

# Troubleshooting Guide for K-175 K-180 Electronic Faucets

Problem	Indication	Cause	Solution
No or little water flow out of faucet.	Solid <b>red</b> LED light in the electronic eye stays on.	Batteries are dead.	Change batteries.
	<b>Red</b> LED light flashing.	Low charge from batteries.	Change batteries.
	No <b>red</b> 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.
	<b>Red</b> LED light flashes, but "no" water	Defective sensor.	Replace sensor.
		Defective Control Module.	Replace Control Module.
		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.	
<b>Red</b> 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	<b>RED</b> 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
<p style="text-align: center;"><b>Failure Indicators</b></p> <p>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.</p>		<p style="text-align: center;"><b>What to do in case of a faucet failure?</b></p> <p>1) Unless the low battery indicator is not flashing-<b>do not</b> 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.</p>	