

SLOAN

Part 5: ESS Exposed Sensor Flushometers



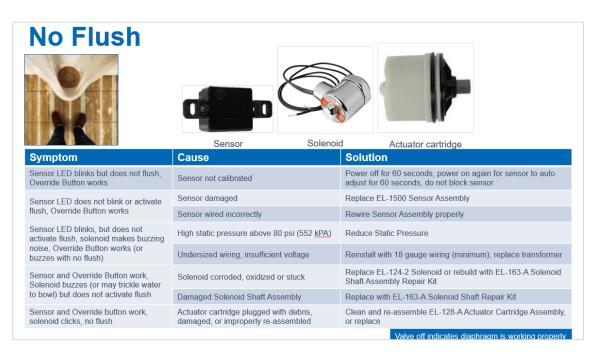


## Flushometer Care & Service 101 - Part 5: ESS Exposed Sensor Flushometers Q&A Summary

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 though 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.





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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

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 <u>HERE</u>.



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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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