
SF-2400/SF-2450

TROUBLESHOOTING GUIDE

1. Faucet delivers water in an uncontrolled manner.

A. Faucet is not working properly. Contact Sloan Technical Support.

2. Faucet DOES NOT deliver any water when sensor is activated.

INDICATOR: Solenoid valve produces an audible “CLICK.”

A. Water supply stop(s) closed. Open water supply stop(s).

B. Water strainer in control module is clogged. Close supply stops and remove water inlet line at control module. Remove, clean and reinstall strainer and water inlet line. Replace strainer if required.

INDICATOR: Solenoid valve DOES NOT produce an audible “CLICK.”

A. Batteries low (battery powered models). Replace batteries.

B. Power failure (adapter powered models). Check power supply.

3. Faucet delivers only a slow flow or dribble when sensor is activated.

A. Water supply stop(s) are partially closed. Completely open water supply stop(s).

B. Water strainer in control module is clogged. Close supply stops and remove water inlet line at control module. Remove, clean and reinstall strainer and water inlet line. Replace strainer if required.

C. Aerator is clogged. Remove, clean, and reinstall aerator. Replace aerator if required.

D. Faucet is not working properly. Contact Sloan Technical Support.

4. Faucet DOES NOT stop delivering water or continues to drip after user is no longer detected.

A. Faucet is not working properly. Contact Sloan Technical Support.

5. The water temperature is too hot or too cold on a faucet connected to hot and cold supply lines.

A. Supply Stops are not adjusted properly. Adjust supply stops.

CARE AND CLEANING INSTRUCTIONS

DO NOT USE abrasive or chemical cleaners (including chlorine bleach) to clean faucet that may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** mild soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, protect the faucet from any splattering of cleaner. Acids and cleaning fluids will discolor or remove chrome plating.

When assistance is required, please contact

Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).