AquaSense AV ZEMS Trouble-Shooting Guide

Problem	Cause*	Corrective Action*
Valve will not operate.	1.) Stop valve is closed. 2.) Supply valve is closed.	1.) Open stop valve. 2.) Open supply valve.
Insufficient volume of water to adequately siphon fixture.	1.) Stop valve is not open enough. 2.) Urinal trip mechanism installed in wrong kit, urinal for closet. 3.) Insufficient volume or pressure at supply.	1.) Open stop valve for desired volume of water. 2.) Replace urinal part with proper closet valve part. 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 supply is adequate to siphon the fixture, the guide ring may be removed from the guide assembly to provide additional flow. Should this prove unsatisfactory, steps should be taken to increase the pressure and/or supply.
Flush valve shuts off too quickly.	1.) Damaged or punctured diaphragm. 2.) Enlarged by-pass orifice.	1.) Install new P6000-EUA or P6000-ECA replacement kit to remedy the problem. 2.) Install new P6000-EUA or P6000-ECA replacement kit to remedy the problem.
Valve is short flushing.	1.) Diaphragm kit is not matched to the fixture. 2.) Urinal trip mechanism (black) is in the closet flush valve.	1.) Install the proper P6000-EUA or P6000-ECA replacement kit to remedy the problem. 2.) Install closet trip mechanism (white).
Valve is flushing too long or not shutting off.	1.) Trip mechanism not seating properly due to foreign material between trip mechanism and retainer disc. 2.) By-pass orifice is plugged or partially plugged. 3.) Line pressure is not adequate to force trip mechanism to seal. 4.) Cracked cover.	1.) Disassemble parts and rinse thoroughly. 2.) Examine by-pass orifice and clean if necessary being certain not to enlarge orifice opening. 3.) Pressure is inadequate or has dropped below minimum operating range. Steps should be taken to increase the line pressure. 4.) Replace cover with new one.
Water splashes out of fixture.	1.) Supply volume is more than is necessary. 2.) Lime accumulation on vortex or spreader holes of fixture.	1.) Adjust downward on control stop. 2.) Remove the lime build up.
Flush is not considered quiet.	1.) Control stop may not be adjusted for quiet operation. 2.) Fixture may be contributing to noise. 3.) Piping system may be source of noise.	1.) Adjust the control stop for quiet operation keeping in mind the fixture evacuation requirements. 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. 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.
Handle assembly leaking.	1.) Handle assembly is not tight.	1.) Tighten handle assembly.