

# Sloan Sensor 101

Installation, Start-up, Function, and Troubleshooting

Q&A Summary

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**Q:** How do the Smooth, SFSM, and DFSM side mount flushometer retrofit units know whether they were installed on a closet or a urinal to calculate for the flush delay mentioned in the presentation?

**A:** These all leave the factory programmed for Closet Mode. When moving them from one type of fixture to another it's also possible to program them to operate in Closet Mode or Urinal Mode as required. Please refer to the product installation and maintenance guide for more information.

**Q:** Customers have asked if there are alternatives to sensor LEDs. Have you considered sound indicators?

**A:** In the past we've used sound to indicate low batteries and other service conditions. Today there are too many facilities like hospitals, libraries, theaters and offices where sound would be unwelcome or might be confused with other critical devices.

**Q:** What is a "Sentinel Flush" and how does that differ from a "Line Flush" that is used to keep stagnant water from building up in distribution lines?

**A:** Many Sloan sensor flushometers used to incorporate a "Sentinel Flush" feature that initiated an automatic flush after a certain amount of time had passed after last use. Some side mount flushometer kits still include a sentinel flush. For more information please consult the installation and service guides for those products. The sentinel flush was discontinued in favor of water savings in top mount flushometers but can be reactivated. To learn how please contact [Sloan Tech Service](#).

Today many Sloan faucets and flushometers include a programmable "Line Flush" feature to keep stagnant water from building up in distribution lines. Unlike the "Sentinel Flush" the "Line Flush" can be often programmed by installers and facility staff to optimize the frequency and duration of the line flush. For additional convenience many Sloan products like our [Optima Faucets](#) can be programmed wirelessly using the [Sloan Connect](#) smartphone app.

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**Q: I saw a top mount flushometer called an “MC” in your presentation. Can you tell me more about it?**

**A:** The “MC” stands for Metal Cover. It’s a design that we recently reintroduced due to popular demand. The [MC](#) is a Sloan Exposed Sensor Flushometer for both closets and urinals that not only has a unique look – it also has the additional advantage of being more vandal resistant because of the durable metal cover.

**Q: Can you discuss the water savings for specific faucet models in detail?**

**A:** There are too many models of Sloan faucets to go into detail here, but we have an outstanding set of tools available to help you select products for water savings and sustainability. Check out our [Sustainable Products Chart](#), our [Water Efficient Products Page](#), and our [Sloan Sustainability Overview Page](#) for lots of great information.

**Q: We have been running into more situations where the flush valve conflicts with grab bars on an ADA toilet. Other than splitting the grab bars what is the fix? We need a lower rough-in height for ADA toilets.**

**A:** Although the question is not directly related to Sloan sensors, we’re pleased to advise that there is an entire Sloan webinar dedicated to the Americans with Disabilities Act (ADA) and how it impacts commercial restroom products. You can watch the webinar and download the materials for it [HERE](#).

**Q: We have had issues with the sensors activating when people with reflective vests are entering restrooms. Is this common?**

**A:** No. This can happen when products with older sensor designs or less advanced sensing technologies are confused by reflections of the infrared light they emit being sent back by reflective surfaces. Sloan’s advanced sensing technologies are able to calculate if the reflections our sensors detect are from “real” or “false” targets. Although it can happen on occasion, for the most part this occurs with competitive or older products.

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**Q:** I have a client who would like to purchase sensor systems but not the products they are included with. Is that possible?

**A:** Although we do supply sensor replacement kits for almost all of our products we generally do not supply just the sensor systems alone for other types of products. To discuss an opportunity in depth please contact [Sloan Tech Support](#).

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Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

## Sloan Customer Care Center

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# Training Comments, Questions, or Suggestions?

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