

Optima® Royal® ES-S TMO (SWB) Flushometers

TROUBLESHOOTING GUIDE

Urinals (EL-1500 Sensor)

When the sensor detects a user, a slow flashing red light appears in the sensor window. After eight (8) to ten (10) seconds, the light flashes rapidly to indicate that the sensor is armed. When the sensor no longer detects a user, the sensor immediately activates the solenoid valve after a 0.5 second delay.

Water Closets (EL-1500-L Sensor)

Detection and activation are the same as for the urinal EL-1500 sensor (ABOVE) except when the sensor no longer detects an user, the sensor activates the solenoid valve after a three (3) second delay.

The EL-1500 urinal and EL-1500-L closet self-adaptive sensors are equipped with a "Sentinel Flush" feature. These units automatically activate the solenoid every twenty-four (24) hours after the last user.

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

- A. No power is being supplied to sensor. Ensure that the main power is turned "ON." Check transformer, leads and connections. Repair or replace as necessary.
- B. EL-1500-L Sensor is not operating. Replace the EL-1500-L Sensor.

2. 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.

- A. No water is being supplied to the valve. Make certain that the water supply is turned "ON" and the Control Stop is open. No power is being supplied to sensor. Ensure that the main power is turned "ON." Check transformer, leads and connections. Repair or replace as necessary.
- B. EL-128-A cartridge is fouled or jammed. 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.

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

- A. EL-1500-L Sensor wiring connections are incorrect. 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.
- B. Wiring to Sensor is ground shorted. Find short in wiring circuit and correct.
- C. EL-165-2 solenoid coil is burnt out or coil is not connected to solenoid plunger shaft. Reinstall or replace coil as necessary.

3. Volume of water is insufficient to adequately siphon fixture.

- A. Control Stop is not open wide enough. Adjust control stop for desired water delivery.
- B. Low Consumption unit is installed on Water Saver or Conventional fixture. Replace Diaphragm component parts of valve with kit that corresponds to appropriate flush volume of fixture.
- C. Inadequate water volume or pressure available from supply. Increase pressure or supply (flow rate) to the valve. Consult factory for assistance.

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

- A. Water Saver valve is installed on Low Consumption fixture. Replace Diaphragm component parts of valve with kit that corresponds to appropriate flush volume of fixture.
- B. Relief valve in diaphragm is not seated properly or bypass hole in diaphragm is clogged. Disassemble inside Diaphragm component parts and wash parts thoroughly. Replace worn parts if necessary.

5. Water splashes from fixture.

- A. Supply flow rate is more than necessary. Adjust Control Stop to meet flow rate required for proper cleansing of the fixture.

6. Leakage occurring at the Push Button (Concealed models only).

- A. Damaged or worn seals or lime build up in the actuator cartridge. Replace with new HY-32-A cartridge.

7. The flushometer does not flush or flushes only once and will not flush a second time when the button is pushed (Concealed models only).

- A. The plunger is lodged in the actuator cartridge or the plunger by-pass hole is clogged. Remove the actuator housing and cartridge from the flushometer. Clean under running water. If cartridge parts are worn, deteriorated or limed up and problem persists after cleaning, replace with new HY-83-A cartridge.

1. Turn off water at the control stop.
2. Unscrew the housing coupling nut from the flushometer.
3. Remove the actuator housing from the flushometer. The tubing connections can be left intact.
3. Remove the actuator cartridge from the flushometer body. Care should be taken so that upon removal the actuator does not abruptly separate due to spring compression within. If the actuator cartridge is lodged in the body cavity, grip the exposed portion gently with a pair of channel lock pliers and rotate back and forth to loosen the "O" ring seal.

5. Separate the actuator housing to reveal the spring and plunger.

- B. Plastic Tubing Installed Incorrectly. Install Plastic Tubing Correctly.

8. The flushometer does not flush and a small amount of leakage is visible below the valve (Concealed models only).

- A. Foreign material lodged in the cartridge. Remove the cartridge and inspect for foreign material. Clean under running water.
- B. Damaged or worn seals or lime build up in the actuator cartridge. Replace with new HY-32-A cartridge.
 1. Remove the button or actuator assembly from the wall or fixture.
 2. Disassemble the flange or button assembly from the actuator body.
 3. Unscrew the cartridge from the actuator body. Note: The metal push button was designed to be vandal-proof and thus requires removal from the wall for servicing.
- C. Plastic Tubing installed incorrectly. Install Plastic Tubing Correctly.

CARE AND CLEANING INSTRUCTIONS

DO NOT USE abrasive or chemical cleaners to clean flushometers or sensor that may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** mild 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.

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