

Fault finding - V3 low voltage flushvalve

This document relates to the following models only:

WC03-013 /014 /015 /017 /052 /053 /054 /055 /056 /057 /058 /059 /060 /061 /062 /064 /065 /067 /070 /071 /072 /073.

PLEASE USE IN CONJUNCTION WITH THE RELEVANT INSTRUCTION MANUAL

FAULT	POSSIBLE CAUSE	CHECK
DANGER 240V IN THE BOX Turn the mains power off before removing the control box lid power		
No power	Mains wiring fault	Check there is power to WC control
	Blown Fuse	Check 3amp fuse in spur.
	PSU wired incorrectly into PCB	Check +/- connection are the correct orientation on the PCB (Red is +)
	If battery powered, batteries may be spent or loose, or wrongly installed	Check batteries are installed into battery carrier correctly. Check individual battery power, if low replace all with new.
Power 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. If using a programmable sensor plugged in externally, make sure settings on PCB switch are all off and the sensor is correctly programmed. An AC01-001 Programmer is required for this.
	No PCB settings, or incorrect settings when using a standard 12v Sensor or Tactile button	Refer to installation manual for correct settings.
Power on, but no flush operation	PCB not had enough time to recharge between flushes.	Plug battery/PSU in to relevant port (refer to instruction manual for locations). The PCB LED should flash twice, then after approximately 10 seconds it should flash again to indicate that the capacitors are charged, the board is now ready Flush. This procedure is the same for both the standard wave and programmable sensor

Valve lifts for only a second	Incorrect settings	Check switches are set correctly. Refer to installation instructions
	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
	Water level too low in cistern	Check sensor connection
	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	Check water level in cistern is not above indicated water level. 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. If still a problem, 1 ½” & 2” flush pipe restrictors are available. WC00-128 & WC00-129 respectively.