

**TROUBLESHOOTING  
CHART**

The Problem	The Cause	The Solution (Follow Service Instructions)
Valve does not boot up.	1) Batteries are dead. 2) Batteries are installed incorrectly.	1) Replace batteries. 2) Install batteries correctly.
Valve does not lock onto user. (Green light never flashes.)	1) Range is too low.	1) Increase the detection range.
Green light flashes continuously	1) An object is obstructing the detection zone.	1) Remove the obstruction. Obstructions may include mirrors across from fixture. Reduce range, if necessary.
Valve does not operate when activated.	1) Batteries are low.	1) Replace batteries.
Override buttons do not perform an activation.	1) Electrical connections are bad.	1) Ensure everything is on securely.
Valve does not operate. (Valve goes through activation sequence.)	1) Control stop is closed. 2) Water supply valve is closed. 3) Trip mechanism is damaged.	1) Open control stop by turning the adjustment screw on the control stop COUNTERCLOCKWISE. 2) Open water supply valve. 3) Replace trip mechanism.
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. 5) Trip mechanism is damaged.	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. 5) Replace trip mechanism.
Flush is too short (short flush).	1) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 2) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 3) Trip mechanism is damaged.	1) Install correct ProLAST® T-Seal. 2) Replace ProLAST® T-Seal. 3) Replace trip mechanism.

*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).	<ol style="list-style-type: none"> <li>1) Incorrect ProLAST® T-Seal installed for the volume required by the fixture.</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) Water supply has insufficient pressure.</li> <li>5) Trip mechanism not seating properly due to debris between trip mechanism and the upper ProLAST® T-Seal seal.</li> <li>6) Trip mechanism is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1) Install correct ProLAST® T-Seal.</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) Steps should be taken to increase the water supply line pressure.</li> <li>5) Remove ProLAST® T-Seal and trip mechanism and rinse parts thoroughly.</li> <li>6) Replace trip mechanism.</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 <b>CLOCKWISE</b>.</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 <b>CLOCKWISE</b>.</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>
Actuator assembly is leaking.	<ol style="list-style-type: none"> <li>1) Actuator assembly is not tight.</li> <li>2) Actuator seal is damaged or missing.</li> </ol>	<ol style="list-style-type: none"> <li>1) Tighten actuator assembly with provided wrench.</li> <li>2) Replace actuator assembly.</li> </ol>
Yellow light flashes.	<ol style="list-style-type: none"> <li>1) Low main battery.</li> </ol>	<ol style="list-style-type: none"> <li>1) Replace the batteries.</li> </ol>