

INSTALLATION MANUAL

SMARTEC

Electronic 90° Basin Tap
STS1000 (M/B/BM)

Electronic 45° Basin Tap
STS1500 (M/B/BM)

Electronic Wall Mounted Tap
STS2500 (M/B/BM)

Electronic Sensor Plate
STS3500, STS4500 (M/B/BM)

Electronic Sensor Plate Kit
STS3000, STS4000 (M/B/BM)



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Smartec by Gentec

The Smartec range offers flexible power solutions that can be tailored to suit the specific needs of a commercial application.

Timing and sensitivity are programmable post installation via remote control. Smartec enables the end user to conserve water and power usage, saving up to 65% over regular taps. The products in this range are supplied with a standard 6 Star WELS rating. Alternative ratings are available on request.

Infection control features	<ul style="list-style-type: none"> ▶ The remote can be used to set an automatic hygiene flush at a set time.
Configurations	<ul style="list-style-type: none"> ▶ 6 volts Mains powered product with a Battery back up. ▶ Mains powered only ▶ Battery powered only
Usage features	<ul style="list-style-type: none"> ▶ Operate as hand motion controlled or timed on/off with adjustable timing. ▶ Adjustable sensitivity between 0-200mm (Remote controls sold separately)
Application	<ul style="list-style-type: none"> ▶ Commercial applications, Healthcare accessible areas, child care facilities, Sports facilities, hotels and food premises.



Product Range

STS1000 M / B / BM

ELECTRONIC SINGLE TEMPERATURE BASIN TAP



STS1500 M / B / BM

ELECTRONIC SINGLE TEMPERATURE 45° BASIN TAP



STS3000 M / B / BM

ELECTRONIC SINGLE TEMPERATURE SENSOR KIT WITH SPOUT



STS4000 M / B / BM

ELECTRONIC SINGLE TEMPERATURE SENSOR KIT WITH SPOUT



***Use 350Kpa pressure reducing valve for extended life and better operation**

STS2500

ELECTRONIC SINGLE TEMPERATURE WALL MOUNTED TAP


STS1020/ STS2520

ELECTRONIC SOAP DISPENSERS - MAINS POWERED ONLY


STS3500 M / B / BM

ELECTRONIC SINGLE TEMPERATURE SENSOR


STS4500 M / B / BM

ELECTRONIC SINGLE TEMPERATURE SENSOR

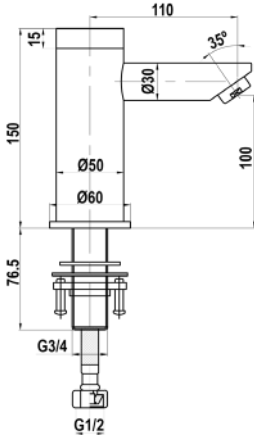


***Regular service must be carried out on the product to avoid product failure.**

Technical Drawings

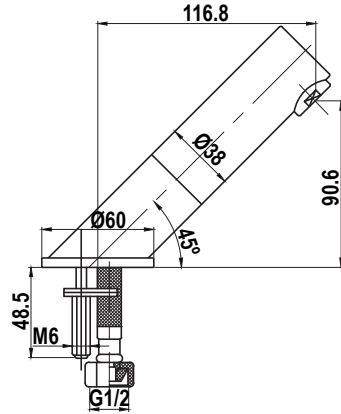
STS1000 M / B/ BM

ELECTRONIC SINGLE TEMPERATURE BASIN TAP



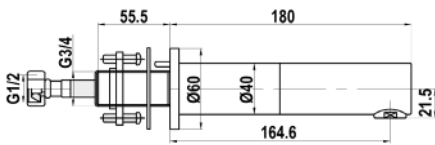
STS1500M M/ B/ BM

ELECTRONIC SINGLE TEMPERATURE 45° BASIN TAP



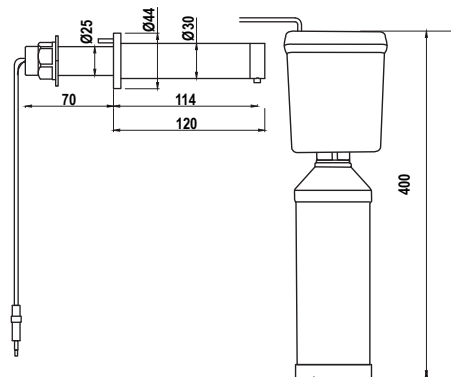
STS2500 M / B/ BM

ELECTRONIC SINGLE TEMPERATURE WALL MOUNTED TAP



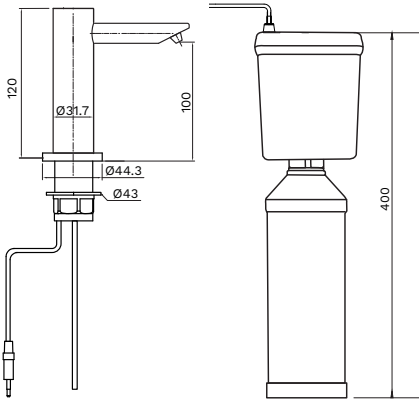
STS2520

ELECTRONIC WALL MOUNTED SOAP DISPENSER

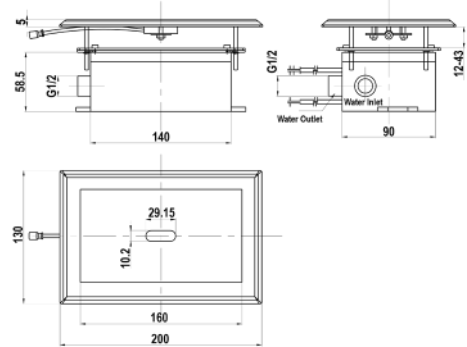


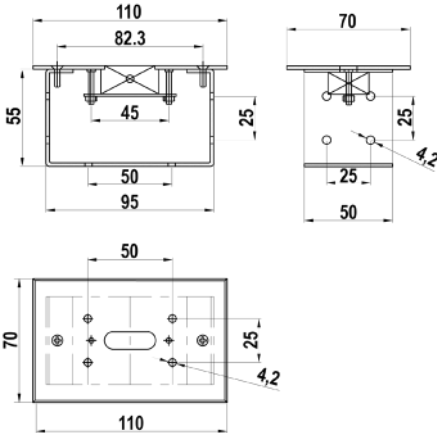
STS1020

ELECTRONIC SOAP DISPENSER

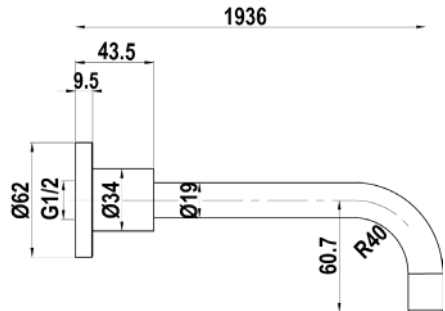

STS4500 M / B/ BM

ELECTRONIC SINGLE TEMPERATURE SENSOR


STS3500 M / B/ BM

 ELECTRONIC SINGLE TEMPERATURE
SENSOR

S3000

SPOUT



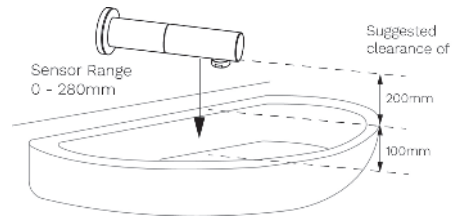
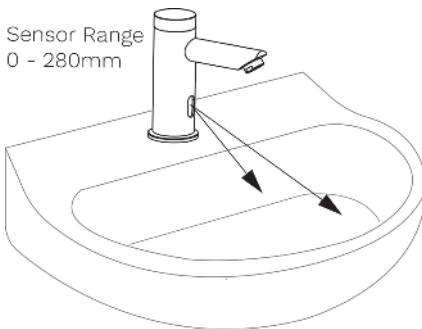
Installation Requirements

BEFORE THE SET UP, MAKE SURE:

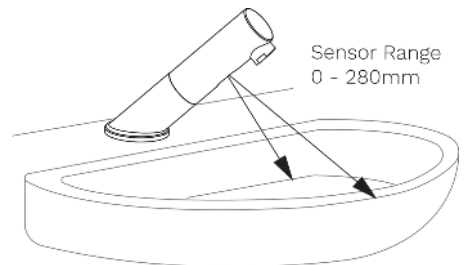
Avoid use on shiny / reflective surfaces such as aluminium, glass or similar.

Reflection could cause malfunction of the sensor

Reflective surfaces could cause nuisance triggering and activate the sensor when installed out of the suggested minimum clearance. See images below

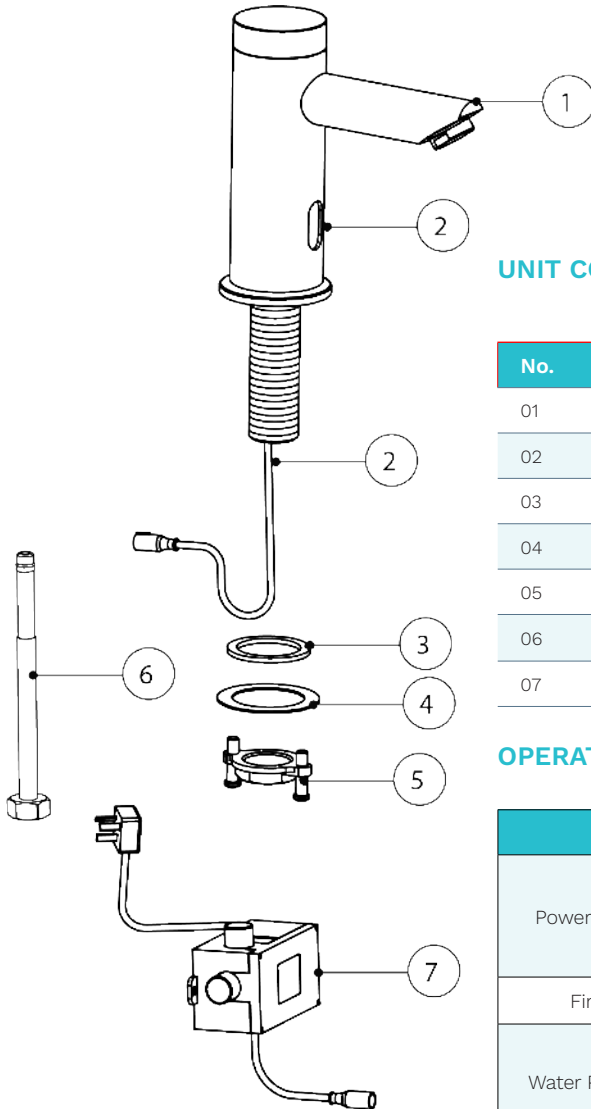


- Installation MUST be by a certified plumber and adhere to AS3500 and manufacturer's recommendations.
- Lines must be flushed before installation and the strainer provided must be installed to prevent debris damaging the cartridges.



***Use 350Kpa pressure reducing valve for extended life and better operation**

Unit components



UNIT COMPONENTS

No.	Description	Qty
01	Tap Body	1
02	Sensor	1
03	Foam Washer	1
04	Metal Washer	1
05	Back Nut	1
06	Flexible Hose	1
07	Solenoid Box	1

OPERATION REQUIREMENTS



Configuration	
Power Option	- Battery - Mains - Mains and Battery
Finish	Chrome
Water Pressure	- Minimum 150kpa - Optimum 350kpa - Maximum 500kpa
Temperature	- Minimum 10°C - Maximum 50°C

***Regular service must be carried out on the product to avoid product failure.**

Remote Functions

Before set up make sure:

- To use good quality AAA batteries. Fit the batteries into the remote and secure cover on the remote in place.
- Ensure that the LED light on the control blinks when any button is pressed.
- Direct the front of the remote at the sensor within 50 -100mm and press relevant button to change the setting to suit your desired need.
- Every time you press a button on the Remote controller, the indicator LED light turns on, this indicates you have made a change. Wait at least 2 sec between every adjustment.
- Default Settings**
Automatic ON/OFF, 2 Sec Run Time
Wave ON/OFF, 15 Sec Run Time

Functions	Grey Remote	Black Remote
STS9006 Adjusting Controller Set		
Product Type	Sensor Range and Time Adjustment. *Sensor Adjustment range <100mm up to 200mm	Selection Mode
Button 1	Increase the sensor distance (1cm-2cm increments)	Activate Automatic ON/OFF (2sec run time)
Button 2	Decrease the sensor distance (1cm-2cm increments) *Before using buttons 3 or 4, First select the Mode (with the black remote 2)	Activate Wave ON/OFF (15 sec run time)
Button3	Increase the run timing	Increase time between Hygiene flush
Button 4	Decrease the run timing	Decrease time between Hygiene flush
Button 5	Deactivate / Activate Sensor	Hygiene Flush on/off

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Remote Operation

Automatic ON/OFF

When hands are in the sensor's range, program turns ON. Removing hands from the sensor's range will switch the sensor OFF. See Figure 1

Default is for Sensor to switch OFF after 2 seconds RUN; however this is adjustable with the Grey remote controller 1.

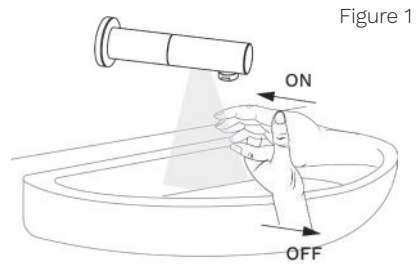


Figure 1

Wave ON/OFF

Waving hands within the sensors range switches the program to ON.

Waving hands again within the sensors range will switch the sensor to OFF. See Figure 2

Pre-set run time is 15 seconds run, however this is adjustable using the Grey remote controller 1.

RUN TIME ADJUSTMENT

Before changing the run time, Select the Mode option with the black remote controller. Then, using the Grey remote controller, Button 3 (increase) and Button 4 (decrease) the run time.

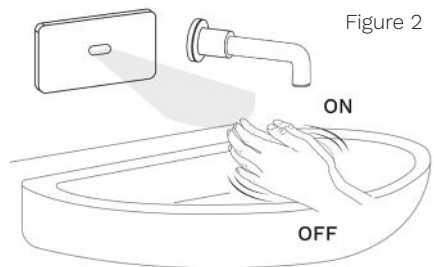


Figure 2

Hygienic/Flush

- Hygiene flush is not activated by Default.
- Hygiene flush can be activated by black remote STS9005B2.
- Hygiene flush run time is locked at 40 second run time. This run time cannot be adjusted.

Note:

To change the time between hygiene flushes (6hours, 12hours, 24hours, 48hours) Use the black remote controller 2 . To INCREASE the time between hygiene flush use button 3. To Decrease the time between hygiene flushes button 4 .

***Regular service must be carried out on the product to avoid product failure.**

General Connections

FOR UNITS

STS1000MB, STS1500MB, STS2500MB

Screw the solenoid box to the wall by using the screws provided.

Ensure to have enough space between the wall and the fixing point.

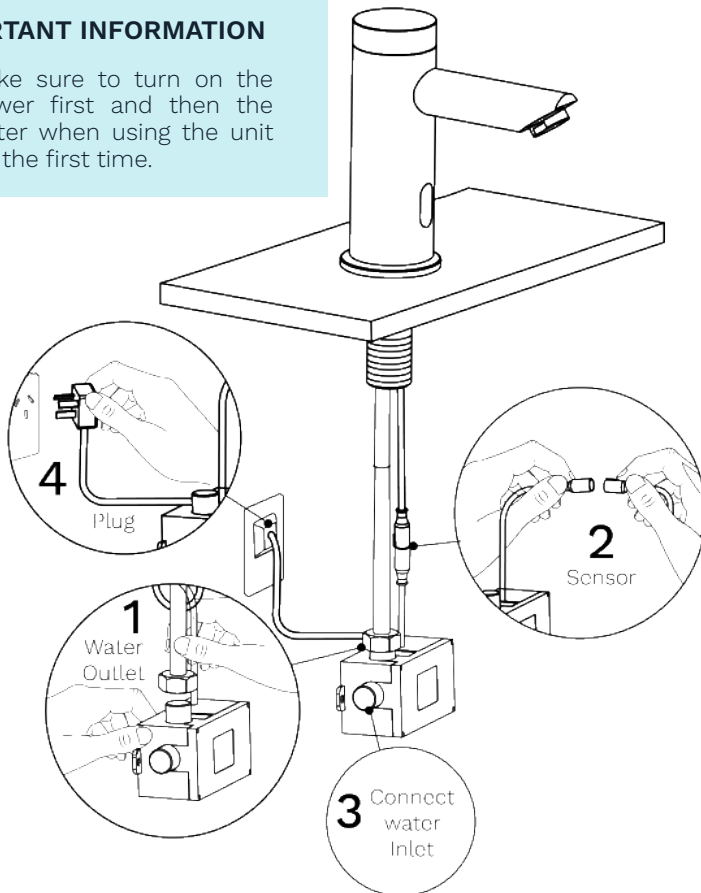
MB: Mains and Battery Operated

B: Battery Operated

M: Mains Operated

IMPORTANT INFORMATION

- Make sure to turn on the power first and then the water when using the unit for the first time.



*Use 350Kpa pressure reducing valve for extended life and better operation

- Please refer to the **diagram on page 12**
1. Connect the tap flexible hose to the solenoid box outlet. Make sure the connections are firm and in the right place.
 2. Connect the sensor from the tap to the solenoid box.
 3. Connect the water supply to the solenoid box inlet.
 4. Plug in the solenoid box.

When using the unit for first time

- Make sure to turn on the power first and then the water.
- Lines must be flushed before installation.

Follow the installation guide.

INSTRUCTIONS FOR USE

- When the unit is powered on, water should flow immediately when you put your hands within range of the sensor. When you remove your hands out of range, water should stop within 2 seconds. The maximum duration of continuous flow is 1 minute.
- The default factory set distance is 5-15cms.

BATTERY CHANGE

1. The indicator light in the sensor will flicker 3 times per second to indicate the batteries are at the end of their useful life. At this stage the unit will not operate in battery mode anymore.
2. In case you have plugged in the mains, disconnect power and open the cover of the control box, open the battery holder, remove the batteries and replace all batteries with new ones.
3. Please make you install the batteries in the right direction, the + and – side are indicated in the battery holder.
4. Close the battery holder, place the cover back in place and tighten the screws.

***Regular service must be carried out on the product to avoid product failure.**

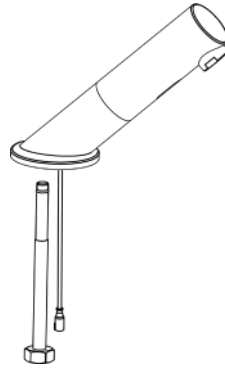
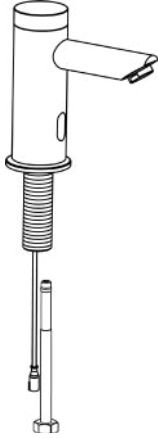
Mounting Instructions

SINGLE TEMPERATURE ELECTRONIC BASIN TAPS

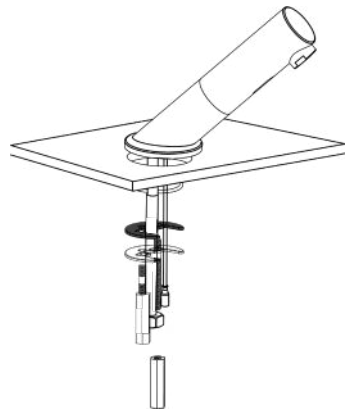
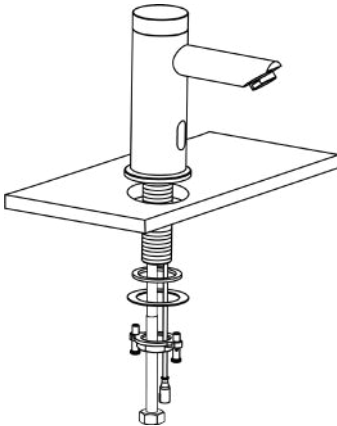
STS1000MB

STS1500MB

1. Flush the new pipe prior to installation
2. Screw in the flexible hose.



3. Place the Flange, and the tap unit in the pre-punched hole (30mm to 35mm) in the counter top.



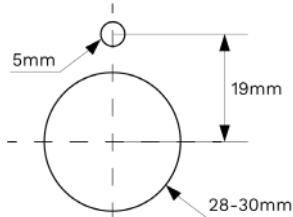
4. From underneath the sink or basin, fix rubber seal, fixing plate and fixing nut with a spanner. Make sure the screws are well tightened to the counter top.

***Use 350Kpa pressure reducing valve for extended life and better operation**

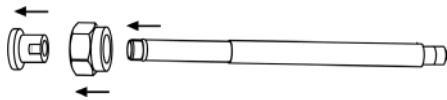
WALL MOUNTED ELECTRONIC BASIN TAPS

STS2500MB

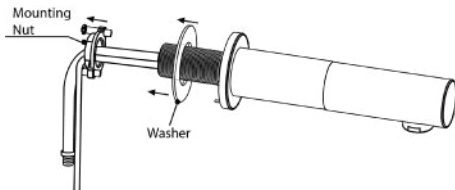
1. Mark the centre line for the main hole, from the centre line go up 19mm and drill a 5mm hole. Then, drill a 28 - 30mm hole from the centre.
2. Remove the G1/2 Nut from the flexi hose.
3. Remove mounting Nut and Washer
4. Insert the sensor cable followed by the flexi hose through the tap hole.. Finally, insert the tap body.
5. Replace washer and mounting nut and fasten to the hob.
6. Replace G1/2 Nut to flexi hose
7. Attach flexi hose to water main / stop cock
8. Plug in sensor cable to solenoid box



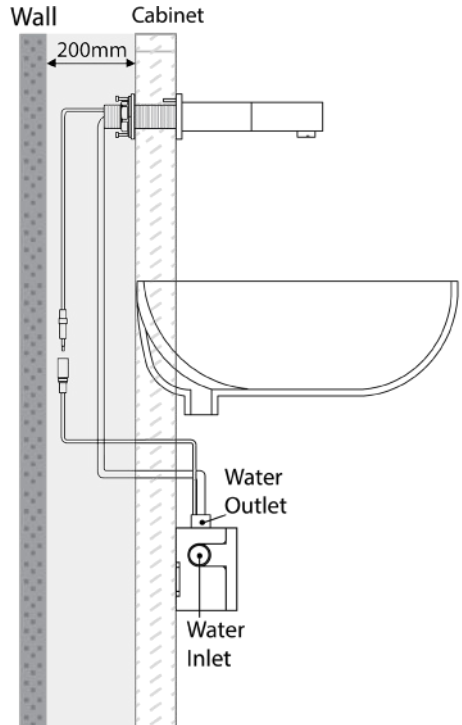
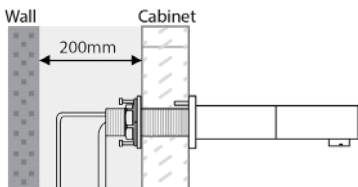
2. Remove the G1/2 Nut from the flexi hose.



3. Remove mounting Nut and Washer



4. Insert the sensor cable followed by the flexi hose through the tap hole.. Finally, insert the tap body.
5. Replace washer and mounting nut and fasten to the hob.



Important Information

- Switch power on solenoid box first before turning on water supply

***Regular service must be carried out on the product to avoid product failure.**

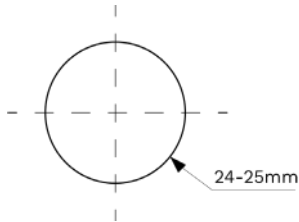
Mounting Instructions

ELECTRONIC SOAP DISPENSERS

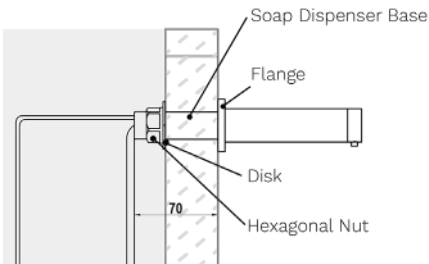
STS2520, STS1020

FOR THE WALL MOUNTED UNIT

1. Drill a hole (24 to 25mm) at the desired location for the soap dispenser spout installation.



2. Remove the hexagonal nut and the disk from the base of the soap dispenser spout.
3. Insert the soap dispenser base.
4. Insert the anti-rotation pin into the small hole.
5. Fix the base behind the wall with the hexagonal nut and the disk.



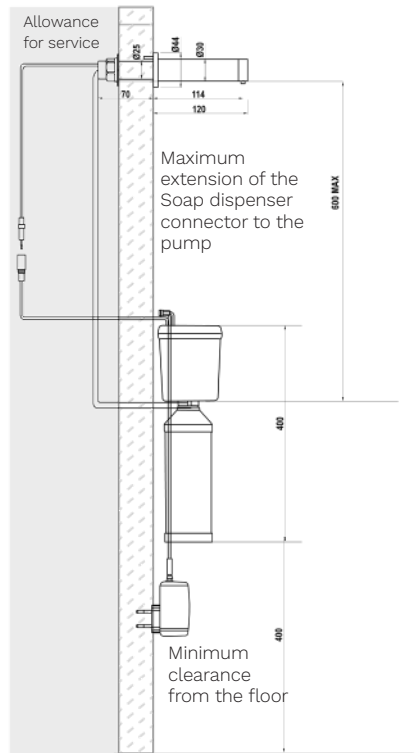
- Refer to the following diagram for the pump installation.

FOR THE BENCH MOUNTED UNIT

1. Drill a hole (34mm) in the counter top.
2. Remove the locknut and Insert the sensor cable followed by the flexi tube through the tap hole. Finally, insert the tap body.
3. Replace lock nut and fasten to the bench / Basin.

PUMP INSTALLTION DIAGRAM

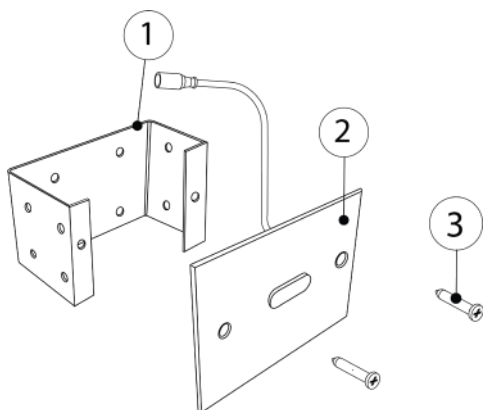
For all Units



***Use 350Kpa pressure reducing valve for extended life and better operation**

WALL MOUNTED ELECTRONIC SENSOR PLATE

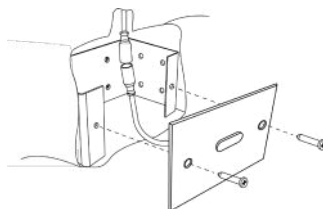
STS3500



Important information

Plug in the power adaptor first and test electronics before turning on the water supply.

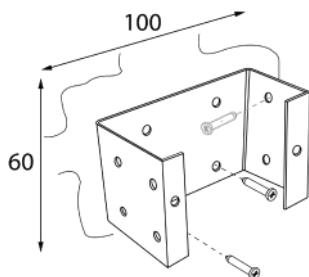
3. Install the sensor plate by tightening the screws provided (3) equally. The screws have up to 10mm adjustment.



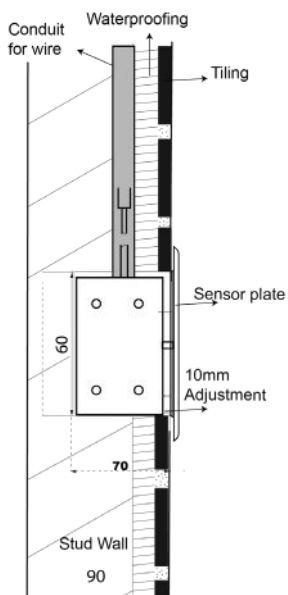
Wall bracket installation

All fixtures must be installed using slim compression fittings.

1. Allow a straight line cut 190mm (width) x 120mm (height) in the wall 70mm to 110mm deep. Screw the bracket (1) to the wall and tighten. **Do not compress or distort the bracket.**



2. Connect the sensor cable from the sensor plate (2) to the solenoid wire. **Use a conduit to feed the wire up to the sensor plate.**



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WALL MOUNTED ELECTRONIC SENSOR PLATE

STS4500

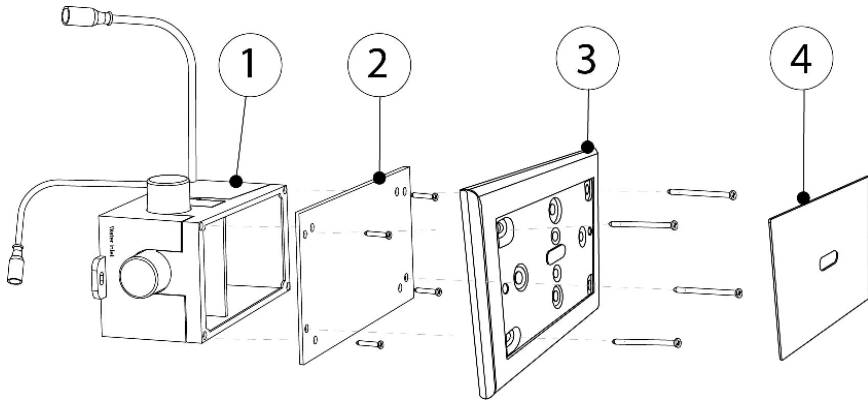
Before Installation

Before connecting water to the valve, ensure to flush the line and remove all debris.

All fixtures must be installed using slim compression fittings.

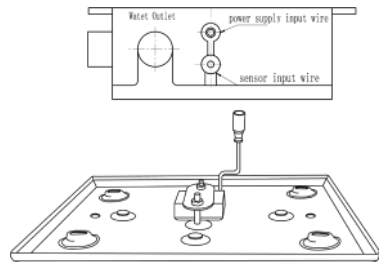
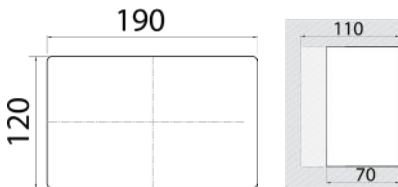
Working pressure must be between 150 and 450kPa.

No.	Description	Qty
01	Solenoid Box	1
02	Backing Plate	1
03	Sensor Plate	1
04	Cover Plate	1



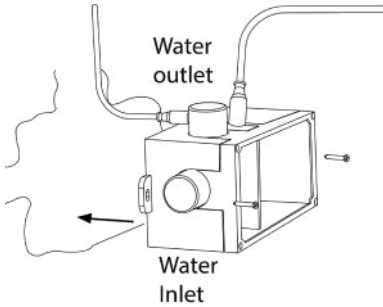
Back of wall installation

1. Remove the plastic lid from the solenoid box (1).
2. Allow a straight line cut 190mm (width) x 120mm (height) in the wall 70mm to 110mm deep.
3. Connect the sensor cable from the sensor plate (3) to the solenoid box (1) and the battery / power transformer.

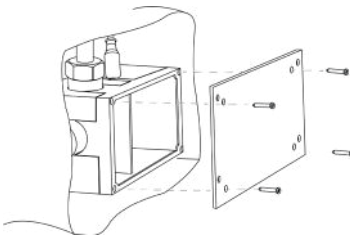


***Use 350Kpa pressure reducing valve for extended life and better operation**

4. Connect all plumbing before mounting the solenoid box to the wall using the screws provided.



5. Use the screws provided to mount the backing plate (2) onto the solenoid box (1)

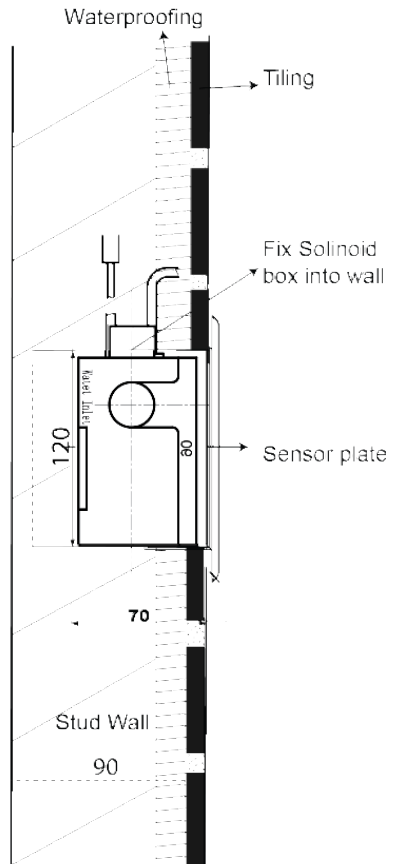


Front of wall installation

6. Install the sensor plate by tightening the screws provided equally. Fix the top screws first to ensure the plate is straight. Note the screws have up to 45mm adjustment.
7. Place the cover plate (4) to the sensor plate (3). Use a suction cup to remove the magnetic cover plate if required.

Important information

Plug in the power adaptor first and test electronics before turning on the water supply.



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FAQs

1. Can I change the sensitivity of the sensor and/or the run time by myself?

Yes, a set of 2 remotes can be purchased that will allow you to adjust the sensitivity (See page 10). timing and set an automatic dead flush (STS9006) refer to instructions provided.

2. How do I stop the tap from turning on by itself?

A reflective basin most likely causes this issue. Using the remote, pull back the sensitivity of the sensor until it only reacts to when it's required.

3. My tap is continuously running, what should I do - (Sensitivity Issue)

Check for reflection, put a towel in the basin; if the product stops, then it is the reflection. Then you have three options 1. Use both remotes to reduce the sensitivity (see page 10 page) 2. turn the sensor body using the grub screw to the side left/right, this will change the direction of the sensitivity.

4. The tap is continuously running, what should I do - (Connection Issues)

Check the solenoid valve connection (Box connection). The inlet hose (Water in) should be to the inlet connection (marked in the box). The outlet (to the tap) should be connected to the Flexi hose to the outlet (marked). Make sure to flush the line prior any connection to clear any debris in the pipe. Check the solenoid strainer and the tap aerator. If there is any debris in the strainer or solenoid, the problem should be solved once it's cleaned. If the issue remains, we recommend the replacement of the solenoid valve.

5. The tap does not turn on.

Ensure the water connection to the solenoid valve is in the inlet marked connection. Also, check that the water connection turned on or running from the source (should inspect the water pressure before connecting - should be less than 500kPa).

6. My tap is turning on every 12 hours by it self

The hygiene flush may be set up to turn on for a predetermined time over a set period, e.g 12 or 48 hours. This is typically used for flushing the lines and for alleviating the bacteria growth in the lines (Follow the steps on page 10 to modify this option or stop it at all).

7. What is the standard setting for the Smartec sensor range

Models STS1000, STS1500 and STS2500 are always set auto-on and auto-off. This means they will only operate when hands are under the tap blocking the sensor. The STS3000, 3500 and 4000 are always set for wave on/wave off.

Note other programs can be changes after installation using the two remotes (see page 10)

8. Battery life expectancy and what type of battery

The battery should be checked at least once every year but the life expectancy is 2 - 4 years depending on the use. Use standard AAA lithium batteries for extended life.

9. What is the maintenance required for the Smartec tapware?

We recommend annual preventive maintenance. This includes cleaning the solenoid, lines and flushing inlet pipes to clean any debris coming from the water source to prevent malfunction in the solenoid. Also, a periodic check of the water pressure helps to avoid any damage in the solenoid.

10. Is there a specific spout that needs to be fit with the wall sensor (STS3500)?

No, the electronic sensor can be connected to any outlet and a different spout can be requested when ordering the STS3000

***Use 350Kpa pressure reducing valve for extended life and better operation**

Warranty

GENTEC PRODUCT QUALITY WARRANTY

You have purchased a quality product from GENTEC Australia Pty Ltd ABN 581 552 50285). This product is covered by a **24 month warranty over spare parts and labour.**

1. Warranty

1.1 This warranty is given by the Principal subject to the terms and conditions set out in this document.

1.2 The Principal warrants that the Goods are free from defects in materials and workmanship for the time period specified for the Goods in the Product Index. If Your Goods are found to be defective within that time, we will repair or replace the Goods.

1.3 This warranty does not cover accidental damage, wear and tear, consequential or incidental loss, or any damage caused by You, including if the Goods were not installed in accordance with the manufacturer's instructions, the PCA and AS/NZS3500.

1.4 You are required to service the Goods regularly. Failure to do so may cause this warranty to be voided.

2. Procedure

2.1. If you consider that the Goods are defective, you must cease use of the Goods immediately and provide notice to the Principal in writing as soon as is reasonably practicable after discovering the alleged defect.

2.2. The notice referred to in clause 2.1 must state the following:

- 2.2.1 the alleged defective Goods;
- 2.2.2 what the alleged defects are;
- 2.2.3 where the Goods are located;
- 2.2.4 when the Goods were purchased
- 2.2.5 the invoice number relating to the purchase of the Goods;
- 2.2.6 whether the main water to the unit is able to be turned off;

2.2.7 include pictures of the alleged defect; and a reasonable time.

2.2.8 completed credit card authorisation in the form set out in Schedule 2 to these conditions accepting liability in accordance with clause 2.6 if the product is not faulty.

2.3 The Principal will, on receipt of a notice in accordance with clause 2.2, issue a case number for the investigation of the alleged defective Goods.

2.4 In the event that the Goods are to be returned to the Principal You may bring or send them to one of our service locations or sites. If the cost of returning the goods to us is significant because of the nature of the failure or because of the size or height of the goods, the Principal will collect the goods from you within a reasonable time of You providing notice in accordance with clause

2.2. If the cost of returning the Goods to us is not significant, you are responsible for this cost (although, you are entitled to compensation for reasonably foreseeable costs incurred because of the defect, including the cost of returning the goods to us for repair, replacement or return).

2.5 In the event that the Principal or its agent are required to inspect the Goods at the location of their use or storage, You will, on reasonable notice, allow the Principal to inspect the allegedly defective Goods at the location of their use or storage.

2.6 You are responsible for Your expenses relating to a warranty claim, except as otherwise provided for in this document. If the Principal is required to attend Your site to inspect the Goods, and it is found that there is no defect or the defect has been caused by the circumstances listed in clause 1.3, You will be responsible for the Principal's reasonable costs of attending Your site. Where reasonably possible, we will notify you to give you the option of paying for a repair or replacement (however, we have no obligation to do so). We will also provide you with all relevant information

***Regular service must be carried out on the product to avoid product failure.**

Warranty

associated with obtaining a repair or replacement of the good (including the costs involved and how the repair or replacement will be performed).

2.7 If the Principal agrees that the Goods are defective, they will be replaced or repaired within a reasonable time.

2.8 You have a duty to mitigate your loss in relation to a warranty claim. You must notify the Principal of major failures of the Goods within 3 business days of you becoming aware of such major failure. If you fail to notify us within this timeframe, then we disclaim all liability for consequential or indirect loss as well as losses of revenue or profits.

2.9 For the avoidance of doubt, it is in the Principal's sole discretion as to whether or not the Goods are defective and therefore covered by the warranty provided in this document. Any invoices for services or replacement products will not be paid for by the Principal without prior written authorisation.

3. Mandatory Warranties

3.1 The Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

4. Exclusion of Warranties and Limitation of Liability

4.1. Except as may be set out in this document and the Quote, the Principal make no express warranties or representations in relation to the Goods or their delivery.

4.2. To the full extent permitted by law, the Principal:

4.2.1 excludes all implied warranties and conditions under statute or general law as to merchantability, description, quality, suitability, fitness for purpose or otherwise;

4.2.2 is not liable for loss of profit, indirect, consequential or incidental loss, damage or

injury in connection with the Goods;

4.2.3 is not liable for the labour costs associated with replacing the Goods;

4.2.4 is not be liable for any transport or freight costs in relation to any warranty claim and the repair or replacement of the Goods;

4.2.5 limits its liability in connection with the Goods (however arising, whether in tort, contract or otherwise) at its option and sole discretion to:

4.2.5.1 replace the Goods or the supply of its equivalent;

4.2.5.2 repair the Goods;

4.2.5.3 pay for the cost of replacing the Goods or acquiring their equivalent; or

4.2.5.4 pay for the cost of having the Goods repaired.

4.3 The warranties given by the Principal will not apply in the event of defects, failures or other matters regarding the goods where due to:

4.3.1 an act, default, omission or representation made by some other person, excluding Gentec or its manufacturer (for example, damage caused by the misuse or mistreatment of the good by the customer or someone else);

4.3.2 without limitation to (4.3.1) above, a failure to install the goods in accordance with any plumbing codes of practice prescribed by an Australian Federal or State Government body or organisation (including regulators), any plumbing codes of practice generally or any guidelines or instructions issued by the Principal in relation to the Goods; or

4.3.3 a cause independent of human control that occurs after the goods left our control.

4.4 Any of the warranties given by the Principal may be voided by failing to comply with the directions set out in the various user manuals or other instructional material provided to You by the Principal in relation to specific Goods.

4.5 However, nothing in this clause will prevent You from exercising any rights which You may have under the Competition and Consumer Act 2010 or any other law which cannot by law be excluded or modified by agreement.

5. Notices

5.1 Any notice in connection with this document must be given in writing.

5.2 Any notice in connection with this document is taken to be received:

5.2.1 if hand-delivered, on delivery;

5.2.2 if faxed, at the local time (in a place of receipt of that fax) which then equates to the then time at which the fax is sent as shown on the transmission report which is produced by the machine from which that fax is sent and which confirms transmission of that fax in its entirety unless that local time is not a Business Day, or is after 5pm on a Business Day, in which case that communication will be deemed to have been received at 9am on the next Business Day;

5.2.3 if emailed, at the local time (in a place of receipt of that email) which then equates to the then time at which the email is sent as shown on the transmission report which is produced by the computer from which that email is sent and which confirms transmission of that email in its entirety unless that local time is not a Business Day, or is after 5 pm on a Business Day, in which case that communication will be deemed to have been received at 9 am on the next Business Day; and

5.2.4 if posted, seven (7) days after being placed in the post; unless a later date is specified in it, and takes effect on the date it is taken to be received.

5.3 The address for any notice to be delivered to the Principal is as follows:

**Unit 6 20-28 Ricketty St,
Mascot, Sydney, NSW 2020**

info@gentecaustralia.com.au

P: +612 9319 4422

F: +612 8088 7635



www.gentecaustralia.com.au

info@gentecaustralia.com.au

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