

# **SUPRATECH**

*HYGIENE ON THE MOVE!*



## **RONDEO**

**PANEL MOUNTED  
ELECTRONIC FAUCET**

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INSTALLATION AND MAINTENANCE GUIDE

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**RONDEO panel-mounted  
electronic faucet**

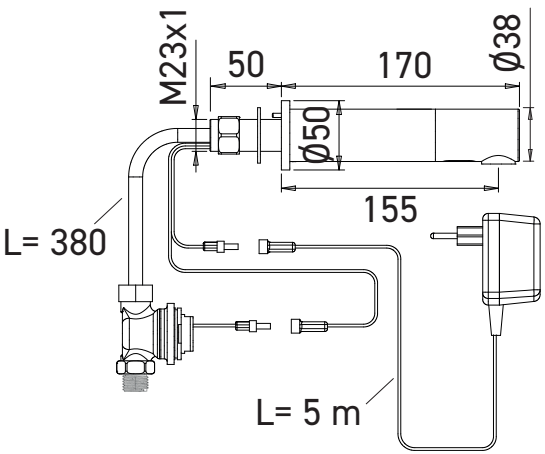
Ref. RES-20 / RES-21

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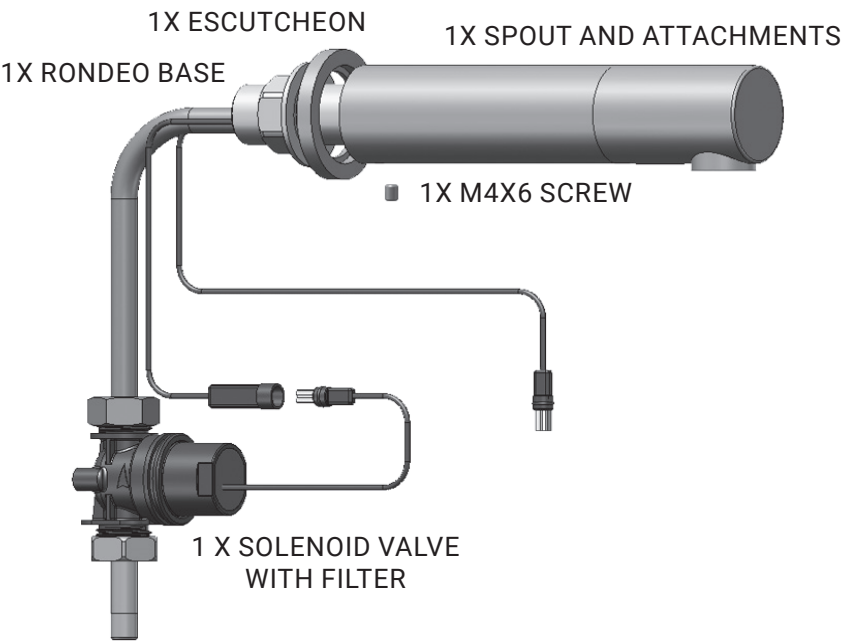


RONDEO Ref. RES-21  
**9V transformer**

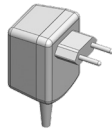
Power supply	RES-20: 6 x 1.5V AA batteries RES-21: 230/9V transformer
Water pressure	0.5-8.0 bars. If the water pressure exceeds 8 bars, use a pressure reducing valve
Sensor	Self-adjusting (adjustable with optional remote control)
Minimum detection range	35 mm
Maximum detection range	300 mm
Security stop	After 90 seconds of uninterrupted use (adjustable via optional remote control)
Water temperature	Max 70°C

# PACK CONTENTS

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RES-20:  
BATTERY BOX



RES-21:  
230V/9V  
TRANSFORMER



1 X ALLEN KEY

## PRE-INSTALLATION

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### CHECK CONTENTS

Separate all parts from the packaging and check each item using the PACK CONTENTS section. Make sure all parts are accounted for before discarding any packaging material.

Ensure you have all parts before attempting to install your electronic faucet.

### PREPPING FOR INSTALLATION

**Flush water supply lines thoroughly before installing the faucet.**

Do not allow dirt, Teflon tape, or metal particles to enter the faucet.

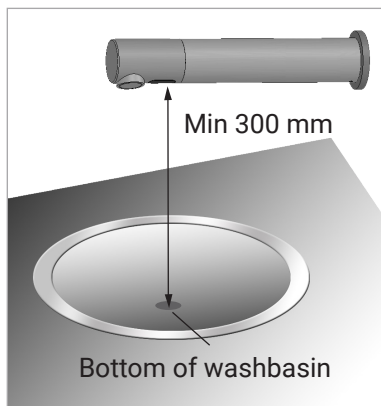
### WARNINGS

To prevent reflection problems, it is recommended to keep a minimum distance of 300 mm between the bottom of the washbasin and the faucet.

### IMPORTANT

This faucet model with infrared sensor pointing down, is not intended to be used with a washbasin of reflective material such as bright stainless steel.

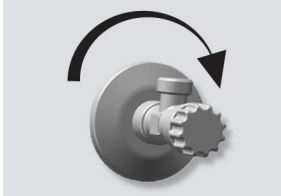
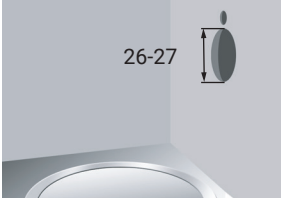
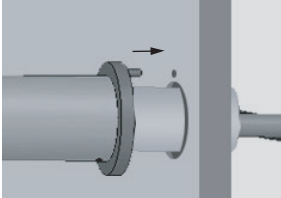
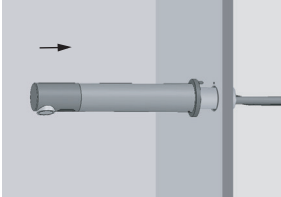
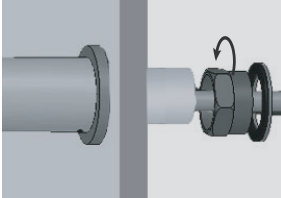
If the drain is straight below the faucet sensor, use a drain with a non-reflective finish (do not use a chrome plated one).



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

# INSTALLATION

## STEP 1 – INSTALLING THE FAUCET

<b>1</b>	Shut off water supply.	
<b>2</b>	Cut a suitable opening in the wall (26-27 mm) where you want to install the spout of the faucet. If the faucet includes an anti-rotation pin, drill a 4 mm small hole, 1,5 mm above the other one.	
<b>3</b>	Insert the flexible hose, the cable and the faucet with its rosette into the hole in the wall, making sure that the aerator of the spout faces the washbasin.	
<b>4</b>	Insert the anti-rotation pin in the small hole (if needed).	
<b>5</b>	Screw the hexagonal nut with the disk onto the base of the faucet behind the wall.	

**If needed, unscrew the flexible hose by hand by turning it clockwise.**

(opposite to standard unscrewing direction).

Ø 23-24 mm hole in the partition wall for mouting by unscrewing / screwing the flexible.

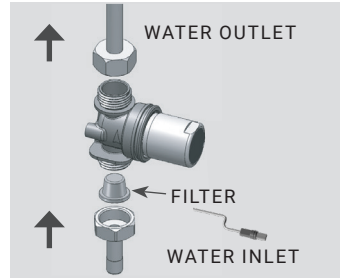
# INSTALLATION

## STEP 2 – CONNECTING THE WATER SUPPLY

**NOTE:** Water inlet and outlet should follow the indicating arrows located on the solenoid housing.

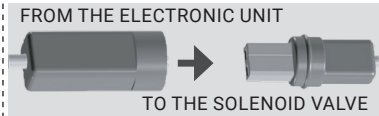
1

Connect the flexible pipe coming from the RONDEO faucet base to the solenoid valve housing.  
Make sure the filter is located between the solenoid housing and the water inlet.



2

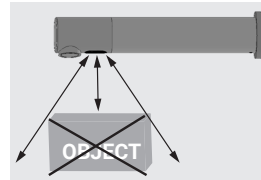
Connect the cable coming from the electronic unit to the solenoid valve.



**IMPORTANT:** This product includes a self-adjusting sensor. The ideal sensor range or the specific location will be set automatically.

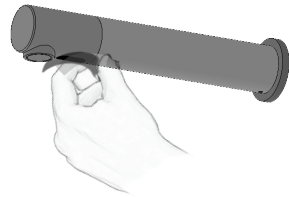
3

Before proceeding, check that no objects are in front of the sensor besides the washbasin.







4

Remove the protective sticker covering the sensor and exit detection range.



# INSTALLATION

## STEP 3 – CONNECTING THE POWER SOURCE

<p>1</p>	<p>Battery version: connect the other cable from the electronic unit at the RONDEO base to the battery box.</p> <p>Transformer version: connect the other cable coming from the electronic unit to the transformer.</p> <p>Plug the transformer into the electrical socket.</p>	
<p>2</p>	<p>After connecting the power source (battery or transformer), wait 15 seconds to allow the system to set the ideal sensor range.</p> <p>The solenoid valve will open and close for 1 second to indicate that the ideal sensor range has been set and the product is ready for use.</p>	 <p>ABOUT <b>15</b> SECONDS</p>
<p>3</p>	<p>Turn on the main water supply line.</p> <p>Check for leaks.</p>	
<p><b>NOTE:</b> If needed, RONDEO includes a special aerator that allows you to adjust the water stream direction in order to prevent water splashing.</p> <p>To change the angle of the water stream, simply move the adjustable tilting plate by pressing gently.</p>		



## SETTING ADJUSTMENTS

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### SETTING ADJUSTMENTS WITH THE (OPTIONAL) RES-31 REMOTE CONTROL

The ideal detection range will be set automatically.  
If necessary, the sensor settings can be adjusted as follows:

Turn the water supply off.

To adjust the sensor using the remote control, hold the remote directly in front of the sensor at about 15-20 cm away.

Select the function you wish to adjust by pressing the corresponding button once.

After pressing the function button once, the blue LED on the sensor will flash quickly.

At this point, you can adjust the setting by pressing the (+) or (-) buttons, each press increasing and decreasing by one level.

When you have finished adjusting, open the shut-off valve.

## SETTING ADJUSTMENTS

	<p><b>DETECTION RANGE:</b> the detection range represents the optimum distance at which a person or hand must be placed to trigger the system. Press the <b>RANGE</b> button. Wait for the blue LED to flash on the sensor. Then press <b>(+)</b> to increase the range and <b>(-)</b> to decrease it.</p>
	<p><b>NOTE:</b> even in the event of a power cut, once the detection range has been set using the remote control, it is memorised.</p>
	<p><b>FLOW TIME OUT:</b> the flow time out function allows the user to change the flow time after the user has moved their hands away from the faucet. A flow time close to 0 will save more water whereas an increased time will make the experience more comfortable for the user. Press the <b>OUT</b> button. Wait for the blue LED to flash on the sensor. Then press <b>(+)</b> to increase the flow time out or <b>(-)</b> to decrease it.</p>
	<p><b>TEMPORARY OFF FUNCTION:</b> faucets will remain shut for 1 minute when this button is pressed once. To cancel this function and to return to normal operations, press the <b>ON/OFF</b> button again or wait 1 minute.</p>
	<p><b>SELF ADJUSTMENT MODE:</b> make sure that no objects are in front of the sensor. Press the <b>ADJ</b> button. Wait for the blue LED to flash on the sensor. Remove the hand holding the remote control and move away from the detection range. The ideal detection range will be set automatically. Opening of the solenoid valve for 1 second to indicate that the adjustment is complete and the valve is ready for use.</p>
	<p><b>SECURITY STOP:</b> the security stop function prevents continuous running from the faucet, in the event of reflection or vandalism. By default, if the sensor is covered for more than 90 seconds, the water flow will automatically stop. To resume regular operation, all obstructions must be removed. Press the <b>SEC</b> button. Wait for the blue LED to flash on the sensor. Then press <b>(+)</b> to increase the security stop time or <b>(-)</b> to decrease it.</p>
	<p><b>RESET:</b> the <b>RESET</b> button restores all factory settings except for the detection range (to adjust the detection length, use the <b>RANGE</b> button). Press and hold down the <b>RESET</b> button and, at the same time, press the <b>(+)</b> button once.</p>
	<p><b>COMFORT FLUSH:</b> when the button is pressed, wait for one flash of the sensor's LED and the pre-programmed flush cycle will begin. The comfort flush feature cannot be interrupted or deactivated by pressing any button until it has finished.</p>
	<p><b>24 HOUR HYGIENE FLUSH:</b> to activate or deactivate the hygiene flush, press the clock button, and wait for a quick flashing of the sensor's LED. Then press <b>(+)</b> to activate or <b>(-)</b> to deactivate it.</p>

## MAINTENANCE

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### **FILTER CLEANING INSTRUCTIONS:**

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

1. Close the shut-off valve.
2. Disconnect the water supply inlet from the solenoid box and remove the filter.
3. Wash the filter under running water.
4. Reassemble the parts.
5. Restore the incoming water supply.
6. Make sure that there is no water leakage.

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

### **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 use ONLY soap and water, then wipe dry with a clean cloth or towel.

When cleaning bathroom tiles, the faucet should be protected from any splattering of harsh cleansers.

If system chemical disinfection is practiced, chlorine can be used (calculated chlorine concentration of 50mg/l maximum in water per one hour dwell time) at service interval frequency.

## BATTERY REPLACEMENT

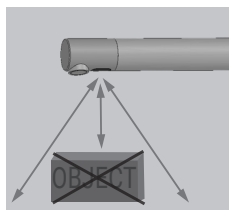
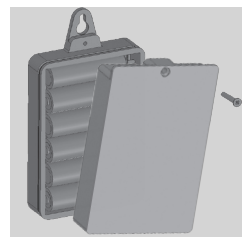
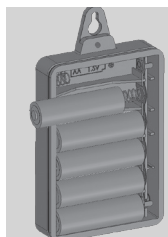
### BATTERY POWERED VERSION ONLY:

When the battery weakens, the blue indicator light will flash at a constant rate when user's hands are within the sensor range.

The batteries must be replaced within two weeks.

Do not mix used batteries with new ones.

1. Carefully open the battery box by unscrewing the holding screw.
2. Open the box and remove old batteries.
3. Replace the used batteries with 6 new 1.5V batteries  
(Lithium batteries recommended)
4. Close the box using the screw.



After changing the battery, move away from the detection area and wait 15 seconds for the ideal detection settings to be adjusted.



Once set, the water will run for 1 second to indicate that it is ready for use.

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



# SPARE PARTS LIST

Seals and screws kit	S07210015
Sensor kit	S07220056
Solenoid & housing kit	S07231014
Transformer	S06522042
IP67 battery box	S06530092
Diaphragm	S04500001
Filter	S08530011
<b>Add-ons:</b>	
Remote control	RES-31
IP68 transformer to supply up to 4 faucets	RES-294M
Junction box to supply up to 10 faucets	RES-295
Thermostatic pre-mixer	RED-G5

## LIMITED WARRANTY

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This faucet is warranted for 3 years from the date of purchase.

In the event of a defect during this period of regular use, SUPRATECH will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments.

SUPRATECH will not be responsible for labour, installation or other additional costs or indirect costs other than those specified above. In no event shall SUPRATECH's liability exceed the purchase price of the product.

This warranty does not cover breakdowns due to incorrect installation and maintenance, normal wear and tear, battery, or water composition.

This warranty does not cover product damage caused by the following:

- Incorrect installation, inversion of supply pipes.
- Pressures or temperatures exceeding recommended limits.
- Improper manipulation, tampering, bad or lapsed maintenance.
- Foreign bodies, dirt or scale introduced by the water supply.
- Vandalism.

Failure to comply with the safety precautions and/or installation recommendations described in this installation guide will void the warranty. For all warranty claims, contact your Plumbing contractor, Dealer or SUPRATECH.

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the reference and model number, proof of purchase, and the installation date.

## TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION
No running water	1. The sensor's LED flashes continuously when the user's hands are within detection range	Low batteries.	Replace batteries.
	2. The sensor's LED does not turn on when the user's hands are within detection range	1. The range is too short.	Increase range.
		2. The range is too long.	Decrease range.
		3. Batteries are used up.	Batteries need replacing.
		4. The unit is in "Security Mode".	Eliminate cause of reflection.
		5. Sensor is picking up reflections from the washbasin.	
	3. The sensor's LED flashes once when the user's hands are within detection range	1. Faulty connection/ wiring between detection and solenoid valve.	Re-connect electronic unit and solenoid valve properly.
		2. Dirt or scale in the solenoid.	Unscrew the solenoid, remove the diaphragm, plunger, and spring, and clean them, using an antiscalant if necessary. When replacing the plunger, ensure that the spring is in the vertical position.
		3. The central opening of the diaphragm is blocked or torn.	Clean the opening or replace the diaphragm.
		4. The water supply pressure of the faucet is greater than 8 bars.	Decrease water supply pressure.
Water does not stop running	1. The sensors LED flashes once when the user's hands are within detection range	Dirt or scale in the diaphragm.	Clean the opening or replace the diaphragm.
	2. The sensor's LED does not flash when user's hands are within range	1. The sensor is dirty.	Clean or remove obstructions.
		2. The sensor is picking up reflection from the washbasin.	Decrease detection range or eliminate reflection source.
Weaker water flow		Filter or aerator is clogged.	Remove, clean, re-install.

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