

Touchless kitchen faucet troubleshooting

Problem	Control points	Fix / solution
Water does not flow from the faucet when activated by infrared sensor and/or handspray is pulled down	Use the instruction document to verify all connections were properly made.	This will ensure water will flow correctly inside the faucet.
	Verify that water shut-offs are open.	This will ensure the faucet is supplied with water.
	Open the handle fully.	Handle must be in the open position for the water to flow when sensors are active. If water flows when the handle is closed, the manual override is opened. Turn the knob on the electronic unit clockwise until completely closed.
	Verify the batteries are charged/good and in the correct +/- polarity.	Change or reorient batteries.
	Make sure the sensor is clean (even water might block its vision). Wave hand in front of infrared sensor within a distance of 2.5" (6 cm) and pull the handspray.	Check for water flow.
	Open the override to see if water will flow in manual mode.	If no water flows, close the water feed to the faucet. Disconnect the top water feed to the electronic unit and verify the filter is clean. Close manual override and try the sensors again.
	Wave hand in front of infrared sensor again within a distance of 2.5" (6 cm), to see if the sensor eye flashes a red light	If the sensor does not flash a red light, replace the faucet body. If sensor flashes a red light but you do not hear a clicking sound coming from the electronic unit, replace the electronic unit.
Water does not flow when the handspray is pulled down. (Water flows only with infrared sensor).	Open the handle fully.	Handle must be in the open position for the water to flow when sensors are activated.
	Keep the hose pulled-down for 1 to 3 minutes, then slide it back; pull again	If no water flows, replace the faucet body. If water flows intermittently, replace the pull-down handspray hose.
Water does not flow when faucet is activated with infrared sensor. (Water flows only when the handspray is pulled down).	Make sure the handle is in the open position and the sensor is clean (even water might block its vision). Wave your hand in front of infrared sensor once at a distance of 2.5" (6 cm) making sure not to wave back and forth (activating and immediately deactivating the sensor).	If no water flows, replace the faucet body
Water drips from the faucet.	Water dripping occurs when the handle is in the OPEN position.	Manual override might be slightly open. Close the manual override on the electronic unit by turning the knob clockwise until completely closed.
	Water dripping occurs when the handle is in the CLOSE position.	Change the faucet cartridge.
Water flow diminished.	Open the handle fully and test flow.	If the water flow is still diminished, clean the filter found in the top part of the electronic unit; and/or clean the aerator and nozzles on handspray.
Water flow does not automatically stop after 3 minutes.	Verify if manual override on the electronic unit is closed (turn the knob clock wise until completely closed). If it's open, close it and do the test again. If the manual override is already well closed, wave hand in front of infrared sensor to activate water flow and repeat movement to stop the water flow.	If water stops, replace the faucet body. If water does not stop, replace the electronic unit.

Water flow stops during use (within the 3 minute security timer) or water suddenly flows without any motion.	Verify the batteries are charged/good and in the correct +/- polarity	Change or reorient batteries.
	Check if there is any drop of water slid over the sensor eye to activate it.	Make sure the sensor is clean (even water might block its vision) and try to stay outside the 2.5" (6 cm) range of the sensor to prevent accidentally activating/deactivating it.
The infrared sensor flashes a red light three times per second.		Flashing indicates batteries are running low. Change batteries.

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Problem	Possible Reason	Suggested Solution
No water flow	Batteries run out	Replace batteries
	Dirt on sensor surface	Clean the sensor surface
	Main water supply is shut off	Turn main water supply on
	Dirt on water filter net	Clean the water filter net
	Water pressure is not applicable	Check the water pressure or refer to the technical specification.
Have a continuous water flow problem	Batteries run out	Replace batteries
	Low water pressure	Check the water pressure or refer to the technical specification.
	Solenoid valve open	Check the solenoid valve or relace it with good one
Having leakage after turning off the faucet	Low water pressure	Check the water pressure or refer to the technical specification.
	Dirt on water filter net	Clean the water filter net