Concealed SOLIS® Flushometers

TROUBLESHOOTING GUIDE

NOTE: Upon detection of the user, the red indicator light flashes slowly, during start-up (first 10 minutes). After a period of eight seconds unit is ready to flush. When the user leaves the detection range, the sensor initiates the flush sequence. Then the indicator light stops flashing and the valve flushes. The valve will flush after a three-second (water closets) or one-second (urinals) delay.

1. **Sensor flashes continuously only when user steps within range.**
   A. Unit in start-up mode; no problem. This feature is active for the first ten (10) minutes of operation.
2. **Valve DOES NOT flush; sensor does not picking up user.**
   A. Range too short; increase the range. Consult factory.
3. **Valve DOES NOT flush; sensor picking up opposite wall or surface, or only flushes when someone walks by. Light flashes continuously for first 10 minutes even with no one in front of the sensor.**
   A. Range too long; shorten range. Consult factory.
4. **Valve DOES NOT flush even after adjustment.**
   A. Batteries completely used up; replace batteries.
   B. Problem with electronic sensor module; replace electronic sensor module.
   C. Problem with solenoid; replace solenoid.
5. **Unit flashes a sequence of 4 quick times when user steps within range.**
   A. Batteries low; replace batteries.
6. **Valve DOES NOT shut off.**
   A. Bypass orifice in diaphragm is clogged with dirt or debris, or bypass is clogged by an invisible gelatinous film due to "over-treated" water. Remove diaphragm and wash under running water. **NOTE:** Size of orifice in the bypass is of utmost importance for the proper metering of water by the valve. **DO NOT ENLARGE OR DAMAGE THIS ORIFICE.** Replace diaphragm if cleaning does not correct the problem.
   B. Dirt or debris fouling relief valve or diaphragm. Remove diaphragm and wash under running water.
   C. Problem with electronic sensor module; replace sensor module.
7. **Not enough water to fixture.**
   A. Wrong relief valve installed in diaphragm kit. Install the correct relief valve.
   B. Wrong SOLIS® model installed; i.e., 1.0 gpf urinal installed on 3.5 gpf closet fixture. Replace with proper SOLIS model.
   C. Enlarged bypass in diaphragm. Replace diaphragm.
   D. Control stop not adjusted properly. Readjust control stop.
   E. Inadequate volume or pressure at supply. Increase water pressure or supply (flow) to valve. Consult factory for assistance.
8. **Too much water to fixture.**
   A. Wrong relief valve installed in diaphragm kit. Install the correct relief valve.
   B. Control stop not adjusted properly. Readjust control stop.
   C. Wrong SOLIS model installed; i.e., 1.6 gpf model installed on 1.0 or 1.5 gpf urinal fixture. Replace with proper SOLIS model.
   D. Dirt in diaphragm bypass. Clean under running water or replace diaphragm.

PUSH BUTTON ACTUATOR

9. **Leakage occuring at the push button.**
   A. Damage or worn seals or lime build-up in the actuator cartridge. Replace with new cartridge.
10. **The flushometer DOES NOT flush and a small amount of leakage is visible below the valve.**
    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 cartridge.
    C. Plastic tubing installed incorrectly. Match tubing ends from valve body actuator to button actuator, so that "L" to "L" and "O" to "O".

FLUSHOMETER ACTUATOR ASSEMBLY

11. **The flushometer DOES NOT flush or flushes only once and will not flush a second time when the button is pushed.**
    A. The plunger is lodged in the actuator cartridge or the plunger bypass hole is clogged. Remove the actuator housing & cartridge from the flushometer. Clean under running water. If cartridge parts are worn, deteriorated or limed up & problem persists after cleaning, replace with new cartridge.
    B. Plastic tubing installed incorrectly. Match tubing ends from valve body actuator to button actuator, so that "L" to "L" and "O" to "O".

TO REMOVE THE ACTUATOR FROM THE FLUSHOMETER

A. Turn off water from control stop.
B. Unscrew the housing coupling nut from the flushometer.
C. Remove the actuator housing from the flushometer. The tubing connections can be left intact.
D. Remove the actuator cartridge from the flushometer body. Care should be taken so that upon removal the actuator and the o-ring do not 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.
E. Separate the actuator housing to reveal the spring and plunger.

!!! IMPORTANT — CONTROL STOP SETTING !!!
NEVER OPEN CONTROL STOP TO WHERE THE FLOW FROM THE VALVE EXCEEDS THE FLOW CAPABILITY OF THE FIXTURE. IN THE EVENT OF A VALVE FAILURE, THE FIXTURE MUST BE ABLE TO ACCOMMODATE A CONTINUOUS FLOW FROM THE VALVE.

THIS PRODUCT CONTAINS MECHANICAL AND/OR ELECTRICAL COMPONENTS THAT ARE SUBJECT TO NORMAL WEAR. THESE COMPONENTS SHOULD BE CHECKED ON A REGULAR BASIS AND REPLACED AS NEEDED TO MAINTAIN THE VALVE'S PERFORMANCE.

LAWS AND REGULATIONS PROHIBIT THE USE OF HIGHER FLUSHING VOLUMES THAN LISTED ON FIXTURE OR FLUSHOMETER.

DO NOT USED TOOTHED TOOLS TO INSTALL OR SERVICE THESE VALVES. USE A SLOAN A-50 SUPER WRENCH, SLOAN A-109 PLIER WRENCH OR SMOOTH JAWED WRENCH TO SECURE ALL COUPLINGS.

CARE AND CLEANING INSTRUCTIONS

DO NOT USE abrasive or chemical cleaners to clean flushometers that may dull the luster and attack the finish. 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 finish.

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