

# AquaVantage® ZEMS-IS Trouble-Shooting Guide



Problem	Cause*	Corrective Action*
Valve will not operate.	<ol style="list-style-type: none"> <li>1.) Stop valve is closed.</li> <li>2.) Supply valve is closed.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Open stop valve.</li> <li>2.) Open supply valve.</li> </ol>
Insufficient volume of water to adequately flush fixture.	<ol style="list-style-type: none"> <li>1.) Stop valve is not open enough.</li> <li>2.) Urinal trip mechanism installed in closet kit. Urinal kit installed in closet valve, or 1.0 gal. urinal kit installed in place of 1.5 gal. urinal kit.</li> <li>3.) Insufficient volume or pressure at supply.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Open stop valve for desired volume of water.</li> <li>2.) Install appropriate parts or kit.</li> <li>3.) If gauges are not available to measure supply pressure or volume of water at the valve, completely remove the working parts and open the stop valve to allow water to pass through the empty valve. If the water supply proves unsatisfactory, steps should be taken to increase the pressure and/or supply.</li> </ol>
Flush valve does not activate after user leaves.	<ol style="list-style-type: none"> <li>1.) Sensor does not recognize a user.</li> <li>2.) Power supply may be disrupted.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Shut off the 6VDC power supply for 2 minutes and recalibrate sensor per step 10.</li> <li>2.) Check available voltage where escutcheon is attached to wall. 6-9VDC is required.</li> </ol>
Flush valve shuts off too quickly.	<ol style="list-style-type: none"> <li>1.) Damaged or punctured diaphragm.</li> <li>2.) Enlarged by-pass orifice.</li> <li>3.) Cylinder guide assembly and diaphragm assembly are not tight.</li> <li>4.) Enlarged by-pass orifice.</li> <li>5.) Urinal trip mechanism (black) in closet flush valves.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Install new replacement kit to remedy the problem.</li> <li>2.) Install new replacement kit to remedy the problem.</li> <li>3.) Screw the two assemblies hand tight.</li> <li>4.) Install new Z6000-ECA, Z6000-EUA replacement kit to remedy the problem.</li> <li>5.) Install closet trip mechanism (white).</li> </ol>
Valve is flushing too long or not shutting off.	<ol style="list-style-type: none"> <li>1.) Trip mechanism not seating properly due to foreign material between trip mechanism and retainer disc.</li> <li>2.) By-pass orifice is plugged or partially plugged.</li> <li>3.) Line pressure is not adequate to force trip mechanism to seal.</li> <li>4.) Cracked cover.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Disassemble parts and rinse thoroughly.</li> <li>2.) Examine by-pass orifice and clean if necessary being certain not to enlarge orifice opening.</li> <li>3.) Pressure is inadequate or has dropped below minimum operating range. Steps should be taken to increase the line pressure.</li> <li>4.) Replace cover with new one.</li> </ol>
Water splashes out of fixture.	<ol style="list-style-type: none"> <li>1.) Supply volume is more than is necessary.</li> <li>2.) Lime accumulation on vortex or spreader holes of fixture.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Adjust downward on control stop.</li> <li>2.) Remove the lime buildup within the fixture.</li> </ol>
Flush is not considered quiet.	<ol style="list-style-type: none"> <li>1.) Control stop may not be adjusted for quiet operation.</li> <li>2.) Fixture may be contributing to noise.</li> <li>3.) Piping system may be source of noise.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Adjust the control stop for quiet operation keeping in mind the fixture evacuation requirements.</li> <li>2.) Check noise created by fixture by placing a cover over the bowl opening to separate valve noise from bowl noise. If it is determined the fixture is too noisy, consult with fixture manufacturer.</li> <li>3.) High pressure in the system can sometimes be controlled by the stop valve. Other sources of noise may be the absence of air chambers and shock arrestors, loose pipes, improper size pipes, etc. In these cases the building engineer should be consulted.</li> </ol>
Chattering noise in flush valve.	<ol style="list-style-type: none"> <li>1.) Diaphragm has been installed upside down.</li> <li>2.) The inside cover has been distorted by freezing</li> </ol>	<ol style="list-style-type: none"> <li>1.) Reposition diaphragm as instructed by the markings on the diaphragm (this side up)</li> <li>2.) Replace both inside plastic cover and outside chrome-plated brass cover.</li> </ol>
Sensor assembly leaking.	<ol style="list-style-type: none"> <li>1.) Sensor assembly is not tight.</li> </ol>	<ol style="list-style-type: none"> <li>1.) Tighten sensor assembly.</li> </ol>

## Care of Chrome-Plated Surfaces

The suggested cleaning of chrome-plated surfaces is simply to clean them with soap and water then dry. Commercial cleaning compounds are never recommended.

## Seasonal Use

Valves used in installations subject to shutdown because of cold and freezing conditions should be maintained in the following manner. After the main supply has been shut off and the water drained from the system, remove the stop valve cap and stop valve internals to allow the water to drain from the flush valve itself.