

Optima® ELF-10/ESF-20/ESF-30

TROUBLESHOOTING GUIDE

1. Faucet DOES NOT function (RED indicator light does not illuminate when user steps in front of sensor).

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

2. Faucet DOES NOT function (RED indicator light appears when user steps in front of sensor BUT solenoid does NOT "CLICK").

- A. Debris is clogging solenoid. Disassemble, clean, flush, and reassemble.
- B. Solenoid electrical wiring is not correctly connected. Check solenoid connections.
- C. Solenoid is not working. Replace ETF-1004-A solenoid.

3. No water is delivered when faucet is activated.

INDICATOR: Solenoid "CLICK" can be heard:

- A. Water supply stop(s) may be partially closed. Open stop(s).
- B. Solenoid filter is clogged. Shut off water supply. Remove, clean, and reinstall solenoid filter. Replace ETF-1009-A solenoid filter if necessary.

4. Very low flow or slow dribble

- A. Water supply stop(s) may be partially closed. Open stop(s).
- B. Solenoid filter is clogged. Shut off water supply. Remove, clean, and reinstall solenoid filter. Replace ETF-1009-A solenoid filter if necessary.
- C. Aerator or spray head is clogged. Remove, clean, and reinstall.
- D. Debris is clogging solenoid. Disassemble, clean, flush, and reassemble.

5. Faucet DOES NOT stop delivering water or continues to drip after user is no longer detected (power is "ON" and RED indicator light is flashing).

- A. Non-permanent target is still detected in range of sensor after user exits range. Remove non-permanent target. If the target is a new permanent target (i.e., a new wall or partition), turn 24 VAC power supply "OFF" for fifteen (15) seconds. Turn power supply "ON". Allow the sensor to complete the start-up procedure.
- B. Sensor has failed. Replace EL-1500-LL or EL-1500-LL-T sensor.

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

- A. Solenoid Valve is installed backward. Disconnect solenoid. Reconnect solenoid so the water flow is directed toward the faucet.
- B. The solenoid is dirty and is not closing properly. Remove solenoid operator, clean, and reassemble.

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