

## Optima Plus® Sloan Flushometer™

### TROUBLESHOOTING AND MAINTAINING THE SLOAN OPTIMA PLUS® FLUSHOMETER

**IMPORTANT:** This product contains mechanical and/or electrical components that are subject to normal wear. These components should be checked on a regular basis and replaced as needed to maintain the valve's performance.

Never open Control Stop to where the flow from the valve exceeds the flow capability of the fixture. In the event of a valve failure, the fixture must be able to accommodate a continuous flow from the valve.

**ATTENTION INSTALLERS:** With the exception of the control stop inlet, DO NOT USE pipe sealant or plumbing grease on any valve component or coupling! To protect the chrome or special finish of Sloan flushometers, DO NOT USE toothed tools to install or service these valves. Use our A-50 Super-Wrench™ or other smooth-jawed wrench to secure couplings. Regulations for low consumption fixtures (1.6 gpf/6.0 Lpf closets and 1.0 gpf/3.8 Lpf urinals) prohibit use of higher flush volumes.

**1. Sensor flashes continuously only when user steps within range.**

A. Unit in Start-Up mode; no problem. This feature is active for the first ten (10) minutes of operation.

**2. Valve does not flush; sensor not picking up user.**

A. Range too short; increase the range.

**3. Valve does not flush; sensor picking up opposite wall or surface, or only flushes when someone walks by. Red light flashes continuously for first 10 minutes even with no one in front of the sensor.**

A. Range too long; shorten range.

**4. Valve does not flush even after adjustment.**

A. Range Adjustment Potentiometer set at full "max" or full "min" setting. Readjust Potentiometer away from full "max" or "min" setting.

B. Batteries completely used up; replace batteries.

C. Problem with Electronic Sensor Module; replace Electronic Sensor Module.

**5. Unit flashes four (4) quick times when user steps within range.**

A. Batteries low; replace batteries.

**6. Valve does not shut off.**

A. Bypass Orifice in Diaphragm is clogged with dirt or debris, or Bypass is clogged by an invisible gelatinous film due to "over-treated" water. Remove Flex Tube Diaphragm and wash under running water.

**Note:** Size of orifice in the by-pass is of utmost importance for the proper metering of water by the valve. **DO NOT ENLARGE OR DAMAGE THIS ORIFICE.** Replace flex tube diaphragm if cleaning does not correct the problem.

B. Dirt or debris fouling Stem or Flex Tube Diaphragm. Remove Flex Tube Diaphragm and wash under running water.

C. O-ring on Stem of Flex Tube Diaphragm is damaged or worn. Replace O-ring if necessary.

D. Problem with Electronic Sensor Module; replace Sensor Module.

**7. Not enough water to fixture.**

A. Wrong Flush Volume Regulator installed in Flex Tube Diaphragm Kit. Install the correct Regulator (see Step 6 of these instructions).

B. Wrong Optima Plus® Diaphragm kit installed; i.e., 1 gpf. urinal installed on 3.5 gal. closet fixture. Replace with proper Optima Plus diaphragm kit.

C. Enlarged Bypass in Diaphragm. Replace Flex Tube Diaphragm.

D. Control Stop not adjusted properly. Readjust Control Stop.

E. Inadequate volume or pressure at supply. Increase water pressure or supply (flow) to valve. Consult factory for assistance.

**8. Too much water to fixture.**

A. Wrong Flush Volume Regulator installed in Flex Tube Diaphragm Kit. Install the correct Regulator (see Step 6 of these instructions).

B. Control Stop not adjusted properly. Readjust Control Stop.

C. Wrong Optima Plus Diaphragm kit installed; i.e., 3.5 gpf. closet installed on 0.5 gal. urinal fixture. Replace with proper Optima Plus Diaphragm kit.

D. Dirt in Diaphragm Bypass. Clean under running water or replace Flex Tube Diaphragm.

### CARE AND CLEANING OF CHROME AND SPECIAL FINISHES

**DO NOT USE** abrasive or chemical cleaners to clean flushometers as they may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, the flushometer should be protected from any splattering of cleaner. Acids and cleaning fluids can discolor or remove chrome plating.

**When assistance is required, please contact Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).**