

**TROUBLESHOOTING  
CHART**

The Problem	The Cause	The Solution (Follow Service Instructions)
Valve does not boot up (no light indications).	<ol style="list-style-type: none"> <li>1) Batteries are dead.</li> <li>2) Batteries are installed incorrectly.</li> <li>3) Battery connections are bad.</li> </ol>	<ol style="list-style-type: none"> <li>1) Replace batteries.</li> <li>2) Install batteries correctly.</li> <li>3) Replace battery module.</li> </ol>
Valve does not lock onto user. (Green light never flashes.)	<ol style="list-style-type: none"> <li>1) Range is too low.</li> <li>2) Redetected timer is not finished.</li> <li>3) An object is obstructing the detection zone. (Red light will be flashing.)</li> </ol>	<ol style="list-style-type: none"> <li>1) Increase the detection range (auto-range).</li> <li>2) Wait for activation sequence to finish.</li> </ol> <p>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.)</p> <ol style="list-style-type: none"> <li>3) Remove the obstruction. Obstructions may include mirrors across from fixture. Reduce range, if necessary.</li> </ol>
Valve is stuck in maintenance mode. (Green light stays on when user is in detection range.)	<ol style="list-style-type: none"> <li>1) Face plate is damaged.</li> <li>2) Electrical connections are bad.</li> </ol>	<ol style="list-style-type: none"> <li>1) Replace face plate.</li> <li>2) Ensure all electrical connections in cover, battery module, and control module are aligned and fully inserted.</li> </ol>
Valve does not operate when activated. (Red alert light flashes in place of activation sequence.)	<ol style="list-style-type: none"> <li>1) Batteries are low.</li> <li>2) Activation sequence is not finished.</li> </ol>	<ol style="list-style-type: none"> <li>1) Replace batteries.</li> <li>2) Wait for activation sequence to finish.</li> </ol> <p>NOTE: After every activation, there is a short delay to prevent unwanted additional flushes.</p>
Override buttons do not perform an activation.	<ol style="list-style-type: none"> <li>1) Electrical connections are bad.</li> <li>2) Cover with sensor override buttons is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1) Ensure cover is screwed down securely.</li> <li>2) Replace cover.</li> </ol>
Valve does not operate. (Blue light shows activation sequence.)	<ol style="list-style-type: none"> <li>1) Control stop is closed.</li> <li>2) Water supply valve is closed.</li> <li>3) Solenoid is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1) Open control stop by turning the adjustment screw on the control stop COUNTERCLOCKWISE.</li> <li>2) Open water supply valve.</li> <li>3) Replace solenoid.</li> </ol>
Flow rate is not adequate to siphon the fixture properly (weak flush).	<ol style="list-style-type: none"> <li>1) Control stop is not open enough.</li> <li>2) Incorrect ProLAST® T-Seal installed for the type of fixture.</li> <li>3) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces).</li> <li>4) Water supply has insufficient volume or pressure.</li> </ol>	<ol style="list-style-type: none"> <li>1) Open control stop by turning the adjustment screw on the control stop COUNTERCLOCKWISE.</li> <li>2) Install correct ProLAST® T-Seal.</li> <li>3) Replace ProLAST® T-Seal.</li> <li>4) Increase water volume and/or pressure.</li> </ol> <p>NOTE: Minimum water supply requirements are determined by fixture. Contact fixture manufacturer for proper requirements.</p>

**TROUBLESHOOTING  
CHART CONT'D**

The Problem	The Cause	The Solution (Follow Service Instructions)
Flush is too short (short flush).	<ol style="list-style-type: none"> <li>1) Activation time is too short.</li> <li>2) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces).</li> <li>3) Solenoid is damaged.</li> <li>4) Pressure/temperature sensor is damaged. (Red light will be flashing.)</li> </ol>	<ol style="list-style-type: none"> <li>1) Increase activation time through Profile settings. (Additional changes to the flush volume can be made when using the COBALT® Programmer.</li> <li>2) Replace ProLAST® T-Seal.</li> <li>3) Replace solenoid.</li> <li>4) Replace pressure/temperature sensor.</li> </ol>
Flush is too long or does not shut off (long flush).	<ol style="list-style-type: none"> <li>1) Activation time is too long.</li> <li>2) Bypass orifice and/or screen is plugged or partially plugged.</li> <li>3) ProLAST® T-Seal is damaged (damage to sealing surfaces).</li> <li>4) Solenoid is damaged.</li> <li>5) Pressure/temperature sensor is damaged. (Red light will be flashing.)</li> <li>6) Water supply has insufficient pressure.</li> </ol>	<ol style="list-style-type: none"> <li>1) Decrease activation time through Profile settings. (Additional changes to the flush volume can be made when using the COBALT® Programmer.</li> <li>2) Examine bypass orifice and screen; clean if necessary. Be careful not to enlarge or damage the orifice opening.</li> <li>3) Replace ProLAST® T-Seal.</li> <li>4) Replace solenoid.</li> <li>5) Replace pressure/temperature sensor.</li> <li>6) Steps should be taken to increase the water supply line pressure.</li> </ol>
Too much water to fixture or water splashes out of fixture.	<ol style="list-style-type: none"> <li>1) Supply water volume is more than required.</li> <li>2) Incorrect ProLAST® T-Seal installed for the type of fixture.</li> <li>3) Rinse holes or jet in fixture are clogged or partially clogged.</li> </ol>	<ol style="list-style-type: none"> <li>1) Reduce supply water volume by turning the adjustment screw on the control stop CLOCKWISE.</li> <li>2) Install correct ProLAST® T-Seal.</li> <li>3) Clean rinse holes and/or jet on fixture.</li> </ol>
Flushing action is not quiet.	<ol style="list-style-type: none"> <li>1) Control stop is not adjusted for quiet operation.</li> <li>2) Fixture is contributing to noise.</li> <li>3) Plumbing system is contributing to noise.</li> </ol>	<ol style="list-style-type: none"> <li>1) Reduce supply water volume by turning the adjustment screw on the control stop CLOCKWISE.</li> <li>2) Isolate the noise by covering the flush valve and actuate the valve. Consult the fixture manufacturer for further assistance.</li> <li>3) Consult building engineer.</li> </ol>
Flush valve cap is leaking.	<ol style="list-style-type: none"> <li>1) Flush valve cap is not tight.</li> <li>2) Square-profile O-ring is not properly placed or missing.</li> <li>3) Square-profile O-ring is damaged.</li> <li>4) Valve body is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1) Tighten flush valve cap with a strap wrench.</li> <li>2) Remove the flush valve cap and ensure the square-profile O-ring is flush against the surface and is not twisted or pinched.</li> <li>3) Replace the square-profile O-ring.</li> <li>4) Replace valve body.</li> </ol>
Red light flashes every 10 seconds. (Optional COBALT® Programmer is required to display alarm codes.)	<p>Possible alerting conditions:</p> <ul style="list-style-type: none"> <li>• Low main battery</li> <li>• Rebuild required</li> <li>• Obstruction</li> <li>• Pressure/temperature sensor</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the batteries</li> <li>• Rebuild valve and reset activation count</li> <li>• Remove obstruction</li> <li>• Replace pressure/temperature sensor</li> </ul>