

BASYS™ Infrared Sensor Activated

TROUBLESHOOTING GUIDE

1. Red LED in spout does not blink 2 sec after battery installation.

- Battery placement incorrect or batteries have been discharged.
- Ensure batteries are installed properly. Check the orientation of each battery matches the positive (+) and negative (-) symbols shown on the battery compartment.

2. Faucet DOES NOT function.

- Adhesive packaging label affixed over sensor eye.
- Remove adhesive label from sensor eye.

3. Faucet delivers water in an uncontrolled manner.

- Faucet is not working properly.
- Clean sensor window. If continually now working contact Sloan's Tech Support Department.

4. Faucet DOES NOT deliver any water when sensor is activated.

INDICATOR: Solenoid valve produces an audible "CLICK".

- Water supply stop(s) closed.
Open water supply stop(s).
- Strainer is clogged.
Remove, clean, and reinstall strainer. Replace strainer, if needed (refer to page 124).

INDICATOR: Solenoid valve DOES NOT produce an audible "CLICK".

- Batteries low (battery-powered models).
Replace batteries (refer to battery replacement on page 123).
- Power failure (hardwire models).
Check power supply.

5. Faucet delivers only a slow flow or dribble when sensor is activated.

- Water supply stop(s) are partially closed.
Completely open water supply stop(s).

6. Faucet DOES NOT stop delivering water or continues to drip after user is no longer detected.

- Faucet is not working properly.
- Clean sensor window. If continually now working contact Sloan's Technical Support (see below).

7. LED indicator blinks RED when faucet is in use.

- Batteries low (battery-powered models).
- Replace batteries (refer to battery replacement on page 123).

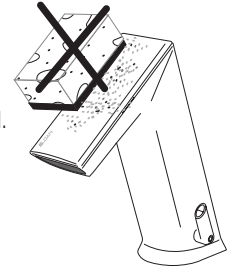
8. The water temperature is too hot or too cold on a faucet connected to hot and cold water supply lines.

- Supply stops are not adjusted properly.
Adjust supply stops.
- For models with integral side mixing valve—mixing valve is set improperly for the water temperature desired.
Rotate mixing valve handle clockwise to decrease water temperature or counterclockwise to increase water temperature.
- Inadequate hot water supply.
Adjust supply stops.

CARE AND CLEANING

DO NOT USE abrasive or chemical cleaners (including chlorine bleach) to clean Faucets that may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** mild soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, protect the Faucet from any splattering of cleaner. Acids and cleaning fluids will discolor or remove chrome plating.



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