

Optima® ETF-500

TROUBLESHOOTING GUIDE

1. No water is delivered when faucet is activated.

INDICATOR: If no LED lights illuminate:

- A. No electricity is being supplied to faucet. Ensure that the main power is turned "ON". Check all transformer, sensor, solenoid and cable connections. Make sure that transformer is supplying 24 VAC (Volts AC). If no voltage is detected, replace transformer.
- B. There is an electrical system malfunction. Reset electrical system. Unplug sensor connection. Disconnect power to circuit for ten (10) seconds. Reconnect.

INDICATOR: If the GREEN LED illuminates when power is reconnected:

- C. There is a short in the Sensor. Replace sensor. Refer to individual faucet parts diagram for appropriate sensor assembly. **NOTE:** GREEN LED may illuminate immediately after sensor disconnection.
- D. There is a short in the solenoid or solenoid cable. Replace ETF-370-A solenoid.

INDICATOR: If the GREEN LED does NOT illuminate when power is reconnected:

- E. There is an electrical system malfunction. Reset electrical system. Unplug sensor connection. Disconnect power to circuit for ten (10) seconds. Reconnect.
- F. The control module circuit is not working properly. Replace ETF-450-A control module.

INDICATOR: If GREEN LED illuminates AND changes to RED when hands are in the sensor's detection zone AND the RED solenoid LED illuminates:

- G. Water supply stop(s) may be partially closed. Open stop(s) if closed.
- H. Debris is clogging solenoid filter. Shut off water supply. Remove, clean and reinstall solenoid filter.

INDICATOR: If GREEN LED illuminates AND changes to RED when hands are placed in the sensor's detection zone AND the RED solenoid LED flickers with a vibrating/clicking noise heard inside the module: **NOTE:** Applies only to REVISION 2 MODULES.

- I. There is a direct short in the solenoid or solenoid cable. Replace with ETF-370-A solenoid.

INDICATOR: If GREEN/RED LED illuminates AND changes to RED when hands are NOT located in the sensor's detection zone BUT the RED solenoid LED (in upper left corner of circuit) does NOT illuminate:

- J. Sensor range is set too long and is detecting the sink. Reduce sensor detection range.
- K. Sensor is not working properly. Replace sensor. Refer to individual faucet parts diagram for appropriate sensor assembly.

INDICATOR: If GREEN LED illuminates BUT does NOT change to red when hands are placed in the sensor's detection zone:

- L. Sensor range is set too short. Increase sensor detection range.
- M. Sensor is not working properly. Replace sensor. Refer to individual faucet parts diagram for appropriate sensor assembly.

2. Sensing range is too short.

- A. Extended range sensitivity is required. Dip switch number 4 should be in the "DOWN" (Extended range sensitivity) position. Increase range by

adjusting range potentiometer clockwise (yellow phillips screw in blue base).

- B. Faucet has surgical bend gooseneck spout. For long range use (recommended for surgical bend gooseneck spout faucet models), remove range jumper from upper right hand corner of circuit board. Adjust range potentiometer. **NOTE:** Applies only to REVISION 2 MODULES.

3. Faucet activates by itself (false triggers).

- A. Sensor range is set too long. Decrease range by adjusting range potentiometer counterclockwise. If necessary, flip dip switch number 4 into the "UP" (reduced range sensitivity) position. Check surroundings for factors that contribute to sensor range detection problems (bright lights, highly reflective surfaces, sunlight, etc.).

4. Faucet delivers very low flow or just a dribble.

- A. Water supply stop(s) may be partially closed. Open stop(s).
- B. Debris is clogging solenoid filter. Shut off water. Remove, clean, and reinstall solenoid filter.
- C. Solenoid is worn or not working properly. Rebuild with ETF-1009-A solenoid repair kit or replace ETF-370-A solenoid.
- D. Debris is clogging faucet aerator or spray head. Shut off water. Use key if required to remove. Then clean and reinstall aerator or spray head.

5. Faucet DOES NOT stop delivering water or continues to drip after user is no longer detected (even after power to the module has been disconnected).

- A. Solenoid valve is installed backward. Disconnect solenoid. Reconnect solenoid with water flow towards the faucet (see arrow on solenoid).
- B. Debris is clogging solenoid. Remove and clean solenoid operator. If necessary, rebuild with ETF-1009-A repair kit.
- C. Seat in solenoid valve body is damaged or pitted. Replace with ETF-370-A solenoid.

When assistance is required, please contact Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).