

Fault finding - D010 Classic tap

Fault	Possible cause	Check
No power to power supply 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 power supply	Use a multi meter and check for 6 volts from the power supply, if no replace.
	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.
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	Yellow reflective safety jackets	Reflective jackets do upset the taps try and keep away.
	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.

Fault	Possible cause	Check
Tap runs okay but too much flow	Solenoid valve	Fit a flow restrictor after the solenoid valve and adjust to required flow, (do not fit one before).
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)
	Back nut loose under basin.	Check back nuts under sink for tightness
Battery Power running out quickly	Driver draws high current/shorts	Contact the Manufacturer
	Mains taps used with Battery Taps	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
	Taps wired incorrectly	Check the Tap is correctly wired
Tap Running continuously and stops when wave on	Solenoid valve opposite polarity	Check the polarity of the valve (if wrong replace the valve)

Please note you must press the reset button on the board after making any changes.