

## Waterfree & Hybrid Urinal Series

### TROUBLESHOOTING

#### 1. URINE IS NOT DRAINING OR DRAINING SLOWLY

- Cartridge is full, replace with new cartridge according to instructions inside box.
- Cartridge is not fully locked into place. Sloan logo should be at the 12:00 position when facing the urinal. Use cartridge tool to rotate clockwise until fully seated.
- Improper drain line slope:
  - Tube-in-tube is not installed correctly. Remove urinal from wall and check that arrow tab on black rubber drain tube is at the 12:00 position. Rotate accordingly.
  - Drain line is not pitched correctly. Use standard mending plate to correct drain line pitch. NOTE: Adjustment and re-installation of the urinal hanger bracket may be required to allow the housing drain tail pipe to properly fit into drain line.
  - Housing and/or drain line is clogged. Scrub housing with nylon brush and flush with soapy water according to cartridge replacement instructions.

#### 2. URINE IS ON THE FLOOR/LEAKING

- The hose clamp on the drain is not tightened adequately. Tighten the hose clamp until leak stops.
- Housing is loose. (Hybrid Urinals only) Remove the screw on bottom of electronic board, unclip the electronic board from the bottom of the housing. Lower the electronic board down and out of the way. Unsnap the housing exit tube and use special tool to tighten housing.
- Housing is cracked, urinal bracket is too low placing load onto housing tail pipe inside drain.
  - Raise hanger bracket as necessary to provide concentric insertion of tail pipe into drain line.
  - Replace broken housing.
  - Reinstall urinal according to installation instructions ([www.sloanvalve.com](http://www.sloanvalve.com)).

#### 3. THERE IS A FOUL ODOR COMING FROM THE URINAL

- Cartridge sealant is not present. Dip a rolled up corner of paper towel into the opening at the top of the cartridge. If the paper towel comes out clean or without blue sealant, change the cartridge.
- Odor not coming from urinal. Check other sources of odor such as air vents, toilets, trash receptacles or floor drains. For an extensive list of alternate restroom odor sources please visit [www.sloanvalve.com](http://www.sloanvalve.com).
- The gear clamp on the drain is not tightened adequately. Tighten clamp.

#### 4. WATER IS ON FLOOR/LEAKING (Hybrid Urinals only)

- Loose supply stop connection. Tighten compression nut on hose.
- Loose 'loop' connection to housing. Check connections and tighten. Lubricate O-Ring at connection.
- Broken air gap assembly. Replace air gap assembly.

#### 5. URINAL DOES NOT DELIVER ANY WATER WHEN SENSOR IS ACTIVATED (Hybrid Urinals only)

INDICATOR: Solenoid valve produces audible "CLICK."

- Water supply stop(s) closed. Ensure water supply stop is open.
- Solenoid strainer clogged. Remove braided hose from solenoid, clean strainer and replace.

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

- Battery low. Replace battery (refer to Battery Replacement section).
- Electronic board assembly is defective. Replace board.

#### 6. URINAL DELIVERS ONLY A SLOW FLOW OR DRIBBLE WHEN SENSOR IS ACTIVATED (Hybrid Urinals only)

- Water supply stop is partially closed. Completely open water supply stop.
- Solenoid strainer is clogged. Remove braided hose from solenoid, clean strainer and replace.

#### 7. URINAL DOES NOT STOP DELIVERING WATER OR CONTINUES TO RUN AFTER ACTIVATION IS COMPLETE (Hybrid Urinals only)

- Urinal is not working properly:
  - Board needs to be reset. Turn off the water at the stop. Unplug battery. Wait 10 seconds and replace battery. Replace battery. After 1 minute unit should cycle properly.
  - If board reset does not work, contact Sloan Technical Support.