



Troubleshooting Guide

for Bobrick Counter-Mounted Automatic Faucets
B-8898, B-8895, B-8892,
B-9918, B-9915, B-9912, B-9911, B-9910,
B-9958, B-9955, B-9952, B-9951, B-9950

PROBLEM	SOLUTION
No Water When Activated (Red LED is on or is flashing)	1. Replace batteries and/or make sure transformer is plugged in. 2. If appropriate action from no. 1 does not correct problem: <ul style="list-style-type: none"> • Sensor range too long/picking up sink. Reduce range. • Sensor is faulty; replace sensor module.
Very Low Flow or Slow Dribble	1. Check supply stop(s); open if closed. 2. Debris in solenoid filter; remove, clean and reinstall. 3. Debris in aerator or spray head; remove, clean and reinstall.
False Triggering (Unit goes on by itself)	1. Clean sensor lens. 2. Range too long; decrease detection zone. 3. Check surroundings for factors that can contribute to the range; for example, bright lights, highly reflective surfaces, sunlight, etc.
Continues to Run (After I have moved my hands away)	1. Clean sensor lens. 2. Range too long; decrease detection zone.
Continues to Run (Even after power to faucet has been disconnected)	1. Debris in solenoid valve, won't close properly. 2. Control module is faulty; replace control module.

