

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.	Batteries are dead.	Change batteries.
	Red LED light flashing.	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.
	Red LED light flashes, but "no" water	Defective Control Module.	Replace Control Module.
		Water supply may be closed or partially closed.	Open water supply fully.
		In-line filter clogged.	Clean filter.
	Red LED light flashes, but runs continuously.	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.
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"
Failure Indicators		What to do in case of a faucet failure?	
Loose fittings that may cause leaks		1) Unless the low battery indicator is not flashing- do not change the batteries.	
Cut or damaged sensor cable or connections		2) Clean the sensor lens.	
Oxidation of brass or copper connections		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.	
Moisture or water inside of control module		4) If the faucet does not work manually when the "On/Off" button is pressed, call for Technical Support.	
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.			