



Introduction to Sloan Touch-free Faucets Q&A Summary

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Q: Do the Optima Bluetooth faucets actually detect the faucet flow, or is it time-based and you tell it the flow rate?

A: The [Optima](#) “BT” faucets calculate the amount of water used. The user calibrates measurement using the SloanConnect app, and calculation after that is automatic. Because these faucets use pressure compensated aerators (PCAs), the flow rates are very consistent regardless of pressure, and the faucet can calculate the flow of water during activations very accurately. The additional advantage of calculating water use this way is that no moving parts are involved. If the spray head is ever changed to a different flow rate, the user can update this information in the faucet software using the Sloan Connect app.

Q: What is covered by the product warranty?

A: You can view the full Sloan Valve Company Limited Warranty [HERE](#).

Q: Which faucet models have similar controls and set-up procedures?

A: In most cases, each Sloan faucet family shares common controls. The [SF family](#) of faucets all share the same below-deck control boxes and fittings. The EBF/ETF “[Optima](#)” faucets also all share the their own below-deck control boxes. EAF and EFX “[BASYS](#)” are almost all above-deck faucets and have many interchangeable components. [EFX “BASYS” Capacitance](#) sensing faucets also have a below-deck control box, and those are shared.

Q: On some slides its says 4" and 8" trim plates are included. Does this mean they are both in the box?

A: No. Sloan offers model variations that include either a 4”, 8” or with no trim plate. It means that if you order that model with a 4” trim plate, that will be included in the box. If you order a model with an 8” trim plate included, that will be in the box with the faucet. For some models a trim plate needs to be ordered separately. Consult the product [Spec Sheet](#) for details.

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Q: Do your faucets need pressure assistance or a minimal working pressure?

A: Sloan automatic sensor faucets are designed to work well under low pressure conditions and can operate at pressure as low as 10 PSI (less than 1 BAR). At very low pressures, it may be desirable to select a faucet model with a higher flow rates.

Q: How many activations do you get per battery change?

A: There are a number of variables that impact battery service life. Sloan sensor faucets are designed to deliver 8000 activations per month for 36 months (3 years) – a total of 288,000 activations – with the batteries included in the box. One of our most popular recent webinars covered the subject of battery life in detail. You can watch [Battery Myths and Truths](#) for very comprehensive information on this subject.

Q: Are the sensors in battery and hardwired faucets different or the same?

A: They are the same in every faucet family except EAF models.

Q: Will there be a Certificate of Attendance?

A: We provide copies for those who request them at training@sloan.com.

Q: Does Sloan have matching deck-mounted hand dryers?

A: Yes. Our [AER-DEC Integrated Sink Systems](#) include deck-mounted hand dryers that match our faucets and soap dispensers. Sloan deck-mounted hand dryers are only sold as part of the AER-DEC, which is designed with a patented “air dam” to prevent water splash back on the user. They are not sold separately because splashing can occur if used on a lavatory not designed for this type of application.

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Q: Are the Bluetooth faucets secure enough for use in prisons and similar facilities?

A: Sloan adheres to the Best Practices Guideline for First Responders circulated by the US Department of Homeland Security - Science and Technology Directorate. Our products have also been tested and certified to FCC (Federal Communications Commission) requirements. In this case, Sloan elected to test and certify to the more rigorous “Class B” requirements, and the Optima Control Box labels are marked accordingly.

Our wireless products have also been independently tested and certified “effectively resilient against high risk device manipulation and cyber-attacks” by an independent third-party testing firm. For more information about our products and systems for use in prisons and similar facilities, please watch our [Programmed Water Technologies](#) webinar.

Q: Do you offer CEU certified courses for your products?

A: Yes. Contact your local Sloan Representative. They are trained and certified to provide CEU courses on a number of subjects. To see a list of available courses, please see our Continuing Education offerings [HERE](#).

Q: Are there any of these faucets that are able to be permanently used outside? I am concerned that sunlight would interfere with the sensors and that the finish would be affected by the elements - I work in San Francisco, and have generally salty and humid air near the site.

A: We do not recommend installing any of our sensor faucets outside unless they can be covered in some way that prevents freezing and limits direct sunlight exposure. Direct sunlight can interfere with IR sensors, and the heat of direct sunlight can significantly degrade battery performance. For help in assessing whether an outdoor location meets these design criteria please contact your [local Sloan Representative](#) or [Sloan Tech Support](#).

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Q: Where are the sensors located in the BASYS faucet family? Especially the wall-mounted models?

A: The sensors for the infrared sensing “IR” versions of these faucets are positioned at the front of the spouts in a position that is not visible to users. In capacitance (proximity) sensing versions of the BASYS faucet family, there are no sensor windows, because the faucet itself is the sensor. To see more images of BASYS faucets including their positioning, please see the product line brochure [HERE](#).

Q: Which Sloan faucet models allow you to change the flow rate by changing the sprayhead?

A: Every Sloan faucet model flow rate can be converted from one flow rate to another on-site by changing the sprayhead, with the exception of the EFX BASYS faucet family. The BASYS unit flow rates can be modified by changing the solenoid caddy (which includes a flow restrictor).

Q: Does the illuminated ring on the EAF-225 faucet actually detect the water temperature?

A: The illuminated ring on the [EAF-225](#) faucets is calibrated to the position of the Integrated Side Mixer (ISM) lever and not the actual water temperature. If the lever is positioned to deliver cold water, the illuminated ring will turn blue. The color shifts from blue to white to red as the temperature mixer is moved from cold to warm to hot.

The [BASYS Countdown faucets](#) do actually detect and report the water temperature.

Q: Can you publish a cross reference for the old style Optima faucets to the current Optima Bluetooth “BT” models?

A: The older and newer Optima faucet part numbers are almost always identical - but the newer upgraded units have the letters “BT” after the seven digit part number. If you need additional information, your Sloan Representative has a tool in which they can type in the old faucet part number and automatically generate the updated part number.

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Q: What are lead times looking like with increased demand?

A: We are working with customers to prioritize deliveries to critical healthcare facilities like field hospitals and intensive care units during the COVID-19 pandemic. Despite demand, our manufacturing facilities are operating very safely and effectively. Increased demand due to COVID-19 has extended some lead time on some products, but they are not significant at this point.

Your local Sloan Rep is very familiar with current delivery times and can help you establish priority for your orders. Use the [Sloan Rep Locator](#) tool to contact your local representative with any questions about delivery times.

Q: Is there a list that includes which Optima “BT” models come with an energy harvesting turbine option?

A: Yes. You can use the [Sloan Faucet Finder](#) tool to select Optima faucet models that include a turbine.

Q: For elementary school classrooms in public schools, which gooseneck faucet would you recommend? Hardwiring may not be possible.

A: The [SF2250](#), [EBF750](#) and [EAF750](#) could all be good choices for this application, but there are several points that need to be considered before selecting the best faucet option, including the holes on the sink, the thickness of the deck, the temperature mixing required, and the size and shape of the basin. We recommend watching our recent webinar on [Converting Manual Faucets to Touch-free Sensor Operation](#) for tips on what to select and then using our [Sloan Faucet Finder](#) tool to select the best design.

Q: What is the reason behind the different warranty period for Sloan SF faucets?

A: The warranty period for [Sloan SF faucets](#) is 1 year, compared to 3 years for all others. This is in line with the positioning of the SF faucets as our entry level, cost-effective faucet family with limited features and benefits.

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Q: Is there a minimum quantity requirement for custom engravings on BASYS faucets?

A: No. There is only a one time set-up fee to digitize a logo or design for [engraving](#). If you present a logo to one of our Sloan Representatives and would like to receive a digital rendering of what it would look like on a BASYS faucet, we can provide one free of charge.

Q: Is chrome the most durable finish? Is it still the biggest seller?

A: Chrome is the most popular finish, but it's not as durable as our [PVD special finishes](#). PVD (Physical Vapor Deposition) is a process that bonds a finish to the faucet at a molecular level and is at least three times more resistant to chemical degradation and physical abrasion than chrome plating.

Q: Are your faucet materials as durable as stainless steel?

A: Yes. Unless extremely high grade surgical stainless steel is used, Sloan faucets are actually manufactured from materials that are more chemical and abrasion-resistant.

Q: Do you plan to offer antique bronze or antique brass finishes in the near future?

A: No. Our [PVD Special Finish](#) options are based upon estimated current and future demand. We frequently seek the opinions of influential designers and architects to determine which finishes we should offer today and which will be in demand in the future.

We do manufacture custom runs of special finished products that are subject to minimum order quantities. Contact Sloan Customer Service or your Local Sloan Representative for more information about this possibility.

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Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

Sloan Customer Care Center

Phone: 800.982.5839

Hours: 7:00 AM - 5:00 PM (CST) Monday – Friday

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Training Comments, Questions, or Suggestions?

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