

## Fault finding - V2 Flushvalve

This document relates to the following models only:

WC03-002 /003 /004 /005 /007 /008 /009 /010 /012 /022 /023 /028 /029 /030 /031

**PLEASE USE IN CONJUNCTION WITH THE RELEVANT INSTRUCTION MANUAL**

FAULT	POSSIBLE CAUSE	CHECK
<b>DANGER 240V IN THE BOX</b> Turn the mains power off before removing the control box lid power		
No power light on cover	Mains wiring fault	Check there is power to WC control
	Blown Fuse	Check 3amp fuse in spur. Check 100mA fuse within WC Control box. Refer to instruction manual for location and recommended fuse type
	Loose connection on 'Main in' cable within Control box	Check all connections, making sure they are secure
Power light on, but no flush operation	Poor/loose connections to PCB via sensor or Flushvalve	Check connection orientation is correct on the input/output ports . E.g. Red, white, braid for the sensor. Make sure connection is made to the wire, not sheathing. Check for cable damage.
	No PCB settings, or incorrect settings.	Refer to installation manual for correct settings.
Red charge light flashes and no flush operation	Sensor not calibrated on initial power up	Power down. Ensure the sensor has no obstructions in line of sight, or any reflective object – e.g. polished toilet roll holder or a mirror. Making sure the sensors line of sight is clear of any obstructions, turn on power and wait 30 seconds. Charge light should be out, and flush will now activate.
Red charge light flashes and no flush operation	Sensor or button wiring fault	Check red, white and braid connections in the control box. E.g. A stray braid strand can cause failure.
	Settings incorrect	Check switch settings are correct and positioned either fully on, or fully off.
Valve lifts for only a second	Sensor plugged into ½ flush port	Check flush settings are correct and make sure sensor is Plugged into Full flush port
	Flushvalve or PCB failure	If above has been checked and ok. PCB or Flushvalve could be at fault. Replacement required.

Flush not clearing soil/paper in pan	Insufficient flush duration	Increase flush time settings as shown in installation manual
	Sensor plugged into ½ flush port	Check sensor connection
	Water level too low in cistern	Check water level is at the recommended level indicated in the cistern
	Blockage in flush or soil pipe.	Check for blockages, and the soil pipe has adequate fall and ventilation
Toilet splashes over when flushed	Rimless pans are prone to splash over	<p>Check water level in cistern is not above indicated water level.</p> <p>Check cistern height is not higher than manufacturers recommended height – For DVS cisterns we recommend no higher than 700mm from finished floor to the base of the cistern.</p> <p>If still a problem, 1 ½” &amp; 2” flush pipe restrictors are available. WC00-128 &amp; WC00-129 respectively.</p>