COBALT Pro® Exposed Sensor Flush Valve Troubleshooting

Part No. 101819

I-CON

TROUBLESHOOTING CHART

The Problem	The Cause	The Solution (Follow Service Instructions)
Valve does not boot up (no light indications).	1) Batteries are dead. 2) Batteries are installed incorrectly. 3) Battery connections are bad.	1) Replace batteries. 2) Install batteries correctly. 3) Replace battery module.
Valve does not lock onto user. (Green light never flashes.)	1) Range is too low. 2) Redetected timer is not finished. 3) An object is obstructing the detection zone. (Red light will be flashing.)	1) Increase the detection range (auto-range). 2) Wait for activation sequence to finish. NOTE: Redetect time is an adjustable setting that allows a user to move in and out of detection range after an activation without being considered a new user. (Redetect time is adjustable with the COBALT® Programmer.) 3) Remove the obstruction. Obstructions may include mirrors across from fixture. Reduce range, if necessary.
Valve is stuck in maintenance mode. (Green light stays on when user is in detection range.)	1) Face plate is damaged. 2) Electrical connections are bad.	1) Replace face plate. 2) Ensure all electrical connections in cover, battery module, and control module are aligned and fully inserted.
Valve does not operate when activated. (Red alert light flashes in place of activation sequence.)	1) Batteries are low. 2) Activation sequence is not finished.	1) Replace batteries. 2) Wait for activation sequence to finish. NOTE: After every activation, there is a short delay to prevent unwanted additional flushes.
Override buttons do not perform an activation.	1) Electrical connections are bad. 2) Cover with sensor override buttons is damaged.	1) Ensure cover is screwed down securely. 2) Replace cover.
Valve does not operate. (Blue light shows activation sequence.)	1) Control stop is closed. 2) Water supply valve is closed. 3) Solenoid is damaged.	1) Open control stop by turning the adjustment screw on the control stop COUNTERCLOCKWISE. 2) Open water supply valve. 3) Replace solenoid.
Flow rate is not adequate to siphon the fixture properly (weak flush).	1) Control stop is not open enough. 2) Incorrect ProLAST® T-Seal installed for the type of fixture. 3) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 4) Water supply has insufficient volume or pressure.	1) Open control stop by turning the adjustment screw on the control stop COUNTERCLOCKWISE. 2) Install correct ProLAST® T-Seal. 3) Replace ProLAST® T-Seal. 4) Increase water volume and/or pressure. NOTE: Minimum water supply requirements are determined by fixture. Contact fixture manufacturer for proper requirements.

Additional product support can be found at
support.i-con.com

TROUBLESHOOTING CHART CONT'D

The Problem	The Cause	The Solution (Follow Service Instructions)
Flush is too short (short flush).	1) Activation time is too short. 2) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 3) Solenoid is damaged. 4) Pressure/temperature sensor is damaged. (Red light will be flashing.)	1) Increase activation time through Profile settings. (Additional changes to the flush volume can be made when using the COBALT® Programmer. 2) Replace ProLAST® T-Seal. 3) Replace solenoid. 4) Replace pressure/temperature sensor.
Flush is too long or does not shut off (long flush).	1) Activation time is too long. 2) Bypass orifice and/or screen is plugged or partially plugged. 3) ProLAST® T-Seal is damaged (damage to sealing surfaces). 4) Solenoid is damaged. 5) Pressure/temperature sensor is damaged. (Red light will be flashing.) 6) Water supply has insufficient pressure.	1) Decrease activation time through Profile settings. (Additional changes to the flush volume can be made when using the COBALT® Programmer. 2) Examine bypass orifice and screen; clean if necessary. Be careful not to enlarge or damage the orifice opening. 3) Replace ProLAST® T-Seal. 4) Replace solenoid. 5) Replace pressure/temperature sensor. 6) Steps should be taken to increase the water supply line pressure.
Too much water to fixture or water splashes out of fixture.	1) Supply water volume is more than required. 2) Incorrect ProLAST® T-Seal installed for the type of fixture. 3) Rinse holes or jet in fixture are clogged or partially clogged.	1) Reduce supply water volume by turning the adjustment screw on the control stop CLOCKWISE. 2) Install correct ProLAST® T-Seal. 3) Clean rinse holes and/or jet on fixture.
Flushing action is not quiet.	1) Control stop is not adjusted for quiet operation. 2) Fixture is contributing to noise. 3) Plumbing system is contributing to noise.	1) Reduce supply water volume by turning the adjustment screw on the control stop CLOCKWISE. 2) Isolate the noise by covering the flush valve and actuate the valve. Consult the fixture manufacturer for further assistance. 3) Consult building engineer.
Flush valve cap is leaking.	1) Flush valve cap is not tight. 2) Square-profile O-ring is not properly placed or missing. 3) Square-profile O-ring is damaged. 4) Valve body is damaged.	1) Tighten flush valve cap with a strap wrench. 2) Remove the flush valve cap and ensure the square-profile O-ring is flush against the surface and is not twisted or pinched. 3) Replace the square-profile O-ring. 4) Replace valve body.
Red light flashes every 10 seconds. (Optional COBALT® Programmer is required to display alarm codes.)	Possible alerting conditions: • Low main battery • Rebuild required • Obstruction • Pressure/temperature sensor	• Replace the batteries • Rebuild valve and reset activation count • Remove obstruction • Replace pressure/temperature sensor

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