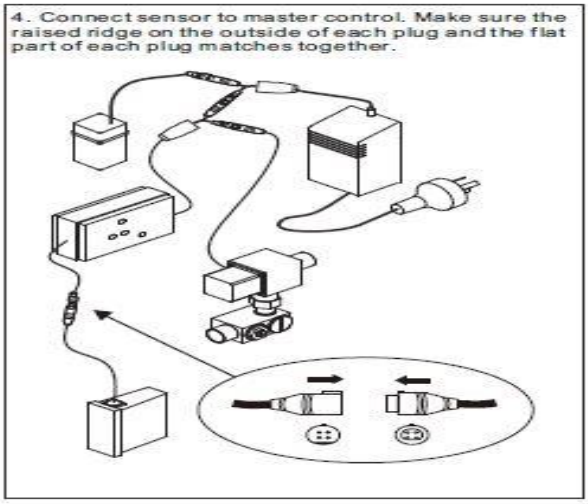
Initial Checks

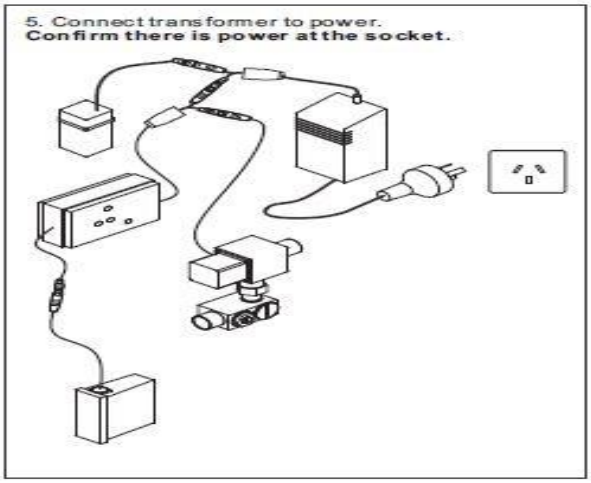
- CHECK WATER SUPPLY;
- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY IN THE CORRECT ORDER (SEE DIAGRAM BELOW) **WARNING– ELECTRONICS WILL BE DAMAGED IF CONNECTED INCORRECTLY**;
- ENSURE SCREWED COLLAR CONNECTIONS ARE TIGHT (DO NOT OVERTIGHTEN);
- *IF URINAL HAS BEEN OPERATING CORRECTLY FOR SOME TIME* AND HAS SUDDENLY STOPPED – LIKELY CAUSE IS NO POWER. TO CONFIRM - CHANGE BATTERIES, UNIT SHOULD FLUSH. CHECK MAINS POWER SUPPLY/HOTPOINT AS FLUSH VALVE MUST BE MAINS POWERED WITH BATTERY BACK-UP; IT IS NOT DESIGNED TO RUN ON BATTERY ONLY;
- *IF NEW INSTALLATION* - CHECK THAT IT HAS BEEN INSTALLED CORRECTLY, IN ACCORDANCE WITH THE INSTALLATION MANUAL. *IN-CEILING INSTALLATIONS* – FLUSH VALVE MUST BE INSTALLED VERTICALLY. COPPER PIPE MUST BE USED BETWEEN SOLENOID AND URINAL; IT MUST BE VERTICAL AND STRAIGHT. CHECK THAT NO FLEXI-HOSE HAD BEEN USED AND THERE ARE NO BENDS/KINKS OR HORIZONTAL SECTIONS OF PIPEWORK. INCORRECT INSTALLATION CAN SLOW/IMPEDE THE FLOW OF WATER FROM THE SOLENOID TO THE URINAL AND OVER THE SENSOR ACTIVATION ZONE, CAUSING RE-FLUSH ONCE CONFIRMATION TIME IS COMPLETE.









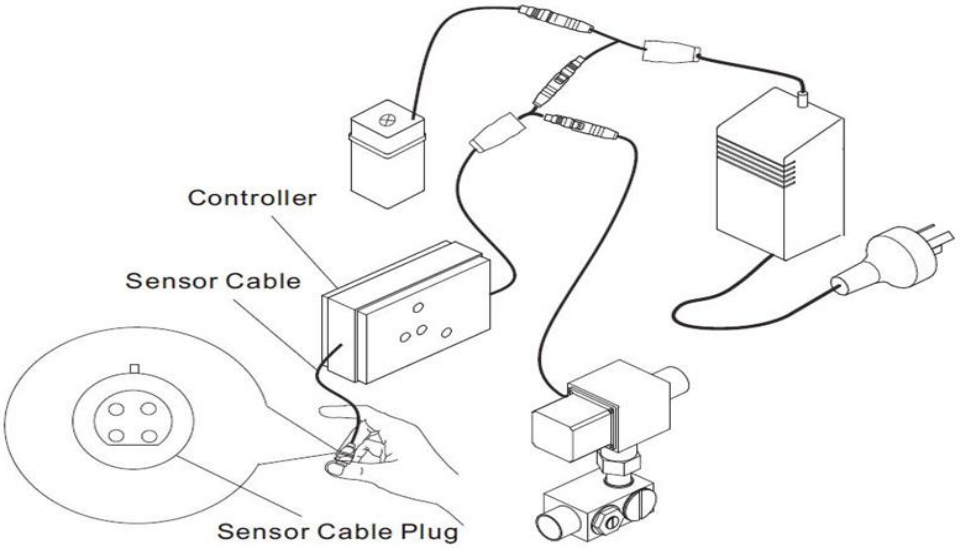


COMPONANT TESTING ONCE CORRECT INSTALL HAS BEEN CONFIRMED

If your installation is correct but your flush valve is still not functioning correctly, carrying out the following tests will determine exactly which component is causing the issue. All components can be replaced easily and quickly.

NB: When testing – note confirmation times of product and wait 60 seconds between tests. Rapid repeated testing will cause product to enter Stadium Mode, resulting in intermittent flushing.

Connection Test - this will confirm if controller is working correctly. It will confirm that there is power and that the connections are correct - Unplug sensor cable and rub thumb over the 4 metal pins. The red light on the controller will start to flash. Stop rubbing the pins when the red light stops flashing (up to 20 seconds). The solenoid will be activated, you should hear it clicking, and the urinal will flush.



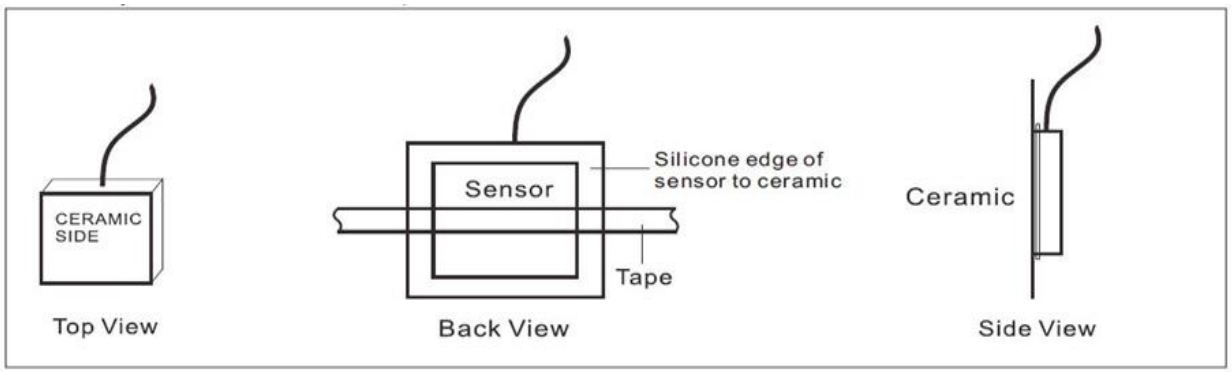
Outcome of Connection Testing:

- *IF NO LIGHTS ON CONTROLLER* – CHECK POWER SUPPLY, REPLACE BATTERIES, CHECK CONNECTIONS ARE CORRECT AND FULLY TIGHTENED (SEE DIAGRAM ON PAGE 1). REPEAT TEST. IF STILL NO LIGHTS, YOU MAY NEED TO REPLACE THE CONTROLLER;
- *IF CONTROLLER LIGHTS UP BUT THE UNIT DOES NOT FUNCTION CORRECTLY* -
    - WATER CONSTANTLY RUNNING ON CAN MEAN NOT ENOUGH POWER TO SOLENOID; CHECK POWER SUPPLY, REPLACE BATTERIES, CHECK ALL CONNECTIONS ARE CORRECT AND FULLY TIGHTENED (SEE DIAGRAM ON PAGE 1);
    - **OR** THAT DEBRIS FROM WATER CONTAMINATION IS PREVENTING THE SOLENOID FROM CLOSING. CLEAN SOLENOID, FLUSH PIPEWORK THOROUGHLY AND CHECK WATER PRESSURE **DOES NOT/HAS NOT** EXCEEDED 500KPA THEN RE-TEST. IF ISSUE PERSISTS, YOU MAY NEED TO REPLACE SOLENOID*;
- IF CONTROLLER ACTIVATES AND URINAL FLUSHES CORRECTLY – RECONNECT THE SENSOR CABLE TO REST OF UNIT, WAIT FOR 60 SECONDS BEFORE CARRYING SENSOR TEST (SEE OVER PAGE);

Sensor Test – This will confirm that the sensor has been installed correctly. Make sure silicone is dry before performing flush test - Pour water slowly over the surface of the urinal (must run over sensor location). If the red light on the controller is flashing, when you stop pouring water the red light will stay on - there will be a delay, but the urinal should flush.

Outcome of Sensor Testing:

- IF NO LIGHTS ON CONTROLLER OR UNIT DOES NOT FLUSH, CHECK THAT SENSOR HAS BEEN INSTALLED CORRECTLY I.E. THAT THE 'CERAMIC SIDE' IS AGAINST THE URINAL CERAMIC AND THAT THE SILICONE HAS NOT SPREAD TO SENSING SURFACE. (SEE DRAWING BELOW);
- IF SENSOR INSTALLATION IS CORRECT - CHECK SENSOR CABLE CONNECTION IS FULLY TIGHTENED. REPEAT TEST. IF UNIT STILL DOES NOT FLUSH, YOU MAY NEED TO REPLACE THE SENSOR.



Next Steps:

If testing has confirmed that a component is not functioning, call us on *1300 530 883* or mail us at info@enviro-tech.com.au to discuss. If you have multiple flush valves on site – see the Advanced Troubleshooting Section on Page 5.

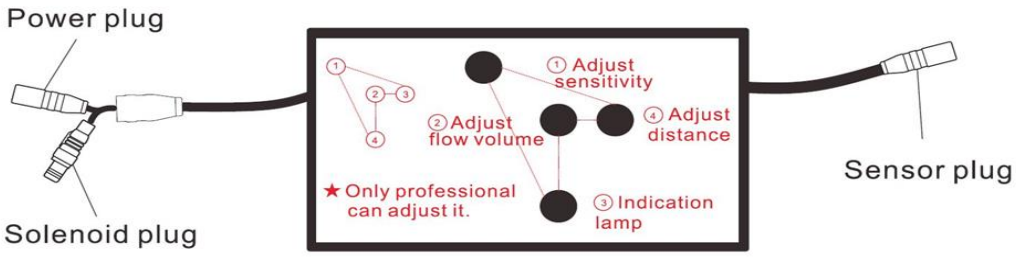
If all components are working but you do not have the unit flushing adequately for your installation, it may be necessary to make some adjustments on the controller to achieve perfect flush. (See the Adjustments Section on Page 4).

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, controller, all connections and outlet pipework to the urinal. Photos can be e-mailed to the address above.

ADJUSTMENTS

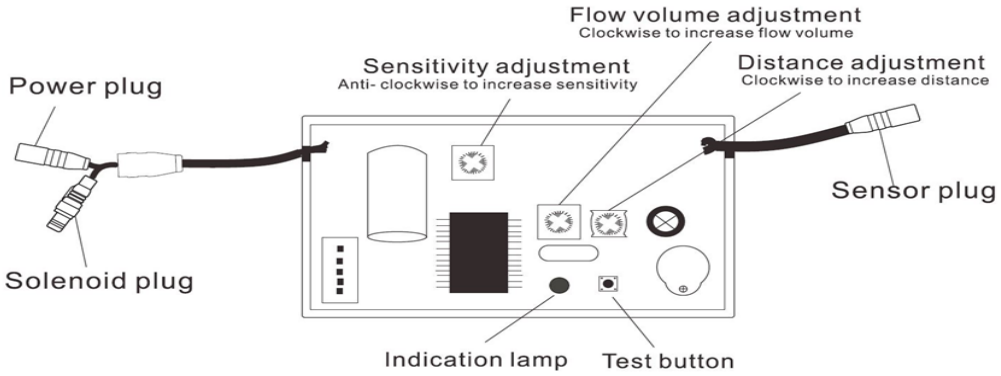
EXTERNAL VIEW

Carefully remove front cover by inserting small flat edge screwdriver into hole on the side of the controller.



INTERNAL VIEW

Any adjustments should only be made using a small cross head screwdriver and gentle ¼ turns. Excessive force will cause the grub screw to snap.



Sensitivity – this makes an adjustment to the sensitivity of the sensor. Effectiveness of sensor can be compromised if too much silicone is used on install or the sensor is not installed in the correct area. Increasing the sensitivity and/or sensor distance may help.

Adjusting the sensitivity of the sensor may also help where the installation is not correct, causing the unit to re-flush after the confirmation times. If adjustment does not achieve perfect flush and run-on/second flush persists, you may need to adjust your installation to match the manual or consider installing an air gap.

Distance – this increases the distance at which the sensor can activate (detection zone). Effectiveness of sensor can be compromised if too much silicone is used on install or the sensor is not installed in the correct area. Increasing the sensor distance and/or sensitivity may help.

Flow Volume – this increases the length of time of the flush. Controlling how long the solenoid is 'open' for, allows more water to pass through the solenoid during the flush activation. NB. Adjustments to increase water flow volume should usually be made on the flow adjuster valve on the solenoid. Ensure your water pressure does not exceed 500kPa.

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 controller, if the same issue occurs with the replacement controller – 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. For full warranty conditions, see the Warranty page of our website.

For further information and advice - contact us on:
1300 530 883 or e-mail info@enviro-tech.com.au
www.enviro-tech.com.au