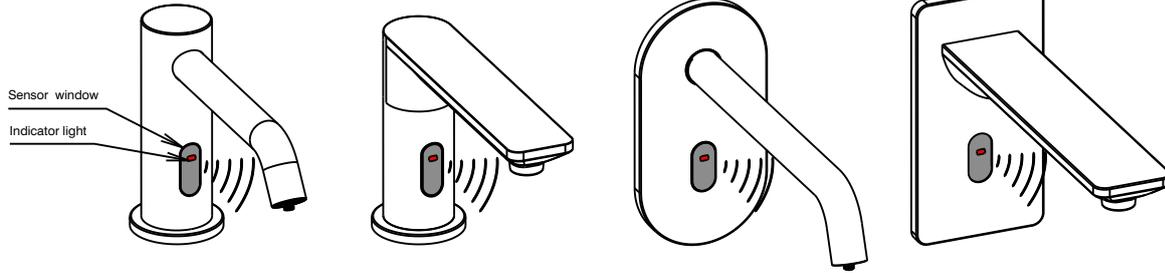


# CAROMA TROUBLESHOOTING GUIDE

## 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).
		The soap pump may not have been primed after re-fill	Prime the soap pump by pressing and holding the RHS knob for 3 second.
		Soap tube may be blocked with dried up or incorrect thick soap stuck inside.	Identify the soap tube connected to the spigot labelled "SOAP" underneath the pump. Check that its not blocked with solidified soap. If blocked, replace the tube, <b>99714 soap tube extension</b> is sold separately. Remove the clips and disconnect both ends of the tube. Cut a small piece no longer than 1.5m, assemble one end with the spigot labelled "SOAP" and other end to the valve then prime the soap pump once.
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.	High viscosity liquid soap is being used.	Water based Foam soap must be used in these soap dispensers, Caroma no longer supports using liquid soap in our soap dispensers due to lack of viscosity data available for most of the liquid soaps in the market.
		Soap/Air tubes may be kinked and blocking the flow	Re-arrange the tubes around so the kink is removed.
		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'.
		Spout is dispensing too much air	Turn the LHS foam knob towards ( - ) until the desired soap consistency is achieved.
		Spout is not dispensing enough foam or no foam	Turn the LHS foam knob towards ( + ) until the desired soap consistency is achieved.
Soap dispensing from the spout does not stop	Red light does not flash when user's hands are within sensor range.	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 pump may have been blocked internally.	<b>Call Caroma After sales &amp; service and request for a replacement.</b>
Soap dispensing from the spout does not stop	Red light does not flash when user's hands are within sensor range.	Sensor beam is obstructed.	Check for obstructions in front of the sensor window, see is2100 - sensor clearance guide for detail information on minimum clearances required for sensor taps. The clearances shown in is2100 must be met for the outlet sensor to work properly. For wall & hob outlets, the basin rim must clear the minimum clearance area shown in is2100. 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 ( <b>code: 96406 sold separately</b> ). 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.

