

HYDROTEK AUTOMATIC FAUCET TROUBLE SHOOTING GUIDE

AC Powered H 5000E / H5000EM

Normal Operation: When electricity is connected, the faucet itself will immediately perform a self adjusting and diagnostic function. The red indicator light on the sensor will flash several times, a clicking sound heard and water flows for one second. When a user's hands are placed under the spout, the red indicator light flashes one time and water starts to flow. Water stops when hands are removed.

PROBLEM	POSSIBLE CAUSE	TO DIAGNOSE	REMEDY
FAUCET WILL NOT TURN ON	Water not on.	Check water supply.	Turn on water.
	Power supply failure.	Check power outlet, power adapter & . Connection.	Provide power supply, replace adapter or Re-connect properly.
	Sensor Eyes are Defective	Re-connect power, no light, nor click.	Replace sensor Assembly.
	Solenoid Valve is Clogged.	Solenoid is clicking, But no water.	Service solenoid Using repair kit.
	In-Line Filter is Clogged.	Open clean-out trap And check filter.	Clean or replace Filter screen.
Solenoid coil is Defective.	Re-connect power, Light flashes but no Clicking.	Replace solenoid coil.	
FAUCET WILL NOT SHUT OFF OR LOW FLOW	Solenoid valve is normally closed. Turn off water and activate the faucet, if there is a clicking sound, then the solenoid is dirty. If there is no clicking sound, then replace solenoid valve. If faucet is dripping, then the solenoid valve is dirty. Open solenoid valve and clean it. Other factors could be the aerator is clogged. Remove aerator from spout and clean, or replace it.		

IMPORTANT: Periodical maintenance is required for a smooth and trouble-free operation of the faucet.

For more detailed procedures for above remedies, call Hydrotek at 800-922-9883.