

## SloanStone® EW-62000/ EW-63000 Series

### TROUBLESHOOTING GUIDE

INDICATOR: Solenoid valve produces an audible “CLICK.”

- A. Water supply stop(s) closed. Open water supply stop(s).
- B. Water strainer in control module is clogged. Close supply stops and remove water inlet line at control module. Remove, clean and reinstall strainer and water inlet line. Replace strainer if required.

INDICATOR: Solenoid valve DOES NOT produce an audible “CLICK.”

- A. Batteries low (battery powered models). Replace batteries.
- B. Power failure (transformer powered models). Check power supply.

#### 2. Spray Head delivers only a slow flow or dribble when Sensor is activated.

- A. Water supply stop(s) are partially closed. Completely open water supply stop(s).
- B. Water strainer in control module is clogged. Close supply stops and remove water inlet line at control module. Remove, clean and reinstall strainer and water inlet line. Replace strainer if required.
- C. Aerator is clogged. Remove, clean, and reinstall aerator. Replace aerator if required.
- D. Valve is defective. Contact Sloan Technical Support

#### 3. Spray Head does not stop delivering water or continues to drip after user is no longer detected.

- A. Valve is defective. Contact Sloan Technical Support

#### 4. The water temperature is too hot or too cold when connected to hot and cold supply lines.

- A. Mixing Valve is not adjusted properly. Adjust Mixing Valve.

#### 5. Solenoid Valve does not produce an audible “CLICK” after plugging transformer into live receptacle (transformer powered models).

- A. Unplug Transformer from receptacle. Wait one minute. Check that all connections to Control Modules are properly made. Plug Transformer back into live receptacle.

#### SloanStone® Solid Surface Care

For normal cleaning, use warm, soapy water or conventional ammonia based liquid glass cleaner.

For dry stains, allow the soapy water or glass cleaner some time to remoisturize the area, then wipe the stain off.

To renew the surface after deep scratches or stains, use green, then maroon, and finally white 3M Scotch-Brite® pads to return the deck to a smooth 1200 grit wet-sanded finish.

If the dry stain is neither water-based nor oil-based, gently scrape the stain off with a plastic material (i.e. a plastic knife), and then proceed with the aforementioned normal cleaning procedures.

Wipe the entire surface evenly with a mild abrasive cleanser for regular maintenance.

#### Stainless Steel Care

**Important:** When cleaning stainless steel, always rub in the same direction of the stainless steel finish lines, never across. After cleaning, always thoroughly rinse with water and dry all cleaned stainless steel areas to prevent buildup of mineral deposits.

Clean stainless steel surfaces often using warm, soapy water.

For more stubborn deposits, use baking soda, borax or any of several non-abrasive commercial cleansing agents. Do not leave chlorides found in most cleansing agents for extended periods of time on the surfaces as they may attack stainless steel. If an abrasive cleaning tool is needed, always use stainless steel wool, stainless steel pads, or stainless steel brushes. Do not use ordinary steel wool, pads or brushes because they have a tendency to break apart and leave small particles which will rust on the stainless steel surfaces, giving the appearance that the stainless steel surfaces themselves are rusting. Do not use strong acidic or caustic cleaners or cleansers because they may also attack the stainless steel surfaces. Maintain a regular cleaning schedule.

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