

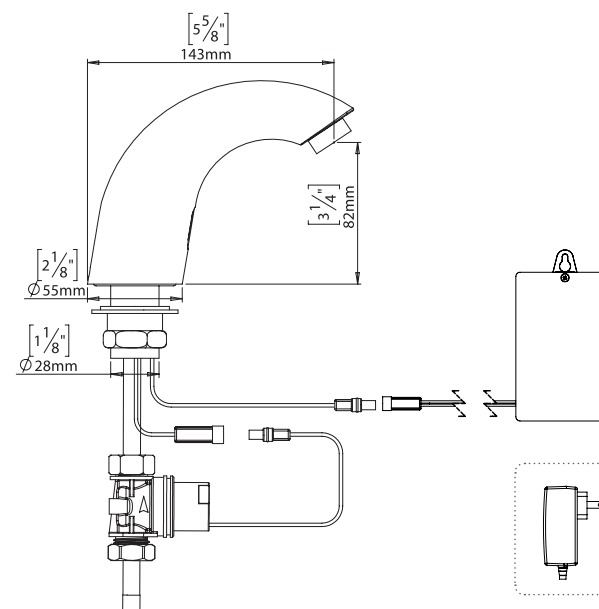


S6960B/E SENSOR FAUCET  
ELECTRONIC LAVATORY FAUCET

INSTALLATION AND MAINTENANCE GUIDE

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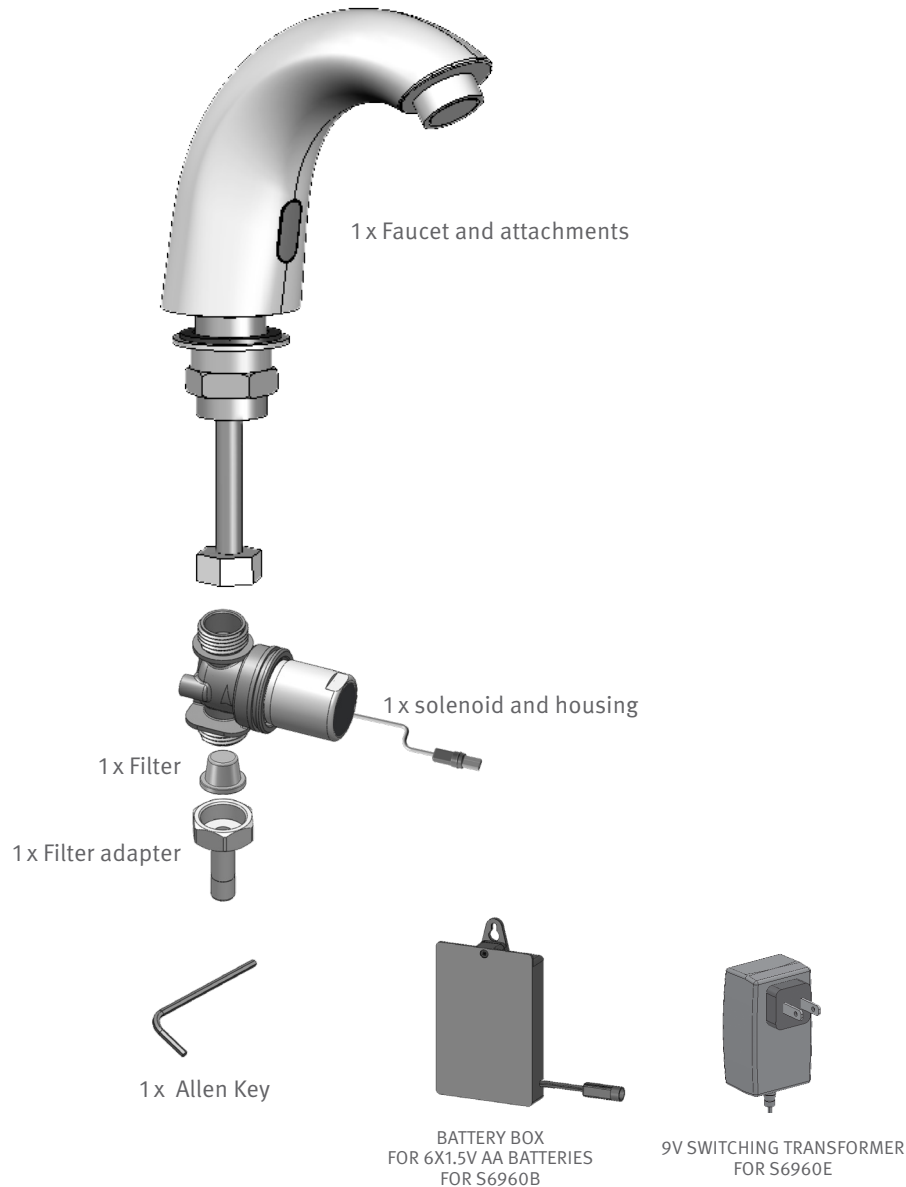


**Battery version, Ref: S6960B**  
**Transformer version, Ref: S6960E**

<b>Power supply</b>	Battery box for 6X1.5V AA batteries or 9V transformer
<b>Recommended water pressure</b>	0.5-8.0 bar (7-116 PSI) For water pressure of more than 8 bars, use a pressure reducing valve for reduction.
<b>Preset sensor range</b>	180 mm / 7.09" (customizable with optional remote control)
<b>Minimum sensor range</b>	80 mm / 3.15"
<b>Maximum sensor range</b>	300 mm / 11.81"
<b>Security time</b>	90 seconds (can be reduced with optional remote control)
<b>Hot water temperature</b>	Max 70°C

## PACK CONTENTS

Familiarize yourself with the part names and confirm that the parts are included.



## PRE-INSTALLATION INFO

### CHECK CONTENTS

Separate all parts from the packaging and check each part with the “Pack contents” section.

Pay attention to the different models variations.

Make sure all parts are accounted for before discarding any packaging material.

If any parts are missing, do not attempt to install your electronic faucet until you obtain the missing parts.

### WARNINGS

Do not install facing a mirror or any other electronic system operated by an infrared sensor.

To prevent reflection problems, it is recommended to keep a minimum distance of 1.50 meters between the faucet and any other objects.

### PREPARATION FOR INSTALLATION

Flush water supply lines thoroughly before installing the faucet. Do not allow dirt, Teflon tape or metal particles to enter the faucet.

Shut off water supply.

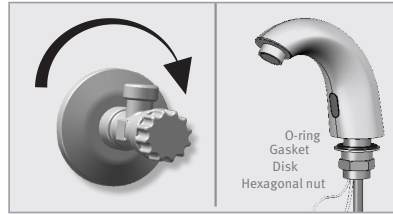
### IMPORTANT

All plumbing is to be installed in accordance with applicable codes and regulations.

# INSTALLATION

## STEP 1 - REMOVE ALL MOUNTING HARDWARE

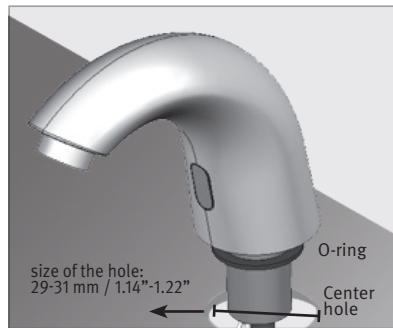
Shut off water supply and remove the hexagonal nut, the disk and the gasket. Do not remove the o-ring from the base of the faucet.



## STEP 2 - INSTALLING THE FAUCET

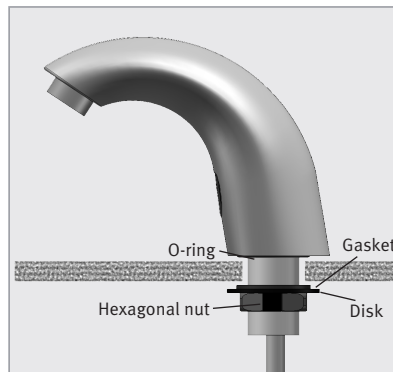
1

Place the faucet with the o-ring into the hole in deck or lavatory. Make sure the o-ring is located between the deck or lavatory and the bottom of the faucet.



2

Under the deck, slide the gasket, disk and hexagonal nut over the flexible hose and secure the faucet into place.



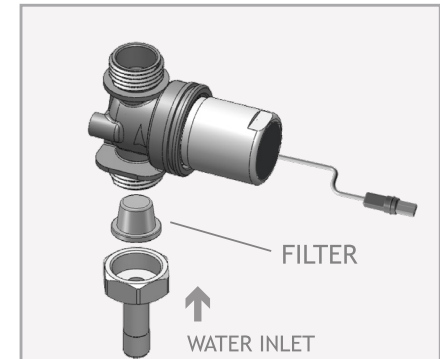
# INSTALLATION

## STEP 3 - CONNECTING THE WATER SUPPLY

1

Fit the flexible pipe coming from the faucet to the solenoid valve housing.

**IMPORTANT:** Inlet and outlet should follow the indicating arrow in the solenoid housing



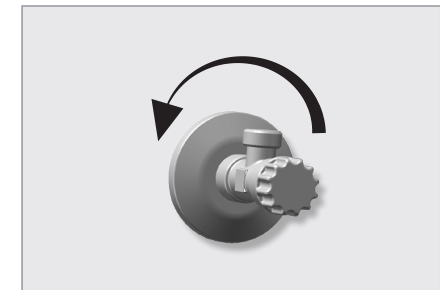
2

The faucet is provided with an inlet nipple, if needed, fit the water supply inlet to the adapter at the solenoid valve housing.

**NOTE:**  
Make sure that the filter is assembled between the housing of the solenoid valve and the inlet nipple.

3

Turn on the central water supply and the shut-off valve (angle valve) and check for leaks.

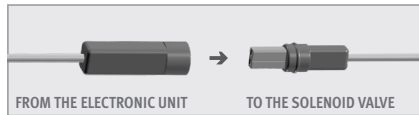


# INSTALLATION

## STEP 4 – CONNECTING THE POWER SOURCE

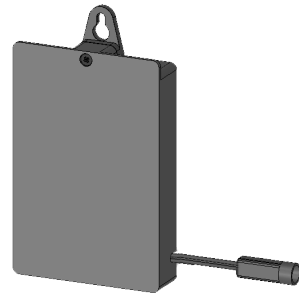
1

Connect the waterproof connector coming from the electronic unit to the solenoid valve connector.



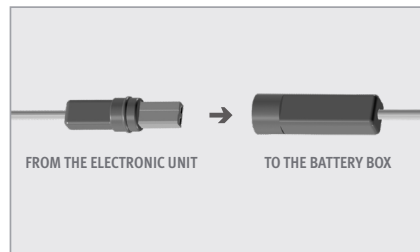
FOR S6960B:

a. The battery box can be secured to the wall underneath the sink using the screw.



2

b. Connect the waterproof connector coming from the electronic unit to the battery box.

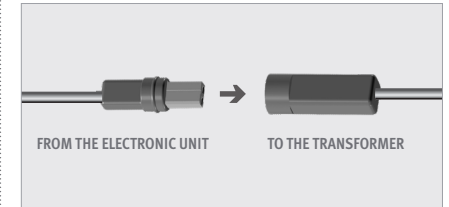


# INSTALLATION

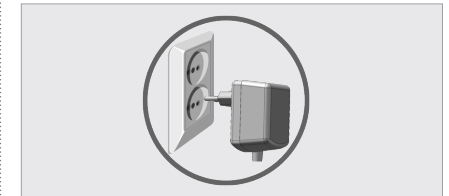
FOR S6960E:

2

a. Connect the waterproof connector coming from the electronic unit to the transformer.



b. Plug the transformer into the electricity socket.



**IMPORTANT:** Wait 10 seconds before operating the system.



3

If the range is unsatisfactory, refer to the section titled "Settings adjustment".

## SETTINGS ADJUSTMENT



### Adjusting the settings with the remote control

If necessary, the sensor settings can be adjusted as following:

Shut off the water supply. In order to adjust the sensor with the remote control, hold the remote control straight in front of the sensor in a distance of about 6-8" (15-20cm). Choose the function you want to adjust by pressing once on one of the function buttons. After pressing once on a specific function button, a quick flashing of the LED at the front of the sensor will occur. At this stage, you can change the setting by pressing the (+) or the (-) buttons, every push will increase or decrease one level. After finishing the adjustment, turn the water supply back on.



**DETECTION RANGE:** Only if necessary, use the remote control to adjust the sensor range as follows:

Press the RANGE button. Wait until a quick flashing of the LED in the sensor eye is perceived. Then, press + to increase the one level and – to reduce it every push will increase or decrease one level.

**NOTE:** Once you have changed the detection range with the remote control, this distance will be remembered by the sensor, even if the power source is disconnected.

## SETTINGS ADJUSTMENT



**DELAY IN TIME:** If required, the delay in time can also be modified as follows: Press the IN button. Wait until a quick flashing of the LED in the sensor eye is perceived. Then, press + to increase the delay in time and – to reduce it.



**DELAY OUT TIME:** This button allows modifying the flushing start time after the user moves away from the product. A delay out time close to 0 will save more water. An increased delay out time will make the user experience more comfortable.

If required, the delay out time can be modified as follows: Press the OUT button. Wait until a quick flashing of the LED in the sensor eye is perceived. Then, press + to increase the delay out time and – to reduce it.



**TEMPORARY OFF FUNCTION:** This function is ideal to perform any kind of activity in front of the sensor without operating the system (for example, cleaning).

The product will remain shut for 1 minute when this button is pressed once. To cancel this function and to return to normal operation press the On/Off button again or wait 1 minute.



**RESET BUTTON:** This function restores all the factory settings except for the sensor range. If required, press the Reset button and without releasing it, press the + button once.



**SECURITY TIME:** The Security time, prevents continuous flushing of water due to reflections or vandalism. By default, if the sensor is covered for more than 90 seconds the water flow will shut automatically. To resume regular operation any obstruction must be removed.

Press the SEC button. Wait until a quick flashing of the LED of the sensor eye is perceived. Then, press + to increase the security time and – to reduce it.



**24 HOUR HYGIENE FLUSH:** This model includes a 24 hours hygiene flush which is disabled. To activate the hygiene flush, press the clock button.

Wait until a quick flashing of the LED in the sensor eye is perceived. Then press + to activate the hygiene flush. To disable it again, press – to deactivate it.



**COMFORT FLUSH:** If your model includes a COMFORT FLUSH setting, it can be activated by pressing the flush button.

When the button is pressed, one blink of the blue in the sensor eye is perceived. The pre-programmed flush cycle will take place then.

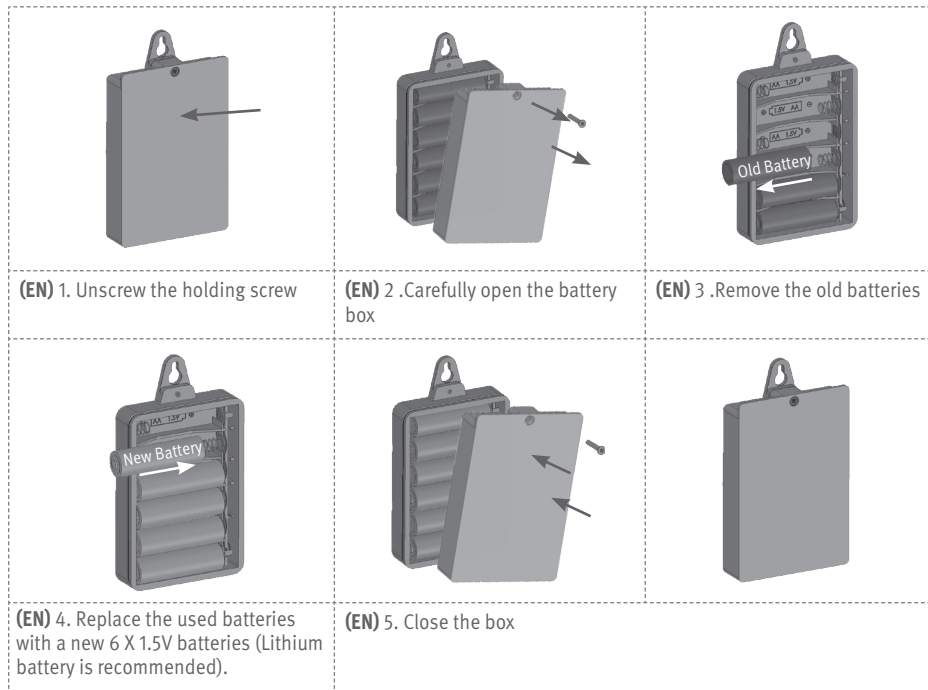
The Comfort flush cannot be interrupted or deactivated by pressing any button until it is over.

## BATTERY REPLACEMENT

### BATTERY MODELS ONLY

When the battery weakens, the LED indicator light will blink at a constant rate when the user's hands are within the sensor range. The battery must be replaced within two weeks.

### TO REPLACE THE BATTERY: FOR S6960B:



**IMPORTANT:** Spent batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.



## MAINTENANCE

### FILTER CLEANING INSTRUCTIONS

This faucet is provided with one stainless steel filter preventing foreign particles to enter the lines. It is recommended to clean the filter every six (6) months. If the water flow has decreased, this can be because the filter is clogged. The filter can be cleaned as follows:

1. Shut-off the water shut off valve (angle valve).
2. Remove the filter located between the solenoid valve housing and the inlet adapter \ shut off valve.
3. Wash the filter under running water.
4. Reassemble the parts.
5. Make sure that there is no water leakage.

### CARE AND CLEANING OF CHROME AND SPECIAL FINISHES

DO NOT use steel wool or cleansing agents containing alcohol, acid, abrasives, or the like. Use of any prohibited cleaning or maintenance products or substances could damage the surface of the faucet. For surface cleaning of faucet use ONLY soap and water, then wipe dry with clean cloth or towel. When cleaning bathroom tile, the faucets should be protected from any splattering of harsh cleansers.

### SOLENOID VALVE SERVICING

The solenoid valve diaphragm requires periodical cleaning every six (6) months. Remove the diaphragm from the solenoid valve and examine it for dirt. In case it is dirty or clogged, wash it under running water and reassemble it.

Do not attempt to dismantle the solenoid valve if you are unfamiliar with electronic solenoid valves.

## SPARE PARTS LIST

SF250	Seals and screws
SF251	Sensor kit (single)
SF252	Sensor kit (10 pack)
SF253	Solenoid valve kit (single)
SF254	Solenoid valve kit (10 pack)
SF255	Solenoid housing kit (single)
SF256	Solenoid housing kit (8 pack)
SF257	Insert kit
SF258	Battery box
SF259	9V switching transformer

All parts and finishes of the Symmons products are warranted to the original consumer purchaser to be free from manufacturing defects in material and workmanship for 5 years Non-Residential or Commercial Applications. Symmons warrants to the original consumer purchaser/end-user that any Symmons product will be free of defects in material and workmanship during normal domestic use for the life of your home.

Symmons recommends using a professional plumber for all installation and repair. During the warranty period, Symmons at its sole option, will provide replacement part(s) or product (or, if no longer available, a comparable product) to replace those which have proven defective in materials or workmanship under normal installation, use and service, **FREE OF CHARGE** for the time period of 5 years from the date of purchase.

(BATTERIES NOT INCLUDED)



### Need Help?

Symmons customer service:

(800) 796-6667, (781) 848-2250

Email: [customerservice@symmons.com](mailto:customerservice@symmons.com)

Monday – Friday 7:30 am – 7:00 pm EST



[www.symmons.com/service](http://www.symmons.com/service)

- Technical help
- Product information
- Warranty policy

PROBLEM	INDICATOR	CAUSE	SOLUTION
No water coming out of the faucet:	1. Sensor flashes continuously when user's hands are within the sensor's range.	Low battery.	Replace battery
	2. LED in the sensor does not flash once when user's hands are within the sensor's range.	1. Range is too short.	Increase the range
		2. Range is too long.	Decrease the range
3. LED in the sensor flashes once when user's hands are within the sensor's range.		3. Battery is completely used up	The battery must be replaced.
		4. Unit is in "Security Mode"*	Eliminate cause of reflection.
		5. Sensor is picking up reflections from the washbasin or another object.	
		1. Connectors between the electronic unit and solenoid are disconnected.	Connect the electronic unit connectors to the solenoid.
			2. Debris or scale in solenoid.
Water flow from spout does not stop:	1. Sensor flashes once when user's hands are within the sensor's range. 2. LED in the sensor does not flash once when user's hands are within the sensor's range.	3. The central orifice in the diaphragm is plugged or the diaphragm is torn	Clean the orifice or replace diaphragm.
		4. The water supply pressure is higher than 8 bar.	Reduce the supply water pressure.
		5. The water supply pressure is under 8 bars and yet the pressure in the faucet's body is higher. This situation could be caused by a sudden increase in the water supply pressure that the back check prevents from dropping, even after water supply pressure drops under 8 bars.	Shut off water supply and unscrew one of the flexible pipes in order to reduce the pressure that blocks the product.
Water flow diminished		Debris or scale in diaphragm	Clean the orifice or replace diaphragm.
		1. Sensor is dirty or covered.**	Clean or eliminate case of interference.
		2. Sensor is picking up reflections from the washbasin or another object.	Decrease the range or eliminate cause of reflection.
Water flow diminished		Filter or aerator is clogged	Remove, clean, re-install

\* "Security Mode": If the sensor is covered for more than 90 sec. the faucet will automatically shut off water flow. To return to normal operation remove any blockage.

\*\* In this case, the water flow will stop anyway after 90 seconds because of the security time.





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