

## Troubleshooting Guide

**NOTE:** Upon detection of the user, the red indicator light flashes **slowly** for a period of eight seconds. When the user leaves the detection range, the indicator light flashes **rapidly** and the Sensor initiates the flush sequence. Then the indicator light **stops** flashing and the valve flushes. (On water closet models, the valve will flush after a three-second delay).

**1. PROBLEM:** Valve does not function (red light does not flash when user steps in front of sensor).

**CAUSE:** No power is being supplied to sensor.

**SOLUTION:** Ensure that the main power is turned "ON." Check transformer, leads and connections. Repair or replace as necessary.

**CAUSE:** EL-1500/EL-1500-L Sensor is not operating.

**SOLUTION:** Replace EL-1500/EL-1500-L Sensor.

**2. PROBLEM:** Valve does not function (red light flashes when user steps in front of Sensor).

**INDICATOR:** Red light stops flashing when user steps away and valve makes a "clicking" sound but does not flush.

**CAUSE:** No water is being supplied to the valve.

**SOLUTION:** Make certain that water supply is turned "ON" and the Control Stop is open.

**CAUSE:** EL-128-A cartridge is fouled or jammed.

**SOLUTION:** Turn electronic power to valve "OFF" (failure to do so could result in damage to the solenoid coil). Remove the solenoid operator from the valve and remove the EL-128-A cartridge. Clean and/or repair as necessary.

**INDICATOR:** The red light stops flashing when user steps away but the valve does NOT make a "clicking" sound and does NOT flush.

**CAUSE:** EL-163-A solenoid shaft assembly is fouled or jammed.

**SOLUTION:** Turn electronic power to valve "OFF" (failure to do so could result in damage to the solenoid coil). Remove EL-101 or EL-166 nut from the solenoid operator. Remove the coil from the solenoid operator. Use a spanner wrench or pliers to remove the EL-163-A solenoid shaft assembly from valve. Clean and/or replace as necessary. Be sure to replace plunger spring when reassembling Solenoid Shaft Assembly.

**INDICATOR:** The red light flashes three (3) short flashes, three (3) long flashes then three (3) short flashes ("S-O-S") and continues to repeat this cycle even when user steps out of the sensor's detection range.

**CAUSE:** EL-1500/EL-1500-L Sensor wiring connections are incorrect.

**SOLUTION:** Rewire Sensor to valve. One solenoid lead connects to the "TO VALVE" connection on Sensor. One transformer lead connects to the "24 VAC IN" connection on Sensor. Second solenoid lead and second transformer lead connect together.

**CAUSE:** Wiring to Sensor is ground shorted.

**SOLUTION:** Find short in wiring circuit and correct.

**CAUSE:** EL-165-2 solenoid coil is burnt out or coil is not connected to solenoid plunger shaft.

**SOLUTION:** Reinstall or replace coil as necessary.

**3. PROBLEM:** Volume of water is insufficient to adequately siphon fixture.

**CAUSE:** Control Stop is not open wide enough.

**SOLUTION:** Adjust control stop for desired water delivery.

**CAUSE:** Low Consumption unit is installed on Water Saver or Conventional fixture.

**SOLUTION:** Replace Diaphragm component parts of valve with kit that corresponds to appropriate flush volume of fixture.

**CAUSE:** Inadequate water volume or pressure available from supply.

**SOLUTION:** Increase pressure or supply (flow rate) to the valve. Consult factory for assistance.

**4. PROBLEM:** Length of flush is too long (long flushing) or valve fails to shut off.

**CAUSE:** Water Saver valve is installed on Low Consumption fixture.

**SOLUTION:** Replace Diaphragm component parts of valve with kit that corresponds to appropriate flush volume of fixture.

**CAUSE:** Relief valve in diaphragm is not seated properly or bypass hole in diaphragm is clogged.

**SOLUTION:** Disassemble inside Diaphragm component parts and wash parts thoroughly. Replace worn parts if necessary.

**5. PROBLEM:** Water splashes from fixture.

**CAUSE:** Supply flow rate is more than necessary.

**SOLUTION:** Adjust Control Stop to meet flow rate required for proper cleansing of the fixture.

**CAUSE:** Closet valve is installed on urinal fixture.

**SOLUTION:** Replace closet Diaphragm component parts with proper urinal kit (Inside Diaphragm Assembly or Inside Parts Kit)

### Control Stop Setting

**IMPORTANT:** Never open Control Stop to where the flow from the valve exceeds the flow capability of the fixture. In the event of a valve failure, the fixture must be able to accommodate a continuous flow from the valve.

### Care and Cleaning Instructions

DO NOT USE abrasive or chemical cleaners to clean Flushometers that may dull the luster and attack the chrome or decorative finish. Use ONLY soap and water, then wipe dry with a clean towel or cloth. When cleaning the bathroom tile, protect the Flushometer from any splattering of cleaner. Acids and cleaning fluids can discolor or remove chrome plating.

If further assistance is required, please contact Sloan Valve Company Installation Engineering Department at:

**1-888-SLOAN-14 (1-888-756-2614)**

The information contained in this document is subject to change without notice.

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