

Active IR FAQs

General Questions

1. Where is the sensor?

The sensor is located on the front of the spout just above the water outlet. The unit is self calibrating upon start up and does not require adjustment.

2. How can I determine if the faucet uses IR sensing or capacitance sensing?

Cover the raised bump above and to the right of the spray insert. If the green LED below the battery symbol starts blinking within 3-4 seconds, it is IR sensing. If the light does not blink it is capacitance.

3. Is the sensing range adjustable?

Yes. The factory range setting is about 4" to 5" from the sensor. There are 8 different range settings for the IR sensing-based faucets from a short range to an extended range. Please refer to the installation instructions for detailed information.

Note: Factory settings are appropriate for a majority of application and should not require adjustment unless under extreme situations.

4. What do the flashing lights on the spout mean?

These are the diagnostic indicators for power up, low battery, and solenoid function. The meaning of the codes are described in the installation instructions.

5. Can the spray insert (aerator) be serviced and/or changed?

Yes. There are three different types offered. The removal tool is located under the crown and serves a dual purpose of locking the insert in place during use. Otherwise water pressure will force the insert out of the faucet. The removal tool must be used and reinstalled into faucet when change is complete.

6. What are the three options?

0.5 gpm (1.9 Lpm) Multi-Laminar Spray, 1.5 gpm (5.7 Lpm) Full Stream Aerated, and 1.5 gpm (5.7 Lpm) Full Stream Laminar

7. What is the time out setting for the IR? Is it adjustable?

Time out is 30-seconds. Yes, it is adjustable. Please refer to the installation manual for details.

8. Is there a trim plate available? (Single Hole)

Yes, base plates are available. Units can be specified with either a 4" or 8" trim plate at the time of ordering if needed. Standard installation is single hole pedestal.

9. I ordered a single supply faucet unit. Can I convert it to a dual supply with the integral water mixing?

No. The spout and internal components are not interchangeable. A new faucet with the correct connections would need to be ordered.

10. Can faucet be mounted to any sink surface?

Yes. Minimum 1 3/16" hole required to mount spout into deck.

11. Do the units with the mixing valve supplied need back checks installed on the water supply?

No. The back checks on the "mixing variation" have the back checks integral to the spout assembly.

12. Can I change Crowns?

Yes. You need only order the appropriate "Crown".

13. How long is the water supply from the spout?

13" long; 3/8" compression fittings

Power

14. What is the input voltage of the IR-based sensing faucets?

6.75 VDC

15. What types of power supplies are available?

This will be available in either a battery or line powered variations. The battery unit will use (4) "AA" Alkaline batteries. The plug in units will use a plug in voltage adapter (90-264 VAC 50/60 Hz Input/6.75 VDC Output). Voltage Adapter must be supplied by Sloan. Voltage adapters with region appropriate plug configurations will be available for EU and UK.

16. How long will the batteries last?

The expected battery life is dependent on many variables; the energy density (capacity) of the battery, the number of activations per day (low, med, high traffic), and the water supply pressure (higher pressure requires more power to activate the solenoid valve). Another factor is the efficiency of the electronics. Under worst case conditions of 8,000 cycles per month and high water pressure it is possible to realize a 5 year service life of the batteries.

17. Can I use lithium batteries in this unit?

Yes. It is possible to use "AA" lithium batteries in this faucet.

18. Are there any downsides to using lithium batteries?

The Sloan capacitance faucet electronics have been optimized for the discharge profile of alkaline batteries. Due to the different discharge profiles, there is a possibility that the low battery indicator light provides little or no warning when low battery power level is achieved.

19. Can I convert a battery unit to a plug in / vice-versa?

Yes. You can add an EFX-27 voltage adapter. Hardwire faucets come shipped with AA batteries installed into the battery holder as a backup (standard).

Note that the EFX-31 voltage adapter is not compatible with the Infrared Sensing faucets.

Battery Holder

20. Are the batteries easy to install?

Yes. The battery holder is marked for polarity and the holder only fits into the spout one way. Once the batteries are installed into the holder simply slide the holder into the spout assembly until the batteries are locked into place.

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Solenoid Coil

21. The solenoid and/or filter of my IR-based sensing faucet needs to be serviced. Is this easy to do? Do I need to shut the water off to the faucet?

Servicing the solenoid/filters are easy as there is no need to turn the water off to the unit. Simply remove the "Crown" to gain access to the solenoid and battery compartment. Remove the battery holder to gain access to the solenoid caddy. Twist the solenoid caddy (blue or green stem) counter clockwise 45-degrees and pull the caddy assembly straight out of the faucet body. As the solenoid caddy is rotated it will shut off the water supply internally to the spout assembly. Once removed the only serviceable part to the solenoid is the filter. The solenoid itself cannot be serviced. If not working, the solenoid would need to be replaced.

Note: care must be used when ordering new solenoid caddy to ensure proper gpm is supplied.

Note: there is an extra solenoid filter located inside the spout assembly.

Environment/Startup

22. How can I reset the unit?

Simply remove the battery pack on battery powered units. If unable to remove battery pack or for plug in units please refer to the installation instructions to re-initiate start up.

Certifications

23. To what certifications or standards does this faucet comply?

The product shall be tested and certified to industry standards: ASME A112.18.1M, CSA B125.1, California Health and Safety Code 116875 (AB1953-2006), and Vermont Bill S.152. This product meets ADA ANSI/ICC A117.1 requirements.

24. What about ASSE 1070?

Thermostatic mixer ordered separately to comply with ASSE 1070 requirements.

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