

# Troubleshooting Guide for K-175 K-180 Electronic Faucets

| Problem  | Indication   | Cause   | Solution   |
|--|--|---|--|
| No or little water flow out of faucet.   | Solid <b>red</b> LED light in the electronic eye stays on.   | Batteries are dead.   | Change batteries.  |
|  | <b>Red</b> LED light flashing.   | Low charge from batteries.  | Change batteries.  |
|  | No <b>red</b> LED light flashes after pushing the ON/OFF button.   | Mis-connection between the sensor cable and the control module.   | Unplug the cable line and inspect for damaged prongs; straighten prongs.                 |
|  |  | Batteries are not properly installed.   | Inspect batteries for the proper installation.   |
|  |  | Electronic eye dirty.   | Clean the electronic eye with mild soap and water. Dry with soft cloth.                  |
|  |  | Person not placing hands in front of sensor properly.   | Slow down hand movement. Make sure to cover sensor.                                      |
|  | <b>Red</b> LED light flashes, but "no" water   | Range is not set properly.  | Refer to Installation Instr.   |
|  |  | Defective sensor.   | Replace sensor.  |
|  |  | Defective Control Module.   | Replace Control Module.  |
|  |  | Water supply may be closed or partially closed.   | Open water supply fully.   |
| In-line filter clogged.  |  | Clean filter.   |  |
| <b>Red</b> LED light flashes, but runs continuously.   | Faucet assembly may be air-locked.   | Disconnect water outlet from faucet, turn on water, hold ON/OFF button 5-7 seconds release and repeat. Then reconnect water line to fct.  |  |
|  | Electronic eye dirty.  | Clean the electronic eye with mild soap and water. Dry with soft cloth.   |  |
|  | Defective Control Module.  | Replace Control Module  |  |
| Water Backflow   | Only getting "hot" or "cold" water out of faucet.  | Defective check valve in faucet mixing valve.   | Take mixing valve loose, inspect, clean, or replace check valves or entire mixing valve. |
|  |  | Fct. distance from hot water source too far.  | Check distance to hot water source.  |
| Cannot set faucet range  | <b>RED</b> light will not come on when hand is placed in front of sensor when going thru the "Range Setting Procedure" | Electrical problem inside control module  | Replace control module   |
| <p style="text-align: center;"><b>Failure Indicators</b></p> <p>Loose fittings that may cause leaks<br/>           Cut or damaged sensor cable or connections<br/>           Oxidation of brass or copper connections<br/>           Moisture or water inside of control module<br/>           Dirty or clogged filter and check valves<br/>           Dirty or scratched sensor lens<br/>           Dirty, greasy environment<br/>           Bright light and highly reflective surfaces<br/>           Extremely cold temperatures<br/>           Low battery indicator light is "on" or flashing.</p> |  | <p style="text-align: center;"><b>What to do in case of a faucet failure?</b></p> <p>1) Unless the low battery indicator is not flashing-<b>do not</b> change the batteries.<br/>           2) Clean the sensor lens.<br/>           3) Press the On/Off button to see if the faucet will work manually. If water begins to flow, reset the faucet's working range.<br/>           4) If the faucet does not work manually when the "On/Off" button is pressed, call for Technical Support.</p> |  |