

SOLIS® Single-Flush and Dual-Flush Flushometer

TROUBLESHOOTING GUIDE

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 not picking up user.

- A. Range too short; increase the range.

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.

4. Valve DOES NOT flush even after adjustment.

- A. Range adjustment potentiometer set at full “max” or full “min” setting. Readjust potentiometer away from full “max” or “min” setting.
- B. Batteries completely used up; replace batteries.
- C. Problem with electronic sensor module; replace electronic sensor module.

5. Unit flashes 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 flex tube 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 flex tube diaphragm if cleaning does not correct the problem.
- B. Dirt or debris fouling stem or flex tube diaphragm. Remove flex tube diaphragm and wash under running water.
- C. O-ring on stem of flex tube diaphragm is damaged or worn. Replace o-ring if necessary.
- D. Problem with electronic sensor module; replace sensor module.

7. Not enough water to fixture.

- A. Wrong flush volume regulator installed in flex tube diaphragm kit. Install the correct regulator.
- B. Wrong SOLIS® model installed; i.e., 1 gpf. Urinal installed on 3.5 gal. closet fixture. Replace with proper SOLIS® model.
- C. Enlarged bypass in diaphragm. Replace flex tube 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 flush volume regulator installed in flex tube diaphragm kit. Install the correct regulator.
- B. Control stop not adjusted properly. Readjust control stop.
- C. Wrong SOLIS model installed; i.e., 3 gpf. model installed on 1.0 or 1.5 gal. Urinal fixture. Replace with proper SOLIS mode.
- D. Dirt in diaphragm bypass. Clean under running water or replace flex tube diaphragm.

Note: The EBV-46-A beam deflector is not required or available for the SOLIS®.

CARE AND CLEANING INSTRUCTIONS

DO NOT USE abrasive or chemical cleaners to clean flushometers as they may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, the flushometer should be protected 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).