

**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 faulty.	1) Replace batteries. 2) Install batteries correctly. 3) Replace battery module.
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. 3) Valve is in lockout.	1) Replace batteries. 2) Wait for activation sequence to finish. NOTE: After every activation, there is a short delay to prevent unwanted additional flushes. 3) Wait for lockout to end. If desired, reduce or turn off lockout timer.
Override buttons do not perform an activation.	1) Electrical connections are faulty. 2) Cover with sensor override buttons is damaged.	1) Ensure cover is screwed down securely. 2) Replace cover.
Valve does not operate. (LED sensor 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.
Flush is too short (short flush).	1) Runtime 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 using the runtime potentiometer. 2) Install correct ProLAST® T-Seal. 3) Replace ProLAST® T-Seal. 4) Replace solenoid.

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 long or does not shut off (long flush).	1) Runtime is too high. 2) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 3) Bypass orifice and/or screen is plugged or partially plugged. 4) ProLAST® T-Seal is damaged (damage to sealing surfaces). 5) Solenoid is damaged. 6) Water supply has insufficient pressure.	1) Decrease the runtime using the runtime potentiometer. 2) Install correct ProLAST® T-Seal. 3) Examine bypass orifice and screen; clean if necessary. Be careful not to enlarge or damage the orifice opening. 4) Replace ProLAST® T-Seal. 5) Replace solenoid. 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.

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