Fault finding – sensor taps (battery)

KWC DVS sensor tap are sophisticated electronic taps that are manufactured to high standards. Any issues that arise with the taps usually happen at installation stage and can be easily resolved using the tips provided below.

Tap dripping (usually caused by debris in the solenoid valve)

- Isolate the water supply and remove the solenoid valve. Flush the system.
- Refer to solenoid cleaning instructions to clean the valve diaphragm
- Refit solenoid valve.
- If still dripping, remove it and check for debris. If debris is present again, suggest fitting the 'Y' strainer filter before the solenoid valve.

Tap will not operate

- Check all cable connections.
- Check battery is installed correctly and check the voltage if possible – It must be 6v or above. Under 6v tap will not operate correctly.
- Unsuitable water pressure – If low-pressure solenoid valves are fitted, and the pressure is 1.5 bar or above, the valves can lock up and stop working. Advise standard pressure solenoid valves – AC17-006

Tap will run but not turn off

- Check solenoid valve is fitted the correct way on the pipework. Valve is marked 'in' and 'out'. Out should lead to the tap.
- Check solenoid valve is suitable for the water pressure supplied for the tap (Check hot and cold supplies)
- Check Battery is connected correctly. If possible, check the voltage.
- Check all Cable connections are correct.
- Tap may be affected by reflection from the basin or Chrome waste if it is directly above.
- Change the position of the tap slightly. Disconnect the battery lead and then reconnect. Wait 30 seconds for the sensor to calibrate. Operate tap.
- Direct sunlight or bright lighting towards the tap may cause sensing problems. Suggest removing or deflecting the light source

Tap pulses on and off

- Check sensor lens is clean and free from scratches
- Tap has not calibrated correctly – Disconnect the battery lead and reconnect; wait 30 seconds before operating the tap.