TROUBLESHOOTING

PROBLEM	DESCRIPTION	POSSIBLE CAUSE	FIX / SOLUTION
Sensor Light Flashing Red (Battery Powered)	The red LED flashes per 5s.	Batteries are running low.	Replace batteries.
	The red LED flashes per second.	Batteries have run out.	Replace batteries.
Intermittent Sensor Operation	Faucet turns on/off by itself.	Water drops on sensor.	Clean infrared window with smooth cloth.
		Debris on sensor.	Use mild soap and water to gently remove debris.
		Sensor detects steam.	Keep away from the steam.
	Faucet turns on/off randomly or erratically.	Sensor range is too long.	Adjust sensor range to a proper distance.
		Sensor beam interference by reflections of highly reflective surfaces. (mirror, stainless steel or glass sink, etc.)	Remove interfering object. Adjust sensor range to a proper distance.
		Incompatible lighting or electrical interference in the environment.	Remove interference. Adjust sensor range to a proper distance.
Uncontrolled Water Follow	Water runs continuously.	Power supply is turned off.	Turn on power supply.
		Sensor is constantly activated by an object in front of sensor.	Remove interfering object out of sensor range, or reduce sensor recognition range.
		Water drops on sensor.	Clean infrared window with smooth cloth.
		Debris on sensor.	Use mild soap and water to gently remove debris.
		Sensor distance is too long.	Adjust sensor range to a proper distance.
		Sensor beam interference by reflections of highly reflective surfaces. (mirror, stainless steel or glass sink, etc.)	Remove interfering object. Adjust sensor range to a proper distance.
		Debris in solenoid valve.	Remove debris from diaphragm and/or plunger tip. Reassemble solenoid valve.
		Cable of solenoid valve is loose.	Check the connection of cables.
		Solenoid valve is damaged.	Replace a new solenoid valve.
	No water flow from faucet.	Power supply is turned off.	Turn on power supply.
		Batteries have run out.	Replace batteries.
		Stop valve is closed.	Turn on the stop valve.
		Sensor range is too short.	Adjust sensor range to a proper distance.
		Sensor kit is damaged.	Replace a new senor kit..
		Solenoid valve is damaged.	Replace a new solenoid valve.
Leaking & Dripping	Leaking or dripping from faucet outlet.	Debris in solenoid valve.	Remove debris from diaphragm and/or plunger tip. Reassemble solenoid valve.
		Filter is clogged.	Clean or replace the filter.
		Solenoid valve is damaged.	Replace a new solenoid valve.