

# TROUBLESHOOTING DÉPANNAGE RESOLUCIÓN DE PROBLEMAS

## NOTICE

- We recommend that you use only genuine Delta® replacement parts.
- DO NOT USE EXCESSIVE FORCE** to close the inlet stop stem. We **RECOMMEND** that the flushometer be flushed while closing the inlet stop. The noise created by the water flow or the flow into the fixture will stop when the inlet water is shut off.

Problem	Indicator	Cause	Solution
No lights on sensor	No power	<b>BT Models</b> - Batteries not installed correctly	Check that the four "AA" Alkaline batteries are positioned properly in the battery holder. Use the +/- signs on the batteries and the +/- signs on the battery holder for correct positioning.
		<b>BT Models</b> - Batteries are depleted.	Replace with four new "AA" Alkaline batteries. See " <a href="#">Battery Replacement (see Figure 14)</a> " on page 33 for instructions.
		<b>BT Models</b> - Damage or corrosion of the battery terminals.	Check for damage or corrosion of the battery terminals in the battery holder. Replace battery holder and batteries if necessary.
		<b>HW Models</b> - Power not being supplied to the unit.	Check for power coming from the transformer. Replace if required. Check power coming from the hardwire converter. Replace if required.
Excessive noise	Excessive noise	High pressures may lead to an increase in noise.	While the TECK® Flushometer will operate up to 125 psi (862 kPa), the preferred operating range is between 35 to 65 psi (241 to 448 kPa). 1. Lower the flow rate by reducing the flowing pressure upstream of the flushometer by adjusting the screw stop. Close the stop completely and re-open 1 turn. Then adjust the screw to stop the noise. 2. Other options include installing a Pressure Reducing Valve (PRV), or ball valve upstream to the flushometer.
		Damaged renewable seat.	On flushometers that have been installed for a number of years, check the renewable seat for wear and replace if necessary.
		Partially closed inlet stop.	Open inlet stop.
Excessive water flow rate	Splashing of water out of the fixture	Inlet stop may be open too much.	Close the stop completely and re-open 1 turn. Adjust the stop to meet the required flush volume specification. <b>⚠ WARNING</b> Operation of flushometer with inlet stop <b>BELOW ONE TURN OPEN</b> may cause <b>EXCESSIVE NOISE</b> . The lowest open setting for the inlet stop may vary depending on the installation.
Shortage of water to properly flush bowl	Fixture does not clear waste	Inlet stop may not be open enough.	<b>OPEN</b> inlet stop fully.
		Supply line may be blocked or under sized.	<b>CHECK</b> supply line for size or obstruction, partially closed gate or other supply line valve, corroded or under size water piping.
		Not enough water pressure and/or flow rate.	<b>CHECK</b> water pressure and flow rate. Water supply may be restricted upstream. Open any devices being used to restrict pressure and/or flow rate to the flushometer (PRV, ball valves, supply stops).
Continuous flushing	Flushometer does not stop after cycle is complete	The Regulating Screw may require adjustment.	Adjust by slowly turning the regulating screw <b>LEFT</b> (counter-clockwise) (except on models that have a fixed volume). See " <a href="#">Flush Volumes</a> " on page 15 for detail on adjusting.
		Bypass slot partially or completely obstructed.	1. Clean bypass slot. 2. Replace cap/solenoid & regulating screw assembly if required. See " <a href="#">Cap/Solenoid &amp; Regulating Screw Assembly Maintenance (see Figure 17)</a> " on page 36 for instructions.
		Diaphragm/Guide Assembly obstructed or damaged.	1. Check for damage and alignment of the diaphragm. 2. Replace Diaphragm/Guide Assembly if required. See " <a href="#">Diaphragm/Guide Assembly And Seat Maintenance (see Figure 18)</a> " on page 38 for instructions.
		Solenoid not connected to controller or damaged.	1. Check for damage and alignment of the diaphragm. 2. Replace Diaphragm/Guide Assembly if required. See " <a href="#">Diaphragm/Guide Assembly And Seat Maintenance (see Figure 18)</a> " on page 38 for instructions.
Inadvertent flushing	Flushometer will activate with no one using the fixture	Sensor range needs to be adjusted.	Verify sensing range of the flushometer and adjust if required. See section " <a href="#">Setup Modes</a> " on page 17 for instructions.
		Sensor requires adjustment for reflection of infrared signal.	See " <a href="#">Inadvertent Flushing (see Figure 16)</a> " on page 35 for instruction on sensor angle adjustment.

**NOTICE** If the issue persists, contact Delta Commercial Technical Service at **1-800-387-8277** (Canada).

Problem	Indicator	Cause	Solution
Valve will not flush	Flushometer has been serviced and <b>DOES NOT</b> operate	Re-assembled incorrectly.	Check that the Cap/Solenoid Assembly has been put on the body properly. The Regulating Screw should always be on the same side as the inlet stop.
	Lights operate as expected but valve will not flush	Solenoid not connected to controller or damaged.	1. Verify wiring is connected correctly. The solenoid is connected black to black, red to red with the electronic compartment. 2. Replace cap/solenoid & regulating screw assembly if required. See <a href="#">"Cap/Solenoid &amp; Regulating Screw Assembly Maintenance (see Figure 17)" on page 36</a> for instructions
	Valve will flush but shuts off immediately when activated	Diaphragm may be dirty or damaged.	1. Check for damage and alignment of the diaphragm. 2. Replace Diaphragm/Guide Assembly if required. See <a href="#">"Diaphragm/Guide Assembly And Seat Maintenance (see Figure 18)" on page 38</a> for instructions.
		Water supply is turned off.	Verify water supply is turned on.
		The Regulating Screw may require adjustment.	Adjust by slowly turning the regulating screw <b>RIGHT</b> (clockwise) (except on models that have a fixed volume). See <a href="#">"Flush Volumes" on page 15</a> for details on adjusting.
Inlet filter may be partially or completely obstructed.	1. Clean or replace inlet filter 2. Replace inlet filter if required. See <a href="#">"Inlet Filter Maintenance (see Figure 15)" on page 34</a> for instructions.		
Slight water leak into fixture	Water running into fixture when flushometer not activated.	Diaphragm may be dirty or damaged.	1. Check for damage and alignment of the diaphragm. 2. Replace Diaphragm/Guide Assembly if required. See <a href="#">"Diaphragm/Guide Assembly And Seat Maintenance (see Figure 18)" on page 38</a> for instructions.
		Solenoid damaged.	Replace cap/solenoid & regulating screw assembly if required. See <a href="#">"Cap/Solenoid &amp; Regulating Screw Assembly Maintenance (see Figure 17)" on page 36</a> for instructions.
		Diaphragm caught on seat.	1. Check for damage and alignment of the diaphragm. 2. Replace Diaphragm/Guide Assembly if required. See <a href="#">"Diaphragm/Guide Assembly And Seat Maintenance (see Figure 18)" on page 38</a> for instructions.
		Inlet filter may be partially or completely obstructed.	1. Clean or replace inlet filter. 2. Replace inlet filter if required. See <a href="#">"Inlet Filter Maintenance (see Figure 15)" on page 34</a> for instructions.
<b>NOTICE</b> If the issue persists, contact Delta Commercial Technical Service at <b>1-800-387-8277</b> (Canada).			