

Delany Products: TrueSense

Troubleshooting Chart

Issue	Comment	Likely Cause	Solutions	Tip
VALVE WILL NOT START TO FLUSH	Once you open the Control Stop, the valve should go through a flush cycle and shut down.	1) Control Stop is closed. 2) Operating Stem in handle is not hitting Relief Valve	1) Open Control Stop. 2) Operating Stem tip is worn. Time to replace. Order #2143A 3) Install correct length Operating Stem as indicated in parts listings.	
VALVE WILL NOT FLUSH	1) Start by putting your hand in front of the sensor to see if it flushes. Then try the Override Button, if it works then unit is getting power. 2) If the range is too short (or turned all the way down), it will not see a user. 3) If the range is too long, it may be seeing an object in front of but never see it mover away due to being in constant contact.	1) Valve is not getting any power. 2) Sensor not seeing a user because the range is too short. 3) Sensor is not seeing a user because the range is too long. 4) If user indicator light works, and still no flush, the piston sleeve may have a problem. 4a) If notification light works, and still no flush, the plastic tubes may have a blockage or 4b) the solenoid may be bad. 5) Component on circuit board is damaged/faulty.	1) Make sure all wiring connections are tight and attached to the appropriate wire. 2) Use remote to adjust range up. (See Instructions Manual) 3) Use remote to adjust range down. If no light turned on when using remote go to 6. 4) Remove black tube from valve and try actuating the valve. If water comes out, replace piston/sleeve assembly. 4a) First check that all the plastic tubes are clear of blockages. 4b) Replace solenoid assembly with a known good one (2306A or 2328A) 5) <u>Renlace the Wall Plate Sensor (#2301A)</u>	To verify if the unit is getting power, when the Override Button is pressed, listen for the "click" of the solenoid. This indicates that unit is getting power. If the Wall Plate Sensor is recieving power and the range is properly set, then a component on the circuit board has become damaged and a new Wall Plate (#2301A) is required.
VALVE STARTS FLUSHING BUT CLOSES IMMEDIATELY	The bypass is too large & shutting the diaphragm down too quickly, or the opertating stem is not making contact with the relief valve	1) Diaphragm is ruptured. 2) Diaphragm bypass is oversized or secondary bypass has occurred. 3) Tip of operating stem is worn.	1) Replace diaphragm with appropriate #143 Drop-in Kit. 2) Check to make sure all parts are tight such as seat guide. Otherwise the bypass is damaged. 3) Replace operating stem.	
FLUSH VOLUME IS NOT ENOUGH (SHORT FLUSH)	The water in the bowl is not starting the syphoning action to then clear the trap. Thus Delany valve can simply be tweaked with the regulation screw without opening the valve.	1) The refill of the toilet bowl is not sufficient enough. 2) Water pressure is low.	1) Remove No. 3 (cover cap). Insert screwdriver and turn No. 4 (regulating screw) counterclockwise for longer flush. Start with 1/2 of turn increments. Please also refer to our video that can be found on our YouTube channel, which can be accessed from the Delany website (www.delanyproducts.com) in the lower lefthand corner of the home page. 2a) Increase the pressure in the building (possibly even installing an Expansion Tank). 2b) Follow instructions as in #1.	If valve is equipped with Non-hold Open Equipment, then it will be non-adjustable. Only opening the valve and changing diaphragms to a greater discharge will work. Just like all the competitors valves.

<p>FLUSH VOLUME IS TOO MUCH</p>	<p>This sensor activated valve uses a solenoid which due to the nature of electronics can adapt its single to big range changes in pressure beyond the normal.</p>	<p>1) Water pressure is too high. 2) The discharge of the diaphragm is rated greater than the toilet. 3) The diaphragm's bypass is partially blocked.</p>	<p>1a) Make sure the PSI of building is less than 80. (Install a PRV valve if necessary.) 1b) Turn the regulating screw clockwise (i.e. down) to reduce discharge. 2) "1b" should fix this. Otherwise insert a new diaphragm that properly matches the GPF of the diaphragm to that of the toilet. 3) Blow into bypass to make sure you can see clean and open bypass. Otherwise replace with a new diaphragm.</p>	
<p>VALVE CONTINUES TO "RUN" (FULL FORCE)</p>	<p>A flush valve "runs" because the upper chamber is not refilling to shut the diaphragm or piston back down on the main valve seat. The TrueSense and Hydro-Flush also use a piston in the handle assembly that has bypass holes. These need to open and flowing.</p>	<p>1) The diaphragm bypass is blocked. 2) Debris is embedded into the diaphragm itself. 3) Solenoid may not be closing due to debris. 4) The piston sleeve bypass holes are blocked.</p>	<p>1) Blow into bypass to make sure you can see clean and open bypass. Otherwise replace with a new diaphragm (#143-?-ACQ). 2) Examine the diaphragm closely and clean of any debris that may have lodged into the diaphragm rubber. 3) Remove black tube from valve. If water continuously flows out of it, solenoid needs to be replaced. 3) if after removing black tube the water doesn't flow continuously, disassemble handle nut assembly and remove debris in the piston sleeve</p>	<p>The ULTRA Plus uses as standard the Delany Mashaerator® Diaphragm. The blocking of the bypass has shown to be a rare occasion.</p>
<p>CONTINUES TO RUN BUT ONLY SLIGHTLY (It weaps)</p>		<p>1) The diaphragm auxiliary seat has debris embedded into it. 2) Water pressure is too low. 3) Main valve seat is loose. 4) The piston sleeve bypass holes are partially blocked.</p>	<p>1) Same as #2 above 2) Boost water pressure at pump or install and expansion tank. 3) Examine and tighten as needed. 4) Unscrew handle assembly and make sure the piston sleeve bypass holes are open.</p>	
<p>WATER SPLASHES FROM BOWL</p>		<p>1) Water pressure is too high. 2) The discharge of the diaphragm is rated greater than the toilet.</p>	<p>1a) Make sure the PSI of building is less than 80. 1b) Slowly close down the control stop to slow the GPM coming into the valve. 1c) Turn the regulating screw clockwise (i.e. down) to reduce discharge. (#1 & #2 should be tried first.)</p>	
<p>VALVE WILL NOT PASS ENOUGH WATER TO INITIATE THE SYPHONIC ACTION OF BOWL</p>	<p>The flush valve is being choked of proper amount of water that it needs to supply to the toilet.</p>	<p>1) Control stop is not opened enough. 2) 3/4" urinal flush valve was installed in error. 3) Insufficient water is being supplied either due to low water pressure or undersized piping.</p>	<p>1) Open control stop all the way. 2) A properly sized bypass (GPF) needs to be installed along with 1-1/2" flush connection. Either change parts or install the proper W.C. flush valve. 3) The water pressure or pipe sizes, or both, must be increased. 4) Make sure that all incoming supply lines to the bathroom are open</p>	<p>A good way to establish if volume of water is adequate to initiate the flush is by removing relief valve or even the entire diaphragm operating assembly. This will convert the valve into a simple elbow. If there is not enough water, you will know.</p>

FLUSHING ACTION NOT QUIET ENOUGH (WEAK FLUSH)	1) The High Efficiency Urinal (0.125 GPF) is such a short flush that with high pressure (over 80 psi) the diaphragm may shutdown way too quickly.	1) Flush valve is shutting too quickly. 2) The operating stem tip is worn.	1) Put in a Pressure Reducing Valve (PRV) and get pressure below 80psi 2) It is time for a new Piston Operating Stem Assembly. Order #2143A	
WATER LEAKS FROM AIR VENTS OF FLUSH CONNECTION	Beads of water are dribbling down the flush connection after each flush.	1) Fiber washer that works with vacuum breaker is missing. 2) Vacuum breaker sleeve inside the flush connection has either a) ruptured due to age or b) fatigued due to harsh chemicals in water supply.	1) Order new Fiber Washer 2) Replace with new Delany Vacuum Breaker (#427A)	
VALVE LEAKS AT HANDLE		1) The piston sleeve washer (#2142-1) in the handle pad is misshaped.	Replace with a new piston sleeve washer (#2142-1).	