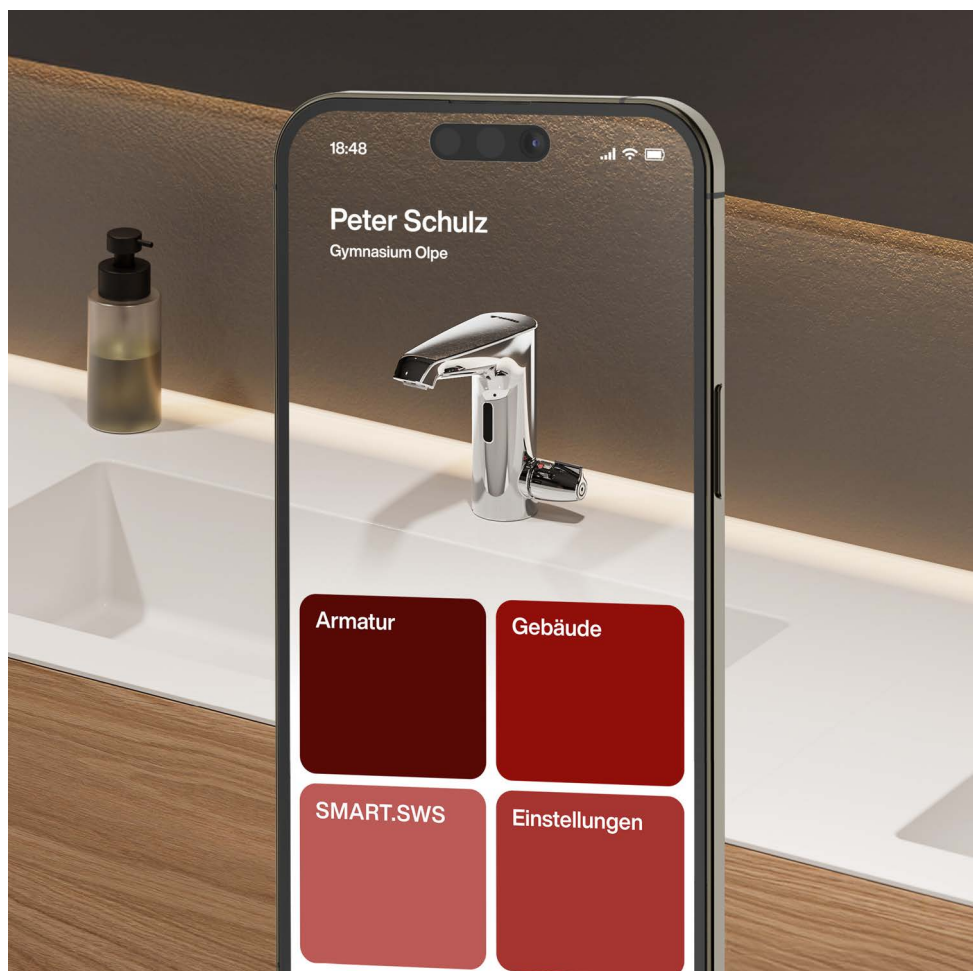


EN | Troubleshooting

FAQ E² faucets



**Warning!****Risk of injury from electric current!**

The incorrect handling of electrical equipment can result in electric shock.

- The installation, repair and replacement of electrical equipment must be carried out only by trained and suitably qualified electricians.
- Deactivate all affected fuses before starting work on the electronics. Protect the fuse so that it cannot be switched back on.
- Check the product for damage before work or use. Do not install or use the product if there is a fault in an electronic component. Do not touch faulty or live parts under any circumstances!

Fault	Possible cause	Remedy
No water flows out.	Water is shut off. Shut-off valves or angle valves are closed.	Open the shut-off valves and/or angle valves.
	The surface of the sensor is dirty.	Clean the sensor surface. For cleaning, use soft cleaning cloths and standard, commercially-available cleaners and disinfectants without abrasive additives that are approved for the cleaning of chrome-plated plastic and brass.
	No power supply is available.	Check for the following causes if the sensor window LED does not light up when the faucet is connected to power for the first time: For mains operation <ul style="list-style-type: none">• Is the fuse activated?• Is the mains adapter functional and undamaged?• Is the faucet's connection cable correctly connected to the mains adapter? The white positioning marks must match up with one another. For battery operation <ul style="list-style-type: none">• Are the batteries correctly inserted with the right polarity?• Are the batteries inserted into the battery compartment fully charged?• Is the faucet's connection cable correctly connected to the battery compartment? The white positioning marks must match up with one another.
	The plugs are not pushed in far enough.	Push the plugs together so that they are tightly connected. Notice: The white positioning marks must match up with one another.

Fault	Possible cause	Remedy
No water flows out.	A cable is damaged.	Replace the faulty parts.
	The cleaning stop has been activated via short range reflex. In this case, the sensor window LED will be flashing.	You do not need to do anything here. The faucet ends the cleaning stop automatically.
	External pressure surges are causing overpressure in the faucet.	Check the functionality of the backflow preventer in the connection hose. Replace the faulty parts. Notice: Shut the water supply off first.
The flush time is too long or too short.	The flush times are not optimally configured.	Change the settings in the SCHELL app. Use expert mode if necessary.
The water volume is too low.	The flow regulator is dirty.	Take out the flow regulator. Clean this or replace it as necessary.
	The basket filters are dirty.	Take the basket filters out of the connection hoses. Clean these or replace them as necessary. Notice: Shut the water supply off first.
The fitting is not displayed in the SCHELL app.	The battery-operated faucet is currently in energy-saving mode.	Terminate energy-saving mode by triggering the flow of water. Then repeat the search in the SCHELL app.
	Another user is connected to the faucet.	The faucet will not be detected until the other connection has been terminated.
	Bluetooth is deactivated on the smartphone.	Activate Bluetooth on the smartphone.
	The smartphone is outside the faucet's range.	Move the smartphone closer to the faucet.
	Connection is established to a different faucet.	Make sure that you have established a Bluetooth connection with the correct faucet. To identify the faucet, switch it on and off with the 'Play' symbol in the SCHELL app.

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