

Fault Finding

Classic & Aquarius Range

NOTE. Direct sunlight and reflective surfaces will affect the performance of the IR sensor in the taps. Please consider this when designing your washroom.

- **Tap running continually (full bore) when water is turned on**
 - The tap solenoid valves are latching and can be supplied either open or closed. Powering up the tap will send a signal for the valve to close.
 - The sensors require a calibration time of 20 seconds once the power is turned on. Do not try to operate the taps during this period.
- **Tap working, but letting by or dripping**
 - Pipe debris may have entered the solenoid valve, preventing the diaphragm from closing. Clean out the solenoid referring to the solenoid cleaning instructions found on our website - <https://dartvalley.co.uk/products/accessories/6v-dc-asco-valve-scxh210g202bw-12-7mm-orifice-0-35-10-bar-15mm-2/>
- **Tap not functioning at all**
 - Check power supply at spur.
 - If battery powered, check battery voltage is 6v or above. Replace if required.
 - Check pressure rating of the solenoid valve is suitable for the site pressures. High and low pressure valves are available. Low pressure valves may lock out if the site pressure is greater than that rated on the valve. An alternative valve may be required.
- **Tap will turn on an off on its own accord.**
 - Check for mirrors or reflective surfaces in direct line of sight of the sensor. Remove from line of sight if possible.
 - Sensing range may need reduced to stop false triggering. This can be done with the Handheld programmer - AC01-001
 - Please note taps with red or blue sensor lenses are NOT compatible with the handheld programmer.



If none of the recommendations above resolve the problem, please contact technical Support on: 01803 529021 or email: techsupport@dartvalley.co.uk