

COBALT® Secure Concealed Sensor Flush Valve for NEXUS® Controllers Troubleshooting

101826 / 101833 Series



TROUBLESHOOTING CHART

The Problem	The Cause	The Solution (Follow Service Instructions)
Valve does not operate when activated.	1) Control stop is closed. 2) Water supply valve is closed. 3) Bad connections to NEXUS® controller. 4) NEXUS® controller has placed the valve in lockout or lockdown. 5) Solenoid is damaged. 6) NEXUS® controller is damaged.	1) Open control stop by turning the adjustment wheel on the control stop COUNTERCLOCKWISE. 2) Open water supply valve. 3) Check connections to NEXUS® controller. 4) Take the valve out of lockout or lockdown. 5) Replace solenoid. 6) Replace NEXUS® controller.
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 wheel 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.
Flush is too short (short flush).	1) Programmed runtime in NEXUS® controller is too low. 2) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 3) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 4) Solenoid is damaged.	1) Increase the runtime. 2) Install correct ProLAST® T-Seal. 3) Replace ProLAST® T-Seal. 4) Replace solenoid.
Flush is too long or does not shut off (long flush).	1) Plugged into the incorrect port on the NEXUS® controller. 2) Programmed runtime in NEXUS® controller is too high. 3) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 4) Bypass orifice and/or screen is plugged or partially plugged. 5) ProLAST® T-Seal is damaged (damage to sealing surfaces). 6) Solenoid is damaged. 7) Water supply has insufficient pressure.	1) Plug into correct port on the NEXUS® Controller. 2) Decrease the runtime. 3) Install correct ProLAST® T-Seal. 4) Examine bypass orifice and screen; clean if necessary. Be careful not to enlarge or damage the orifice opening. 5) Replace ProLAST® T-Seal. 6) Replace solenoid. 7) 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 wheel on the control stop CLOCKWISE. 2) Install correct ProLAST® T-Seal. 3) Clean rinse holes and/or jet on the fixture.

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

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TROUBLESHOOTING CHART CONT'D

The Problem	The Cause	The Solution (Follow Service Instructions)
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 wheel 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 the 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.

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