

Fault finding – D166 (Pig Sensor)

Fault	Possible cause	Check
DANGER 240V IN THE BOX Turn the mains power off before removing the control box lid power		
No power light on	Faulty spur or fuse.	Check the fused spur is working and you have the correct fuse fitted.
	Transformer down in control box	With a multi meter check that you have voltage coming from the transformer, (if not replace the control box).
	Loose connection on control board	Check all connections making sure they are tight.
Power light is on but valve does not operate.	Valve connection on board.	Check connection plugs and wires.
	Valve piston sticking	Check piston operation, (if sticking or tight replace). Check up inside valve making sure there is no debris inside
	Faulty valve	If all above are okay, replace valve
	Sensor connection	Check all connections making sure they are tight.
	Faulty sensor	If all above are okay replace sensor.
	Faulty control board	If power, sensor and valve are all okay then change board.
Red Power lights flashes and flush valve does not operate	The flush time sensor should normally be set around 5 seconds and is set to zero	Adjust the setting inside the control box to say 5 seconds and the problem should be resolved
It is best to carry a spare sensor for testing; if you unplug the sensor from the board and plug in your spare, this will test the operation. TURN THE POWER OF BEFORE MAKING ANY ADJUSTMENTS		
Not flushing enough, will not pass the paper test.	Is the correct time set on the control board	Turn power off and adjust timer (refer to manual).
	Blockage in flush pipe.	Remove and check the flush pipe is clear and refit.
	Blockage in pan.	Check there are no blockages in the toilet pan.
	Rimless pans.	Rimless pans do not flush as well and because of the extra power of the flush valve you may need to restrict the flow but increase the timing to get a balance.
Noisy operation	Low water level in cistern.	Make sure the water level is above the top of the valve.
	Piston	Check piston for damage, check inside valve for debris and flush out.
Valve tries to lift but cannot or bounces.	Air vent blocked	Check air vent on valve is clear.
	Rubber plug missing on side of valve base.	Remove valve from base and check rubber plug is in place.
	Piston jammed.	Check piston operation, replace if necessary.
	Transformer and control box	Remove valve and plug into another working unit and test, if valve operates okay you need to replace the control box.

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