



# Flushometer Care & Service 101

## Part 5: ESS Exposed Sensor Flushometers



# Flushometer Care & Service 101 - Part 5: ESS Exposed Sensor Flushometers Q&A Summary

**Q:** When I have a flushometer that is only flushing once, is that due to static line pressure or flush volume?

**A:** That could be due to a number of conditions, but first let's use the chart on Slide 20 of the webinar to go through potential issues from most common to least common.

There is the possibility that the issue has nothing to do with the ESS sensor assembly. In that case, follow the troubleshooting instructions on Slides 21-32 of the webinar.

## No Flush






Sensor
Solenoid
Actuator cartridge

Symptom	Cause	Solution
Sensor LED blinks but does not flush, Override Button works	Sensor not calibrated	Power off for 60 seconds, power on again for sensor to auto adjust for 60 seconds, do not block sensor
Sensor LED does not blink or activate flush, Override Button works	Sensor damaged	Replace EL-1500 Sensor Assembly
	Sensor wired incorrectly	Rewire Sensor Assembly properly
Sensor LED blinks, but does not activate flush, solenoid makes buzzing noise, Override Button works (or buzzes with no flush)	High static pressure above 80 psi (552 <u>kPA</u> )	Reduce Static Pressure
	Undersized wiring, insufficient voltage	Reinstall with 18 gauge wiring (minimum), replace transformer
Sensor and Override Button work, Solenoid buzzes (or may trickle water to bowl) but does not activate flush	Solenoid corroded, oxidized or stuck	Replace EL-124-2 Solenoid or rebuild with EL-163-A Solenoid Shaft Assembly Repair Kit
	Damaged Solenoid Shaft Assembly	Replace with EL-163-A Solenoid Shaft Repair Kit
Sensor and Override button work, solenoid clicks, no flush	Actuator cartridge plugged with debris, damaged, or improperly re-assembled	Clean and re-assemble EL-128-A Actuator Cartridge Assembly, or replace

Valve off indicates diaphragm is working properly

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**Q:** What happens when you connect ESS Sensor Flushometers to the incorrect power supply

**Rep Comment:** *I went to a job last week where the contractor used someone else's transformer and it was only 16 VAC. Nothing worked until they bought our Sloan 24 VAC EL-154 ...and believe it or not, we've had customers not use a transformer. We ended up selling them replacement parts for the whole job because everything fried!*

**A:** The comment from a Sloan Rep above helps answer the question above it. The use of non-Sloan approved or recommended power supplies could lead to products not functioning properly or being destroyed. We recommend using only Sloan power supplies and strictly following the instructions in the Sloan Installation, Maintenance, Service, and Repair guides provided with the units or on [sloan.com](http://sloan.com)

**Q:** Please send us the webinars that include related products and information. Where can we find those?

**A:** For links to all related webinar recordings and presentations please click [HERE](#).

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

## Sloan Customer Care Center

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# Training Comments, Questions, or Suggestions?

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