

Troubleshooting Guide for K-175 K-180 Electronic Faucets

Problem	Indication	Cause	Solution
No or little water flow out of faucet.	Solid red LED light in the electronic eye stays on. Red LED light flashing.	Batteries are dead.	Change batteries.
		Low charge from batteries.	Change batteries.
	No red LED light flashes after pushing the ON/OFF button.	Mis-connection between the sensor cable and the control module.	Unplug the cable line and inspect for damaged prongs; straighten prongs.
		Batteries are not properly installed.	Inspect batteries for the proper installation.
		Electronic eye dirty.	Clean the electronic eye with mild soap and water. Dry with soft cloth.
		Person not placing hands in front of sensor properly.	Slow down hand movement. Make sure to cover sensor.
		Range is not set properly.	Refer to Installation Instr.
		Defective sensor.	Replace sensor.
		Defective Control Module.	Replace Control Module.
	Red LED light flashes, but "no" water	Water supply may be closed or partially closed.	Open water supply fully.
		In-line filter clogged.	Clean filter.
		Faucet assembly may be air-locked.	Disconnect water outlet from faucet, turn on water, hold ON/OFF button 5-7 seconds release and repeat. Then reconnect water line to fct.
	Red LED light flashes, but runs continuously.	Electronic eye dirty.	Clean the electronic eye with mild soap and water. Dry with soft cloth.
		Defective Control Module.	Replace Control Module
Water Backflow	Only getting "hot" or "cold" water out of faucet.	Defective check valve in faucet mixing valve.	Take mixing valve loose, inspect, clean, or replace check valves or entire mixing valve.
		Fct. distance from hot water source too far.	Check distance to hot water source.
Cannot set faucet range	RED light will not come on when hand is placed in front of sensor when going thru the "Range Setting Procedure"	Electrical problem inside control module	Replace control module
Failure Indicators Loose fittings that may cause leaks Cut or damaged sensor cable or connections Oxidation of brass or copper connections Moisture or water inside of control module Dirty or clogged filter and check valves Dirty or scratched sensor lens Dirty, greasy environment Bright light and highly reflective surfaces Extremely cold temperatures Low battery indicator light is "on" or flashing.		What to do in case of a faucet failure? 1) Unless the low battery indicator is not flashing- do not change the batteries. 2) Clean the sensor lens. 3) Press the On/Off button to see if the faucet will work manually. If water begins to flow, reset the faucet's working range. 4) If the faucet does not work manually when the "On/Off" button is pressed, call for Technical Support.	