

# EQ Series User Guide Installation Instructions

For single supply and dual supply EQ Series faucets

# CHICAGO FAUCETS®

Geberit Group

## Overview

Chicago Faucets EQ Series faucets feature two designs in two finishes with heavy-duty cast brass spouts and high-quality electronic components. The faucet is up and running in minutes without the need for programming. Superior user detection means EQ turns on when user approaches and shuts off when user leaves. It also adjusts for optimal performance, saving water.



Faucets equipped with EQ Connect allow additional adjustments to meet specific needs with a smart phone or tablet using the EQ Connect app for Android or iOS.

## Safety Information

Read this entire user guide to ensure proper installation. Compliance and conformity to local codes and ordinances is the responsibility of the installer. The following safety notes must always be complied with during handling of this product:

- Make sure there is enough space and lighting available during installation and service.
- Do not modify or convert this Chicago Faucets product yourself. All warranties will be voided.

## Notice to the Installer

- Read this entire instruction sheet before installing to ensure proper installation.
- Installation must comply with local codes and ordinances.
- Do not use pipe dope.
- Care shall be exercised when installing the device to prevent marring the exposed, decorative surfaces.

The supply piping to these devices shall be securely anchored to the building structure to prevent installed device from unnecessary movement when operated by the user.

NOTE: The information in this manual is subject to change without notice.

Installation may be performed at different times of construction by different individuals. For this reason, these instructions should be left on-site with the facility or maintenance manager.

NOTE: Before installation, turn off water supplies to existing faucet and remove faucet if replacing. Clean faucet basin and clear away debris. **Flush all supply lines before connecting to faucet.** Failure to do so can result in debris clogging the inlets and/or internal control and mixing valves.

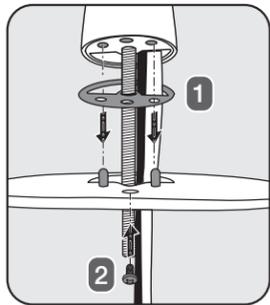
In order to complete the installation, you will need the following tools and supplies:

- Phillips Screwdriver, #1, #2, #3
- Drill, with 3/16" Bit
- Tape Measure
- Sealant
- Adjustable Wrench
- Mallet
- Silicone-based Lubricant
- 1/2" Deep Socket or #3 Flat Head Screwdriver

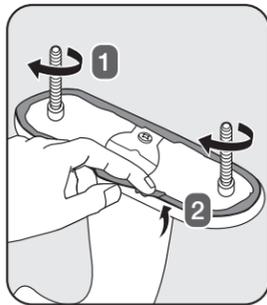
Operating static pressure: 20-125 PSI (138-862 kPa)  
 Minimum static pressure for mixing: 30 PSI (207 kPa)  
 COLD water inlet temperature range: 40-80°F (4-27°C)  
 HOT water inlet temperature range: 100-180°F (38-82°C)  
 Maximum hot water range outlet from thermostatic mixing valve: 80-120°F (27-49°C)  
 Maximum hot water range outlet from mechanical mixing valve: 40-140°F (4-60°C)  
 Maximum pressure differential between Hot & Cold water supplies: 20%;  
 Minimum inlet water supply temperature differential: 20°F (9°C)

**LTPS End of Life Directives (Recycling)** In an effort to produce environmentally conscious products, the LTPS contains materials that are required to be recycled by specialized companies. Please ensure you dispose of your LTPS according to local regulations. Follow applicable laws and regulations for transport, shipping, and disposal of batteries. For details on, and locations for recycling lithium based batteries, please contact a government recycling agency, your waste-disposal service, or visit reputable on-line recycling sources such as [www.call2recycle.org](http://www.call2recycle.org).

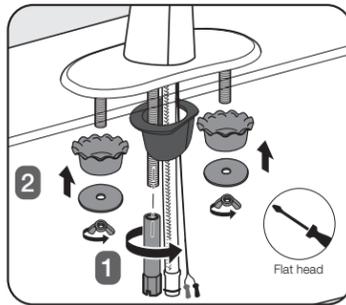
## Mounting of Faucet and Optional Cover Plate



1. Install gasket **flat side down**. If installing a cover plate, align holes in spout base with pins on plate. Feed the power cable and braided hose through plate. Secure plate to spout.



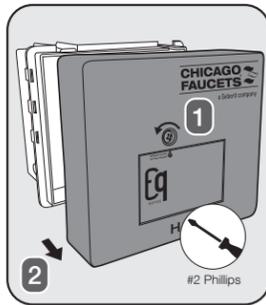
2. Attach the threaded rods to bottom of the cover plate. Apply sealant to underside of the cover plate where shown.



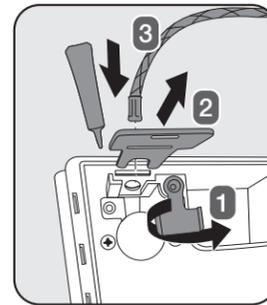
3. Position faucet on sink. Hand-tighten spout to deck with the large black spacer and long mounting nut. For cover plate installation, attach the large cup washers, flat washers, and wing nuts to the threaded rods.

Tighten mounting nut with flat head screwdriver or wrench.

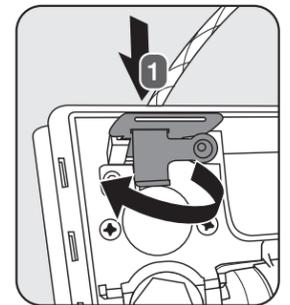
## Attach Braided Hose to Control Box



1. Remove the control box cover by using a #2 Phillips screwdriver to loosen the cover screw.

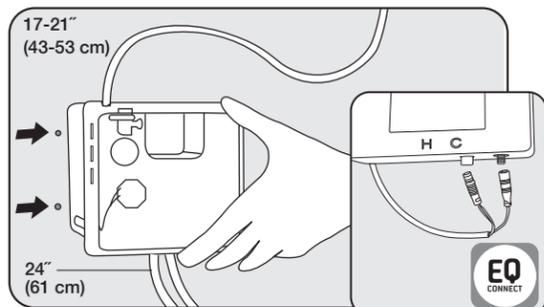


2. Pivot yellow locking tab and remove metal key at top of box. Apply silicone-based lubricant to the end of the spout hose and insert it through the hole.



3. Be sure to seat hose firmly before reinstalling metal key and securing it with yellow locking tab.

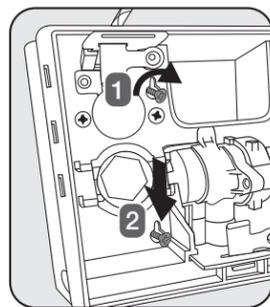
## Mount Control Box



1. Determine position of the control box, hold it against the wall and mark the locations of the two mounting holes.

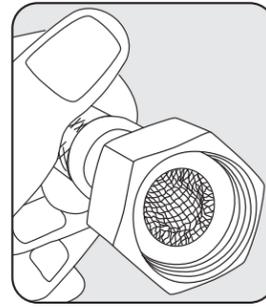
### FOR EQ CONNECT UNITS

Confirm mounting position allows attachment of power wires from faucet to connectors at bottom of box.

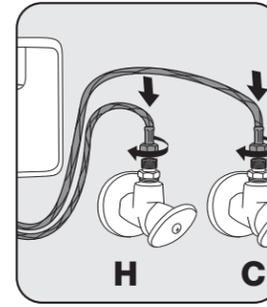


2. Drill 3/16" holes, install anchors and mounting screws. Be sure to leave at least 1/2" (12mm) of the screw head exposed. Secure the control box to wall.

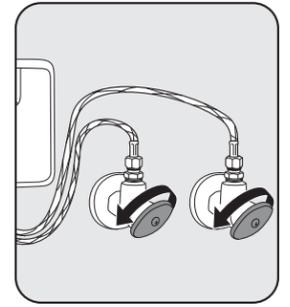
## Connect Water Supply (dual supply unit shown)



1. Check to see that the screen filters are present.



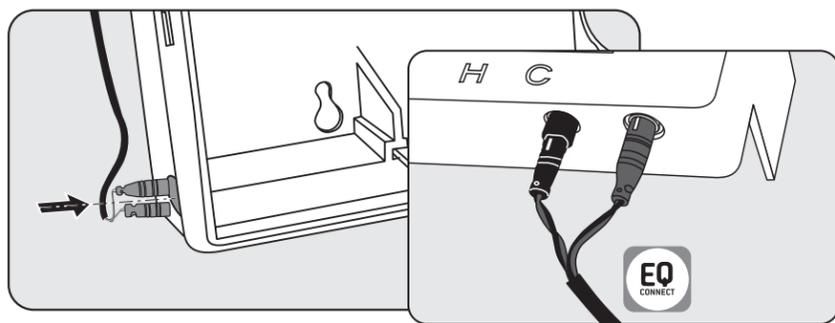
2. Attach 3/8" compression supply hoses from control box to the supply stops. Wrench tighten.



3. Open supply stops and check for leaks. Water may run through spout.

**IMPORTANT: Remove any debris or hardware from the sink before opening the supplies and testing the faucet.**

## Insert Wires From Spout Into Control Box

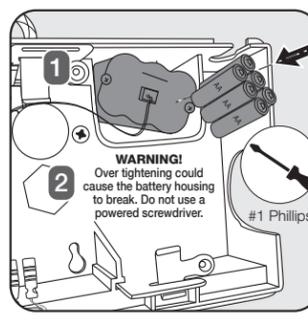


1. Bring wire into box. Snap wire into holder on side of box.

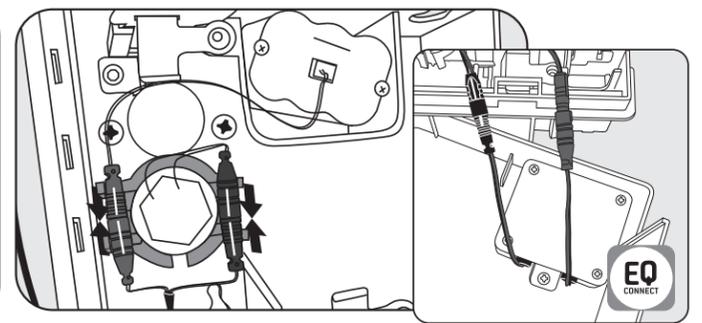
### FOR EQ CONNECT UNITS

Attach wires to bottom of control box cover, gray to gray and black to black. Snap wire into holder on side of box.

## Connect Power: Battery (DC)



1. Open battery housing and insert batteries according to diagram inside housing. Replace battery cover. **Do NOT over-tighten screws.**

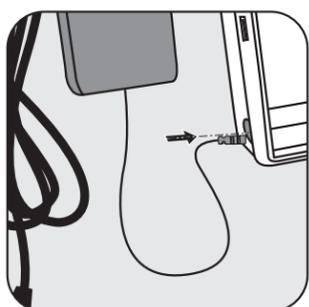


2. Attach wiring connectors (gray to gray, black to black). Snap the completed connections into wiring harness.

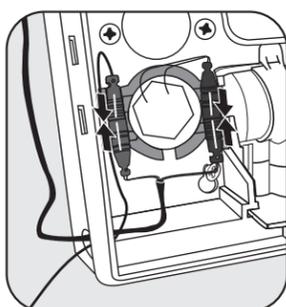
### FOR EQ CONNECT UNITS

The wiring connectors are located on the inside of the control box cover.

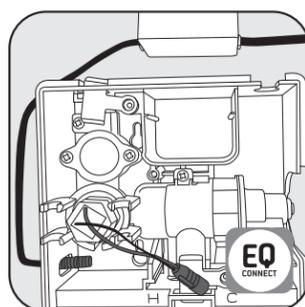
## Connect Power: Plug-in or Hardwire (AC)



1. Choose a location and mount the transformer. Run the cable from the transformer through opening in control box.



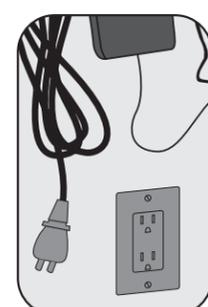
2. Attach wiring connectors (gray to gray, black to black). Snap the completed connections into the wiring harness as shown.



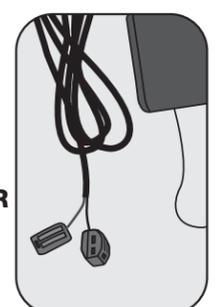
**FOR EQ CONNECT UNITS**  
 1. Use 2-sided tape to secure transformer to the top of the control box or on the wall. Run the cable from the transformer through opening in control box.



2. Attach wiring connectors located on the inside of the control box cover (gray to gray, black to black). Snap the completed connections into the wiring harness.



3. Plug the transformer into the wall.

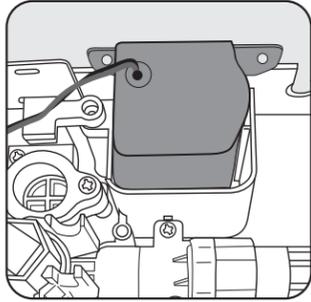


4. Wire up the transformer to the main line.

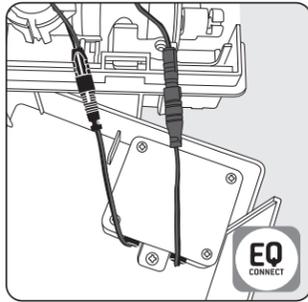
# EQ Series User Guide Installation Instructions

(continued)

## Connect Power: LTPS (DC)



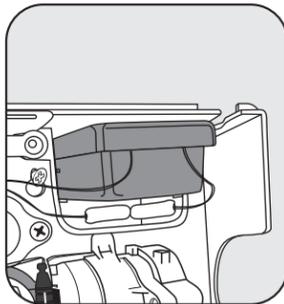
1. Insert LTPS into control box upper compartment, aligning slots with compartment ribs. Attach wiring connectors – green to green, gray to gray.



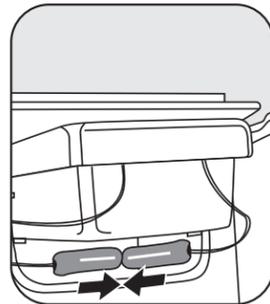
2. Connect wiring connectors, gray to gray, black to black. Snap into the wiring harness. Tuck the completed green connection into the space as shown.

**FOR EQ CONNECT UNITS** ✂  
The wiring connectors are located on the inside of the control box cover.

## Connect Power: Self Sustaining Power System (SSPS)



i. Insert SSPS power supply into control box upper compartment. Attach connectors, gray to gray, black to black. Snap the completed connections, into the wiring harness as shown.

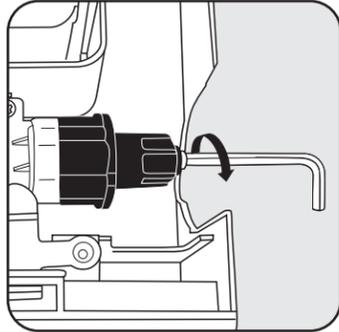


ii. Connect blue connector on SSPS to blue connector on the turbine and tuck them into the cavity as shown.

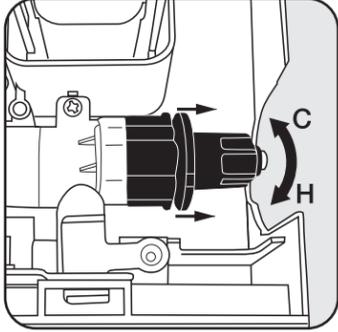
## Completing Installation: Testing and Adjustment



1. Once wiring is complete, the red sensor light at the outlet will glow for 5 seconds. After the light switches off, place your hands in front of the faucet to activate.

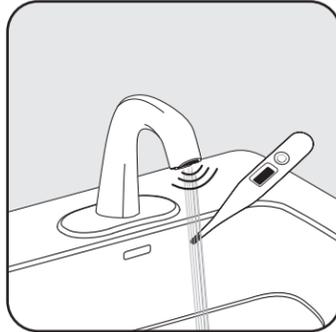


2. Adjusting the Water Temperature  
a. Loosen the cap screw until the handle turns freely (do not remove the screw) with a 3mm (7/64") hex wrench.



b. Cap must be partially pulled from the valve to adjust temperature. Turn the handle clockwise to decrease temperature or counter-clockwise to increase temperature.

c. Push the cap in and tighten cap screw.



D. Mixed water temperature must be checked at the point of use and the mixing valve adjusted to ensure delivery of water at a safe temperature not exceeding 110°F (43°C). Water temperatures in excess 110°F (43°C) are dangerous and may cause scalding, severe injury or death!

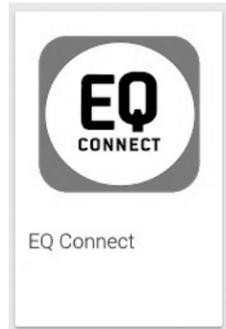


3. Reinstall the control box cover and secure it with the #2 Phillips screw.

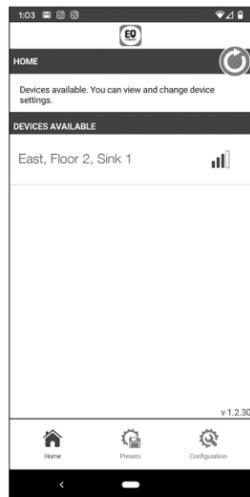
## EQ Connect Devices - App Quick Start Guide

Download the EQ Connect app to your smartphone.

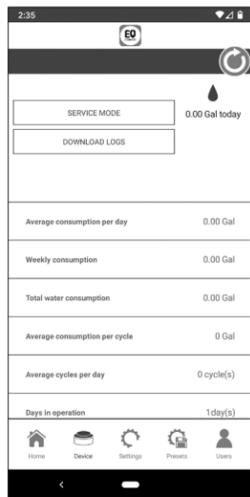
Search "eqconnect" on Google Play or on the App Store.



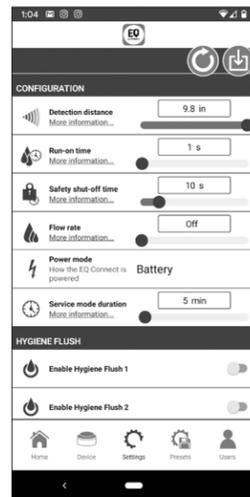
\*NOTE: The initial username for the application is ADMIN, and the default password is 1234. Be sure to change the username and password the first time you log in. Please note your login credentials in a safe place as there is no way to retrieve them remotely.



Open app. Your bluetooth enabled phone will scan for available faucets. You can rename faucets for easier identification.



The device section provides information on faucet usage and downloadable logs.



In the settings section, adjust faucet and program a hygiene-flush schedule.



The app allows you to establish presets for faster adjustment to multiple faucets.

## QUICK TROUBLESHOOTING

Make sure detection zone and sensor are clear of debris, the power is on, and solid red light appears for 5 seconds after power-up. If these steps above do not solve the problem, visit [chicagofaucets.com](http://chicagofaucets.com) or contact customer service at 800/832-8783.

### The faucet is leaking:

From outlet – tighten or replace outlet insert using included key. From supply stops – install or replace filter screen gaskets.

### No water flow or flow is limited:

Make sure supply hoses are connected and stops are fully open. Clean or replace filter screen gaskets or outlet insert. Check all electronic connections.

### Water flow does not stop:

If water flows continuously but stops when hand enters detection zone, reverse solenoid electrical connections.

### Faucet does not properly detect user:

To recalibrate, remove and reapply power or run faucet to maximum run time. Recalibration is complete when red light disappears.

## WARNING!

Delivery of water to fixtures intended for hand washing is recommended to be controlled by valves listed to ASSE 1070. This fitting is NOT factory preset and can be adjusted to deliver water at temperatures exceeding 110°F (43°C). Further, mechanical mixing valves DO NOT provide automatic control of water temperature. Due to effects of various water conditions, periodic verification of outlet water temperature is required.

## Care and Maintenance

Periodic inspection and yearly maintenance by a licensed contractor is required for all thermostatic mixing elements. Corrosive water conditions and/or unauthorized adjustments or repair could render the thermostatic valve ineffective for service intended. Regular checking and cleaning of the valve's internal components and check stops helps assure maximum life and proper product function. Frequency of cleaning and inspection depends on local water conditions. All Chicago Faucets fittings are designed and engineered to meet or exceed industry performance standards. Care should be taken when cleaning this product. Do not use abrasive cleaners, chemicals, or solvents as they can result in surface damage. Use mild soap with warm water for cleaning and protecting the surface of Chicago Faucets fittings.

For additional technical assistance, call 800/TEC-TRUE (800-832-8783) or visit our website at [chicagofaucets.com](http://chicagofaucets.com).

## SUPPLIER'S DECLARATION OF CONFORMITY

Applies to all EQ Series fittings with model numbers following this format: EQ-xxxx-yyABCPT, where xxxx = spout, mounting, and flow options and yy = power and mixer options. These fittings comply with FCC rules specified in FCC part 15 §15.19(a)(3). For questions, contact Chicago Faucets at the address and phone number shown in this instruction manual.

**CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## CHICAGO FAUCETS LIMITED WARRANTY

**TO WHOM DOES THIS WARRANTY APPLY?** – The Company extends the following limited warranty to the original user only.

**WHAT DOES THIS WARRANTY COVER AND HOW LONG DOES IT LAST?**

This warranty covers the following Commercial Products:

**LIFETIME FAUCET WARRANTY** – The "Faucet," defined as any metal cast, forged, stamped or formed portion of the Product, not including electronic or moving parts or other products separately covered by this Limited Warranty or water restricting components or other components, is warranted against material manufacturing defects for the life of the Product.

**FIVE YEAR FAUCET WARRANTY** – Certain Products and portions of the Product are warranted against material manufacturing defects for a period of five (5) years from the date of Product purchase. Products warranted against material manufacturing defects for a period of five (5) years from the date of Product purchase are referred to by the product numbers 42X, 43X, 15XX and E-Tronic® - 4X, 5X, 6X, 7X, 8X and 9X. All zinc die cast portions of Product are warranted against material manufacturing defects for a period of five (5) years from the date of Product purchase.

**THREE YEAR ELECTRONICS WARRANTY** – Electronic components, including the solenoid, are warranted for three (3) years from the date of installation.

**FIVE YEAR CARTRIDGE WARRANTY** – The "Cartridge", defined as the metal portion of any Product typically referred to by the product numbers containing 1-099, 1-100, 377X, 217X and 274X, excluding any rubber or plastic components, is warranted against material manufacturing defects for a period of five (5) years from the date of Product purchase.

All Cartridges included in the Company's Single Control or Shower Products also are warranted against material manufacturing defects for a period of five (5) years from the date of Product purchase.

**ONE YEAR FINISH WARRANTY – COMMERCIAL** – For Products used in commercial applications, the finish of the Product is warranted against material manufacturing defects for a period of one (1) year from the date of Product purchase.

**OTHER WARRANTIES** – All other Products not covered above are warranted against material manufacturing defects for a period of one (1) year from the date of Product purchase.

Other restrictions and limitations apply. For complete warranty details, call Chicago Faucets Customer Service at 847-803-5000 or visit [chicagofaucets.com](http://chicagofaucets.com).

**CHICAGO FAUCETS**  
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