

Fault finding – Aquarius automatic tap

| Fault | Possible cause | Check |
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| No power supply to unit | Faulty spur or fuse | Check the fused spur is working and you have the correct fuse fitted. |
| | | Check all connections making sure they are tight. |
| Tap does not operate | No power from supply | Use a multi meter and check for 6 volts from the power supply. If no replace, or plug in the battery to test. |
| | Loose connection | Check connection plugs and wires. |
| | Valve installed the wrong way round | Check flow direction on valve. |
| | Faulty valve | Test valve operation with a DVS valve tester, If it does not operate replace. |
| | Sensor dirty | Clean sensor with a damp cloth (do not use an abrasive cleaner). |
| Tap operates but very low flow and drips badly when off | Wrong solenoid valve fitted | Check water pressure the standard 12.7mm valve needs .5 bar to operate, below this pressure the valve will not open or close fully. Check DVS valve chart and replace with the correct rated valve. |
| | Dirt in solenoid valve or pipe work | Remove solenoid valve and flush through, flush pipe work also. |
| | Non-return valves fitted wrong in thermostatic mixing valve. | Take mixing valve apart and check non-return valves are fitted correctly, also check filters are clear. |

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| Tap operates but flow is erratic. | Blocked aerator in tap spout. | Remove and clean carefully with an old toothbrush and flush under tap, run tap for a few seconds before replacing. |
| | Dirt in solenoid valve or pipe work | Remove solenoid valve and flush through, flush pipe work also. |
| | Wrong solenoid valve fitted. | Check water pressure and valve rating. |
| Tap runs on its own | High reflectivity from basin | The sensor must not point at highly reflective surfaces such as chromed wastes. |
| | Lighting. | Some lighting can affect the operation of the tap but this is very rare now, if you suspect a light of causing a problem try to shield from the sensor to see if this cures the problem. |
| | Loose connection | Check connection plugs and wires. |
| Tap runs ok but too much flow | Solenoid valve | Fit a flow restrictor after the solenoid valve and adjust to required flow, (do not fit one before). Alternatively fit a reduce flow aerator on the outlet. |
| Tap is loose and turning | No anti rotation pins fitted (work top mount only) | Remove tap body from work top check pins have been fitted, if not fit pins and reinstall. (Anti rotation pins are sent out with every tap it is most important that these pins are fitted) |

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| | Back nut loose under basin. | Check back nuts under sink for tightness |
| Battery Power running out quickly | Mains taps used with battery taps | Contact the manufacturer |
| | Driver draws high current/shorts | Contact the manufacturer |
| Tap is leaking | O-Ring damaged or missing inside the tap | Check the O-Ring is not damaged and should be 2 O – ring inside the Tap |
| Tap Running continuously and stops when wave on | Taps wired incorrectly | Check the tap is correctly wired |
| | Solenoid valve opposite polarity | Check the polarity of the valve (if incorrect, replace the valve) |