



HSM-801FG
Series

FLUSH GENIE®

SIDEMOUNT for Urinals and Toilets
Troubleshooting Guide

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
Fixture falsely activates.	Sensor distance may be set too far and registering the opposite wall or door as a user.	Adjust sensor distance (see STEP 6 "Adjusting Sensor Distance").
Constant blinking red LED when user NOT present.	Batteries need replacing.	Replace batteries (see STEP 8 "Battery Replacement").
Not enough water to fixture or too much water to fixture.	Diaphragm damaged. Valve control stop improperly adjusted.	Replace diaphragm. Adjust valve control stop.
Valve will not operate.	Sensor range may be set too close. Batteries are drained. Water supply is turned off. Relief valve (diaphragm plunger) is damaged.	Adjust sensor. Replace batteries. Turn water on. Replace relief valve (diaphragm plunger). If the unit does not begin to function, call customer service at 1-800-874-7822.
Valve does not shut off.	Dirt or debris preventing diaphragm from functioning properly.	Remove dirt or debris on diaphragm. Replace Diaphragm.
Valve does not flush even after sensor has been adjusted.	Batteries are drained.	Replace batteries. If the unit does not begin to function, call customer service at 1-800-874-7822.



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