

# Touch<sub>2</sub>O<sup>®</sup> Troubleshoot Grid

If these solutions are not able to resolve the issue, please contact our Delta Tech2O Concierge Team at 1-844-923-5368.

<p><b>Sensitivity (Intermittent or No Operation)</b></p>	If using metal or granite sink, insure proper insulation and isolation. The spout insulator and isolation plate under the deck should be installed correctly
	If metal or granite sink, confirm faucet shank is not touching inside edge of sink hole and is clear of sink by min. of ½"
	Separate LED, sensor, and battery wires by minimum of 2"
	Confirm LED wire is not pinched and is fully plugged in
	Unplug the LED wire and try to operate faucet. If faucet operates normally replace LED base
	Confirm sensor wire hook is tight/secure
	Insure batteries are good and in proper orientation
	If AC adapter is being used, insure it is not plugged into a switched outlet and that the plug is grounded
<p><b>Ghosting / False Activation</b></p>	Does the faucet activate when other appliances operate? Replace the solenoid with the most recent software version
	Confirm sensor wire hook is tight/secure
	Confirm LED is working and not shorted out due to water
	Unplug the LED wire and try to operate faucet. If faucet operates normally replace LED base
	Confirm LED wire is not pinched and is fully plugged in
	If using A/C, confirm outlet is properly grounded
	Replace the solenoid with the most recent software version
<p><b>LED Base Output</b></p>	LED always red? Confirm LED wire is fully plugged in
	Replace LED base or faucet as applicable (large shank)
	LED always magenta? Confirm solenoid was manufactured after June 2015. If not replace LED base or faucet as applicable (large shank)
	LED always out or out only when the water is cold? Replace LED base or faucet as applicable (large shank)

*IF NO SOLUTION ABOVE RESOLVES THE ISSUE, PUT FAUCET IN MANUAL MODE BY UNPLUGGING THE BATTERY BOX WHILE THE WATER IS RUNNING UNTIL RESOLUTION CAN BE ACHIEVED*