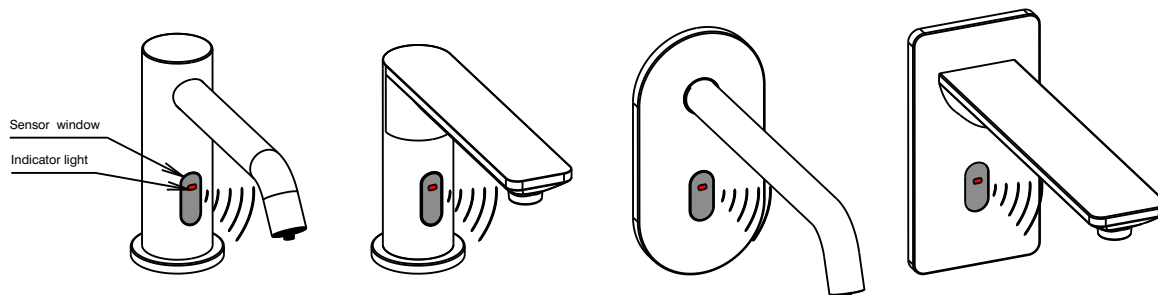


CAROMA TROUBLESHOOTING GUIDE

CAROMA SENSOR SOAP DISPENSERS



PROBLEM	INDICATOR	CAUSE	SOLUTION
No soap coming out of the soap dispenser when user's hands are within the sensor range.	Red light does not flash or No sound coming out of the soap pump upon activation.	Batteries out of charge (For battery only power).	Replace batteries with new ones.
		Mains power cable not connected properly.	Disconnect the male mains power connector from the female connector on the pump, align the 'D' profile and reconnect
		Sensor range may need adjustment.	Increase the sensor sensitivity range by using a remote (code: 96406 sold separately).
	Sensor flashes once when user's hands are within sensor range. A sound can also be heard from the main unit which indicates that pump is activated.	Sensor may be picking up reflections from glossy basin bowl surface	Decrease the sensor sensitivity range by using the remote (Product code: 96406 sold separately).
		Soap/Air tubes may have been connected incorrectly.	The hose labelled 'Air' must be connected to the port labelled 'Air' underneath the pump unit and similarly the hose labelled 'Soap' must be connected to port labelled 'Soap'.
		Soap/Air tubes may be kinked and blocking the flow.	Re-arrange the tubes around so the kink is removed.
		Liquid Soap solution is too thick.	The soap viscosity must be within the range of 100 - 2500cps. Check with the soap manufacturer about viscosity. Using higher viscosity soap will block the soap pump.
Soap volume diminished	Red light flashes once when user's hands are within sensor range. A sound can also be heard from the main unit which indicates that pump is activated.	The soap pump may not have been primed after re-fill	Prime the soap pump by pressing and holding the RHS knob until you see soap coming out of the spout. If no soap is dispensed then either the pump is blocked or the soap is too thick.
		Spout is dispensing too much air	For water based foam solution - Reduce the LHS foam knob until the desired soap consistency is achieved. For standard liquid soap solution - The LHS foam knob must be turned down all the way towards '1' sign
		Soap volume in the bottle/reservoir is low.	Check the soap volume in the bottle/reservoir, re-fill with the suitable soap.
		Soap/Air tubes may be kinked and limiting the flow.	Disconnect the kinked tube from the pump unit, re-arrange so the kink is removed and re-connect.
Soap dispensing from the spout does not stop	Red light does not flash when user's hands are within sensor range.	Soap pump may have been blocked internally.	Call Caroma After sales & service and request for a replacement.
		Sensor beam is obstructed.	Check for obstructions in front of the sensor window, see sheet 3 of troubleshooting guide for detail information on minimum clearances required. The clearances shown on sheet 3 must be met for the outlet sensor to work properly. For wall & hob outlets, the basin rim must clear the minimum clearance area shown on sheet 3. For hob outlets installed behind an inset basin, a 60mm riser (sold separately) must be used. Hob mounted Soap riser code - 96394C, 96394BB, 96394BN, 96394GM & 96394B
		Sensor is picking up reflections from the glossy basin surface or another object.	Decrease the sensor sensitivity range by using a remote (code: 96406 sold separately). Remove any mirrors or glossy object directly in front of the sensor tap.
		Sensor window is dirty or the protective film hasn't been removed during installation.	Remove the protective clear film from the sensor window. Clean the sensor window to prevent interference.