



Hydro•X Power®

ZHYD Series

Hydro•X Power Gear-Driven Flush Valves for Water Closets and Urinals

Installation, Operation, and Maintenance Manual



ZHYD-LP



ZHYD-SP

⚠ CALIFORNIA WARNING: Risk of cancer and reproductive harm from exposure to nickel (metallic and soluble compounds). See www.P65Warnings.ca.gov.

⚠ AVERTISSEMENT EN CALIFORNIE: Risque de cancer et de troubles de la reproduction en raison de l'exposition au nickel (composés métalliques et solubles). Consulter www.P65Warnings.ca.gov.

⚠ ADVERTENCIA PARA CALIFORNIA: Riesgo de cáncer y daño reproductivo por exposición al níquel (compuestos metálicos y solubles). Consulte www.P65Warnings.ca.gov.

LIMITED WARRANTY

All goods sold hereunder are warranted to be free from defects in material and factory workmanship for a period of three years from the date of purchase. Decorative finishes warranted for one year. We will replace at no costs goods that prove defective provided we are notified in writing of such defect and the goods are returned to us prepaid at Sanford, NC, with evidence that they have been properly maintained and used in accordance with instructions. We shall not be responsible for any labor charges or any loss, injury or damages whatsoever, including incidental or consequential damages. The sole and exclusive remedy shall be limited to the replacement of the defective goods. Before installation and use, the purchaser shall determine the suitability of the product for his intended use and the purchaser assumes all risk and liability whatever in connection therewith. Where permitted by law, the implied warranty of merchantability is expressly excluded. If the products sold hereunder are "consumer products," the implied warranty of merchantability is limited to a period of three years and shall be limited solely to the replacement of the defective goods. All weights stated in our catalogs and lists are approximate and are not guaranteed.

NOTICE: READ ENTIRE MANUAL PRIOR TO INSTALLING PRODUCT

AVIS : LIRE L'ENSEMBLE DU MANUEL AVANT D'INSTALLER LE PRODUIT

Rev: A | Date: 8/13/2026 | C.N. No. 148008 | Prod./Dwg. No. FV946

Patent zurn.com/patents

US 1.855.ONE.ZURN CANADA 1.877.892.5216

ZURN.COM

by **ZURN ELKAY** Water Solutions



Electronic emission notices

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The following information refers to Zurn Smart Connected Products, types: -W2. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an authorized dealer or service representative for help.

Zurn is not responsible for any radio or television interference caused by using other than specified or recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

User manual notice

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Avis du manuel de l'utilisateur

Cet appareil contient un (des) émetteur(s)/récepteur(s) exempté(s) de licence qui est (sont) conforme(s) au(x) CNR exempté(s) de licence du ministère de l'Innovation, des Sciences et du Développement économique du Canada. L'utilisation est soumise aux deux conditions suivantes :

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Responsible party: ZURN WATER, LLC 511 W. Freshwater Way, Milwaukee, WI U.S.A. 53204 ·
Ph. 1-855-ONE-ZURN, Fax 919-775-3541

Specifications

Sensor Range	12" to 60"
Voltage	3.12V Lithium Ion (Primary), 3.2V Alkaline (Backup)
Operating Water Pressure	25 psi (Running) to 80 psi (Static)
Operating Water Temperature	35 deg. F to 104 deg. F

Important Safety Information

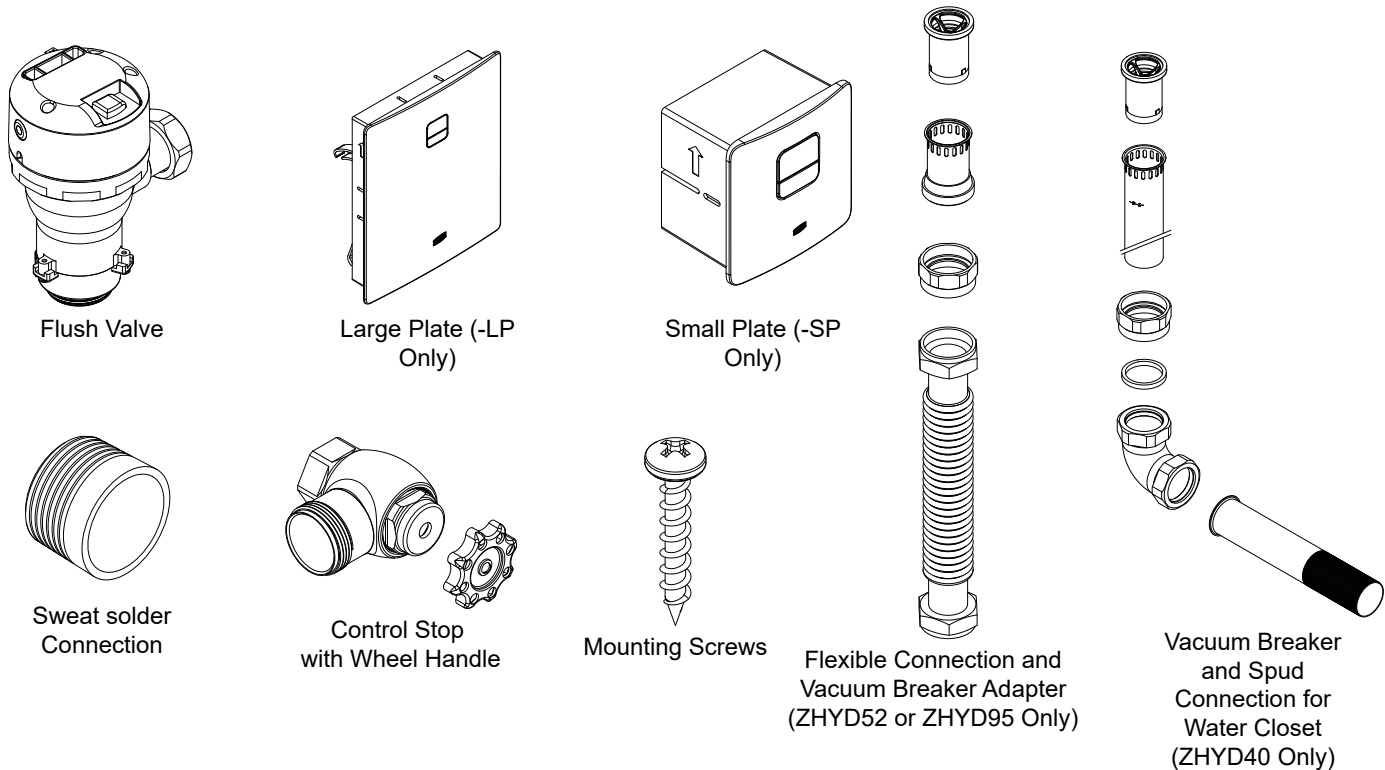
- Do not convert or modify this Zurn product. All warranties will be voided.
- All plumbing is to be installed in accordance with applicable codes and regulations.
- Water supply lines must be sized to provide an adequate volume of water for each fixture.
- Flush all water lines prior to making connections.
- Do not use pipe sealant or plumbing grease on any fitting other than the control stop inlet.
- Sensor units should not be located across from each other or in close proximity to highly reflective surfaces.
- Control stop should never be opened to allow flow greater than fixture is capable of evacuating. In the event of valve failure, fixture must be able to handle a continuous flow.

Prior to Installation

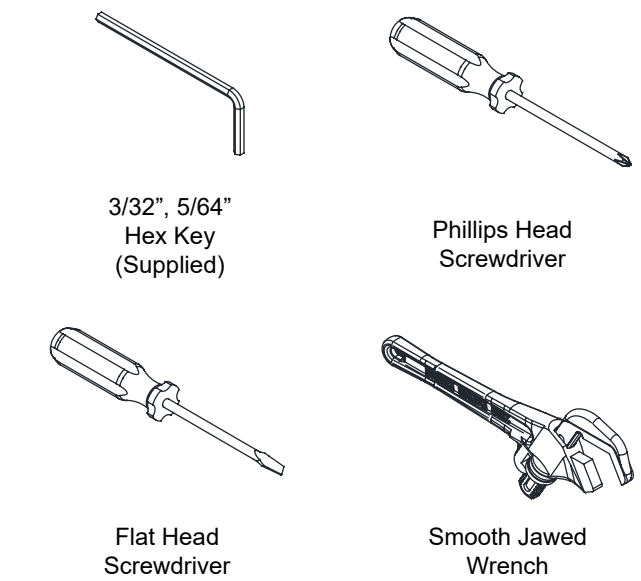
Before installing your flush valve, the items listed below should already be installed on-site:

- Water closet or urinal fixture
- Fixture carrier
- Drain line
- Water supply line

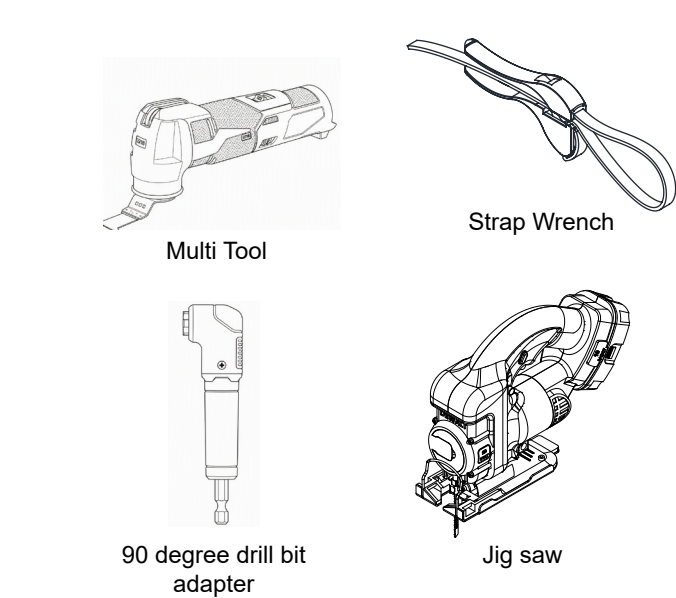
Package Contents



Required Tools

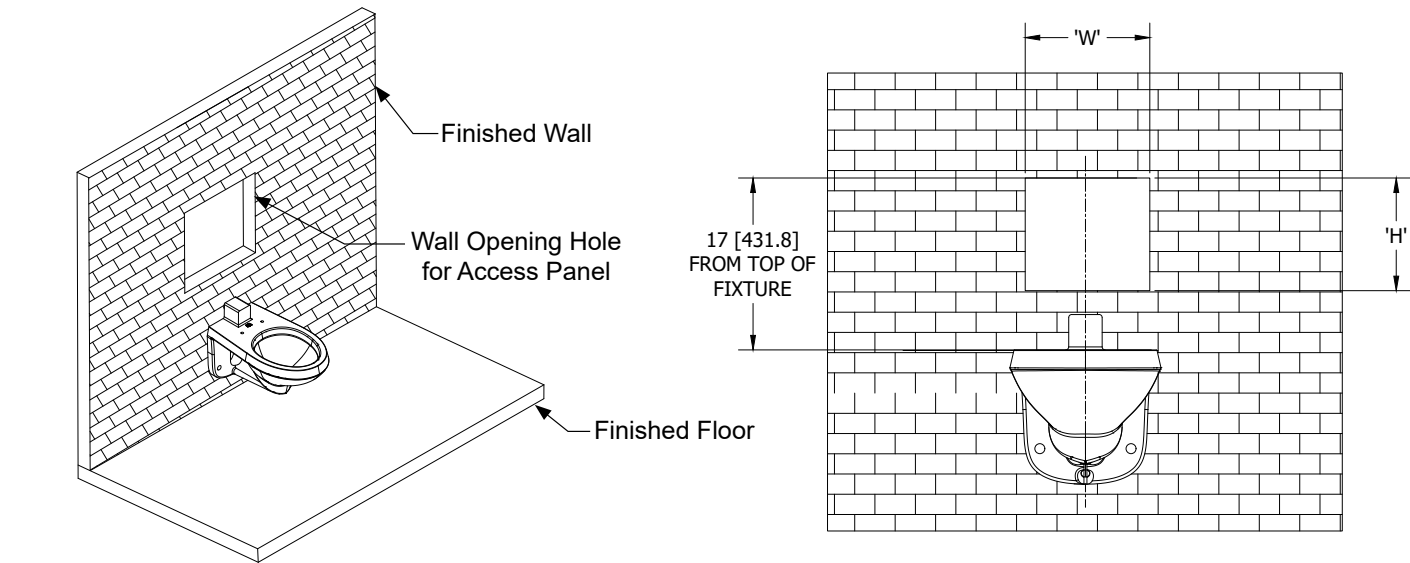


Optional Accessories



Cutting the Access Hole

- NOTE:**
Accuracy of wall opening dimensions and location are critical. The flush valve must be centered horizontally within the wall opening slot.
1. Mark the wall access opening location according **dimensions provided in the approved specification sheet**.
 2. Use a saw / Multi tool to cut the wall access opening in accordance with the **dimensions provided in the approved specification sheet**.



3. Ensure all edges of the opening are clean and free of debris to allow proper installation and seating of the access cover.

NOTE: Refer Required access hole opening Dimensions in the below table for Each Model

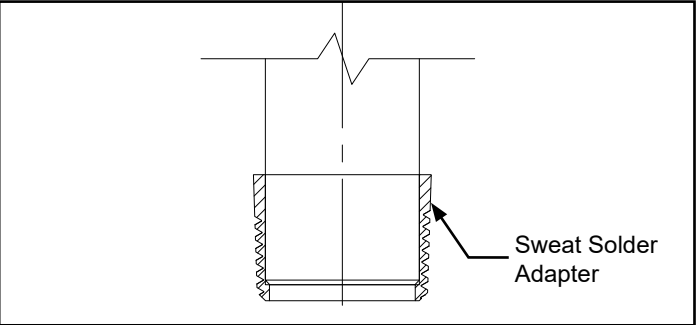
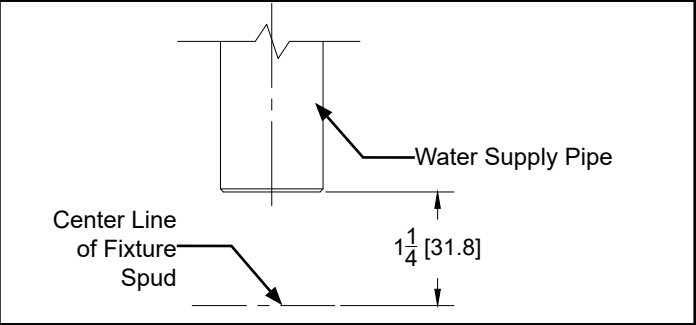
MODEL	W	H
ZHYD-LP	9½" (242mm)	11½" (292mm)
ZHYD-SP	4.4" (112mm)	4.4" (112mm)

NOTE:
Incorrect access opening dimensions may restrict maintenance access and could affect valve servicing or warranty coverage.

NOTE:
Improper placement of the wall access opening may interfere with sensor operation and calibration, resulting in improper flush valve performance.

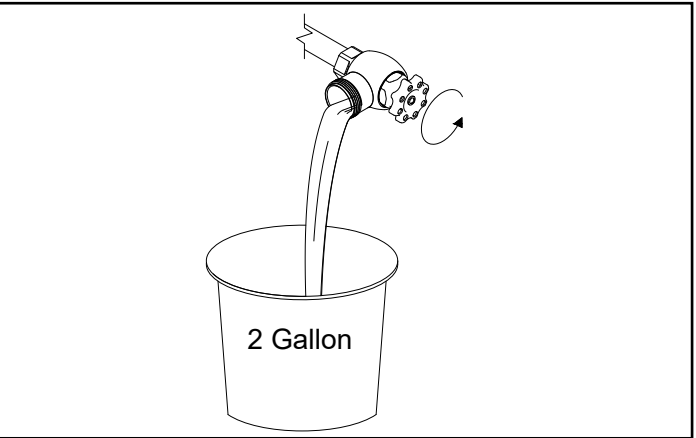
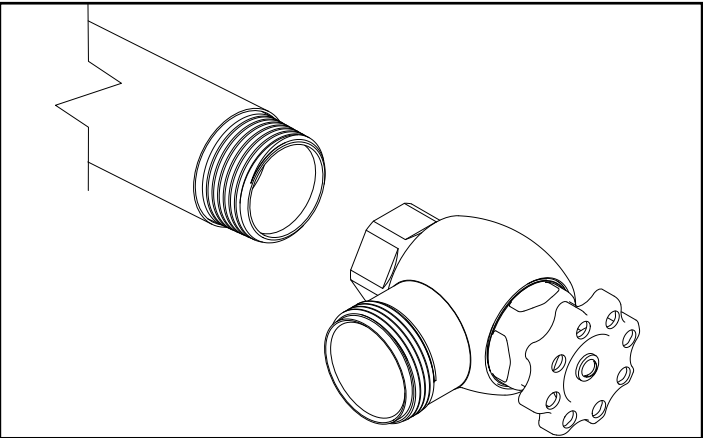
Sweat Solder Adapter Installation

- NOTE:** Before installation, turn off the water supply to the fixture and through the access opening if replacing an existing concealed unit.
1. Measure the length of Water supply pipe. Cut the water supply pipe 1-1/4" shorter than this measurement.
 2. Slide the threaded sweat solder adapter onto the water supply pipe it stops on the end of pipe. Sweat solder the adapter to water supply pipe.



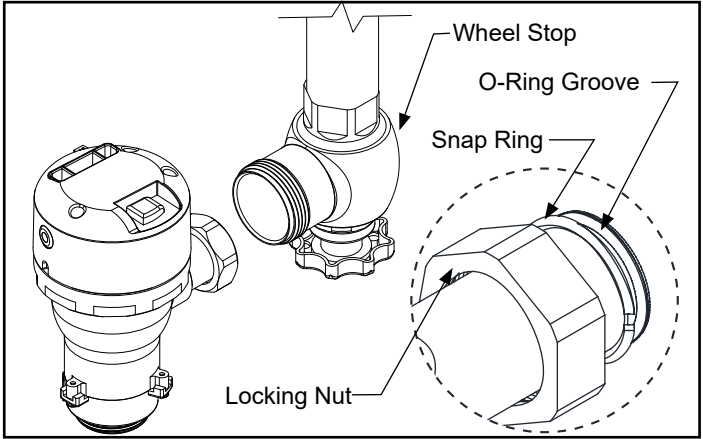
Control Stop Installation

1. Apply sealing compound and thread the control stop onto the supply adapter and tighten it with a smooth-jawed wrench.
2. Open the control stop by rotating the control stop wheel. Flush approximately 2 gallons (7.6 L) of water through the supply line to clear any debris.



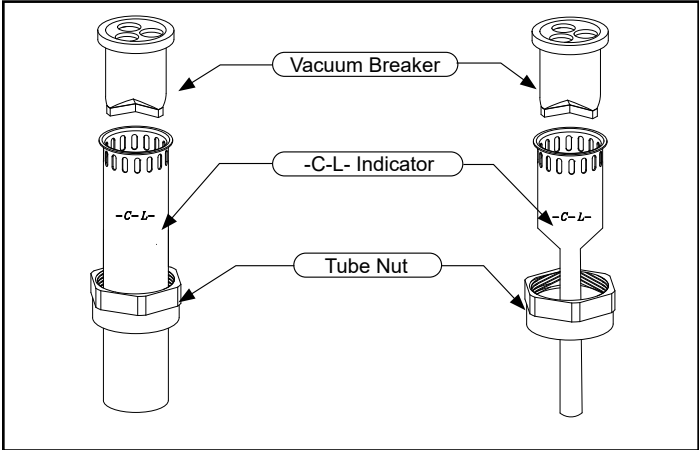
Flush Valve Installation

1. Insert the flush valve tailpiece into the wheel stop. Make sure the tailpiece o-ring is not pinched in the process. Lubricate the tailpiece o-ring with water if necessary.
2. Determine the length of vacuum breaker tube required to join the flush valve and fixture spud and cut if necessary. **DO NOT** cut vacuum breaker tube shorter than 6" (below the -C-L- indicator mark).



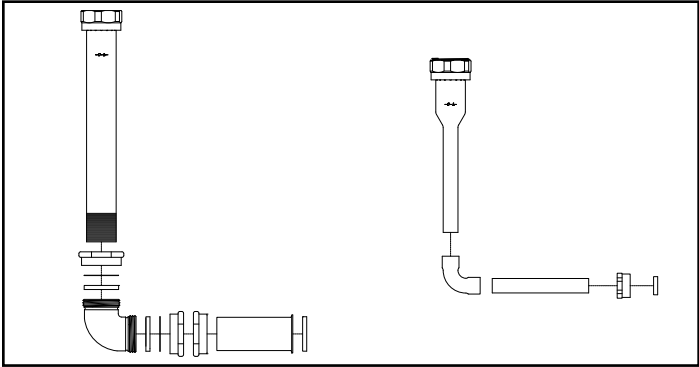
NOTE: Packages with flex tube require no modification to Tubing

NOTE:
Insert the vacuum breaker into the vacuum breaker tube. Slide the tube nut over the vacuum breaker and align the assembly with the flush valve body inside the wall cavity. Thread the tube nut onto the valve body and hand-tighten securely. Ensure the vacuum breaker is seated properly and aligned before final tightening. Fully tighten with smooth-jawed wrench.

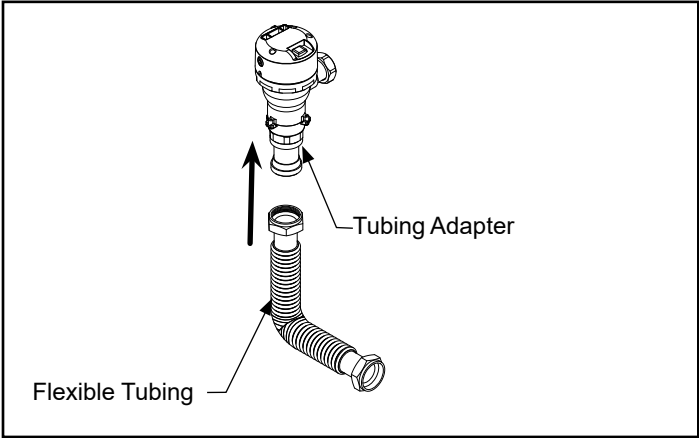


Install Vacuum Breaker Flush Connection

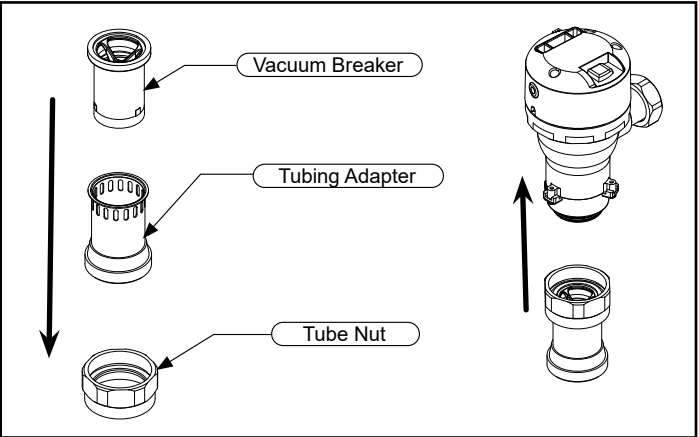
NOTE:
When cutting scored pipe, leave a minimum of 1-1/4" of scoring to ensure engagement with compression coupling. Assemble pipe, elbows, couplings, slip washers, rubber gaskets and flanges. Hand tighten all couplings. Once installation is completed, tighten all connections.



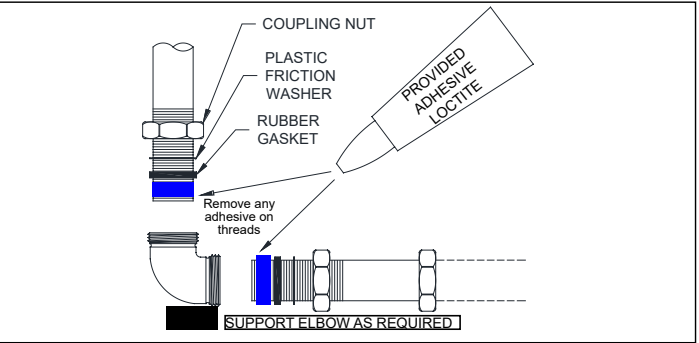
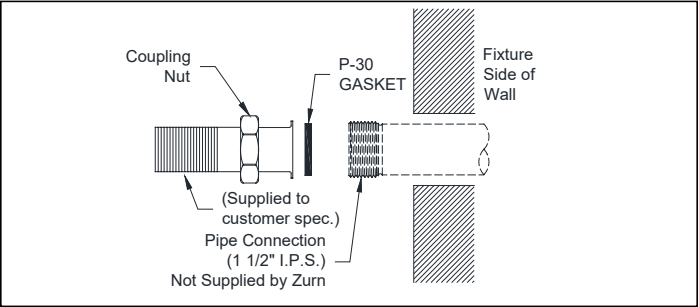
NOTE:
Pre-bend the flexible tubing by hand into a smooth elbow shape and attach the flexible tubing securely to the tubing adapter, ensuring a proper fit inside the wall.



NOTE:
Insert the vacuum breaker into the tubing adapter. Place in the tubing adapter into the tube nut and align the assembly with the flush valve body inside the wall cavity. Thread the tube nut onto the valve body and hand-tighten securely. Ensure the vacuum breaker is seated properly and aligned before final tightening. Fully tighten with smooth-jawed wrench.



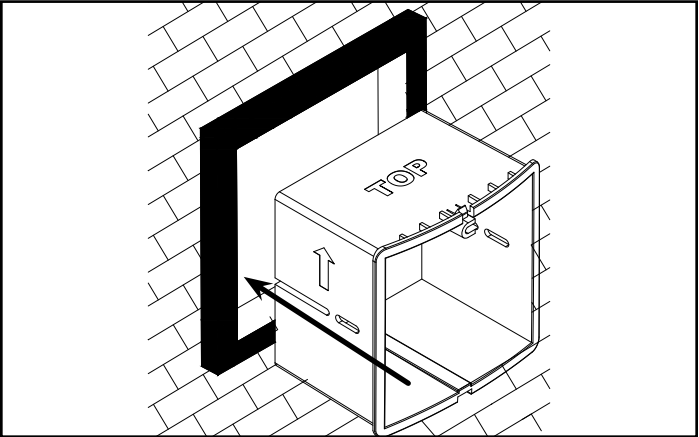
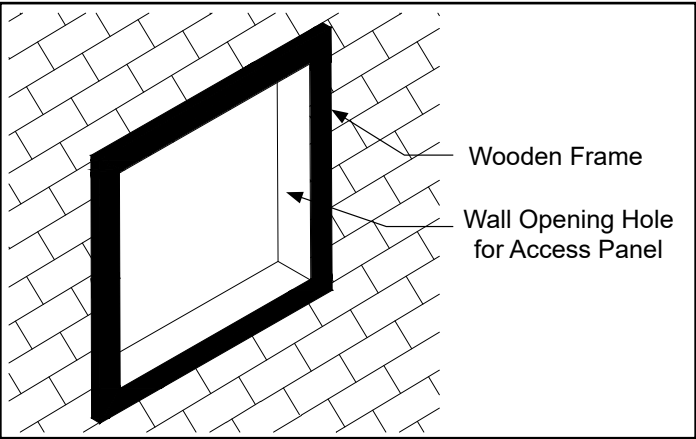
Concealed Flush Tube Installation Procedure
NOTE: These are for 1 1/2" flush connections.
When cutting scored pipe, leave a minimum of 1-3/4" (32mm) of scoring to ensure engagement with compression coupling. Clean and dry the plumbing to prepare for adhesive. Apply an 1/8" wide bead of the adhesive all around the scoring between the gasket and the end of both tubes. Assemble elbow to tubes by pushing and rotating to spread adhesive.



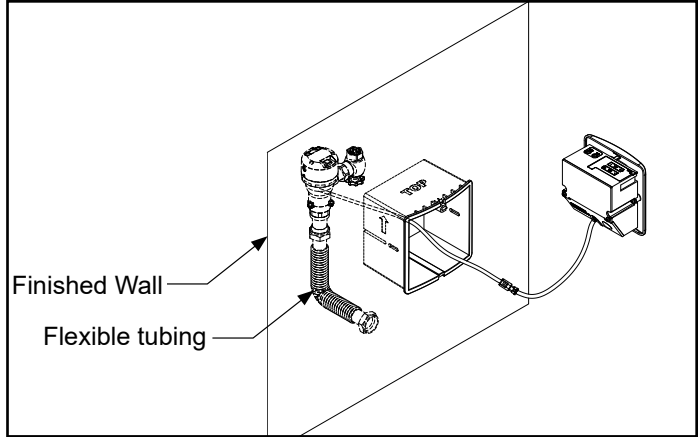
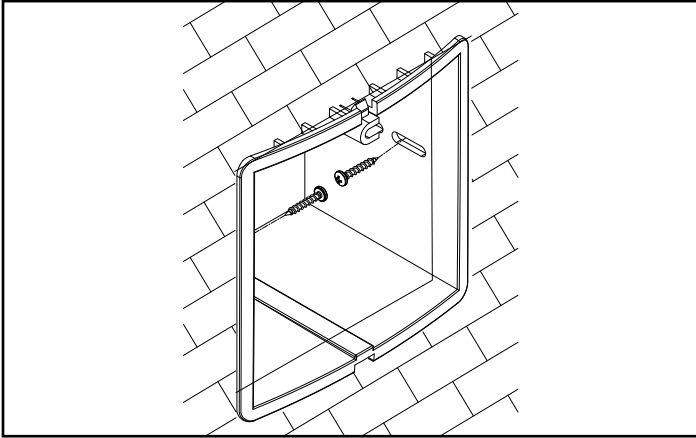
Recommendations:
DO NOT use any other pipe sealant or lubrication on these points. The adhesive has a limited (2 minute) working time so tighten the connections immediately. Do NOT run water through the pipes for at least 24 hours so the adhesive can set properly. Support Elbow as required.

ZHYD-SP Wall Bracket Installation

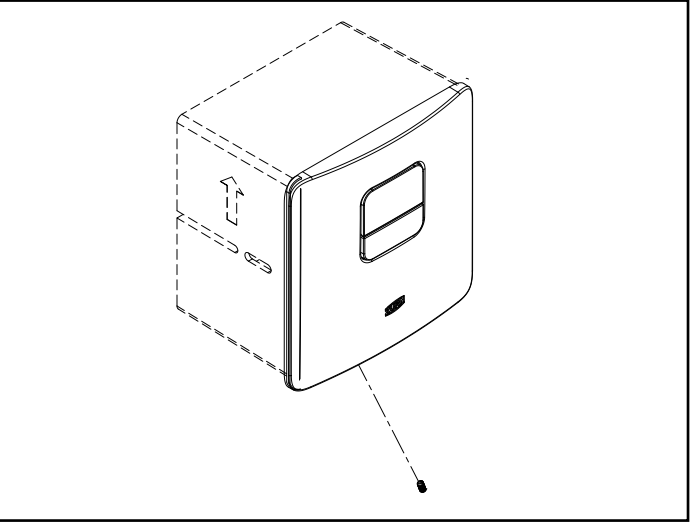
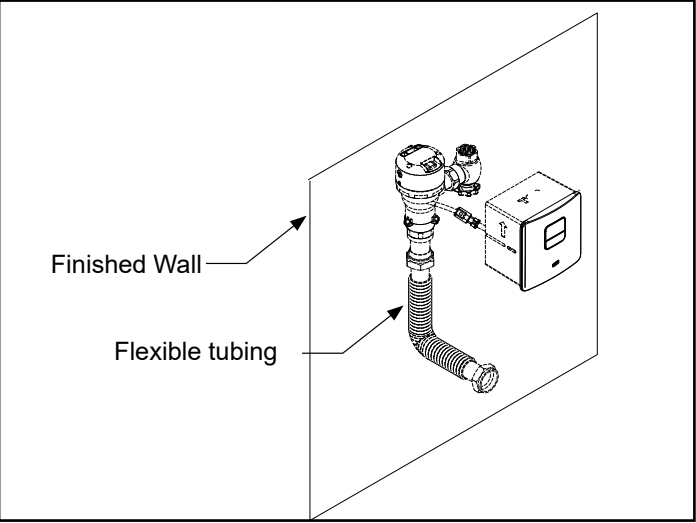
NOTE: For ZHYD-SP models, the required wall access opening size shall be 4.4 in (W) × 4.4 in (H) (112 mm × 112 mm)
1. Frame the wall access opening using 2" × 4" wood
2. Place the wall bracket into the wall opening hole



3. Secure the wall bracket within the wall opening using the wood screws provided in the hardware bag. Use a 90° drill angle adapter as required.
4. Connect the harness from the valve body to the pigtail from the electronic box attached to the wall plate assembly.

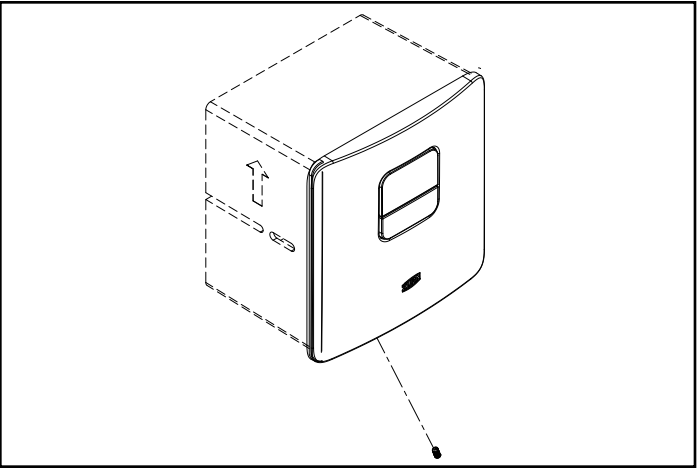


5. Slide the wall plate assembly into the wall opening until it snaps securely onto the bracket.
6. Lock the wall plate onto the bracket using the locking screw located at the bottom.

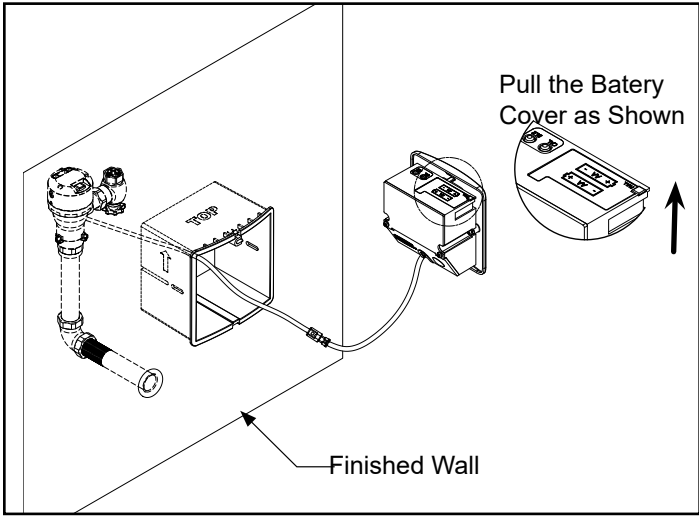


ZHYD-SP Backup Battery Installation

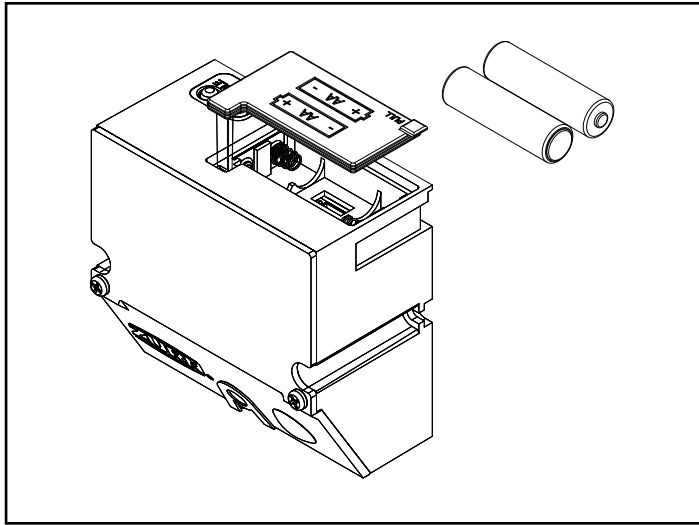
1. Open the Small wall plate from the wall by loosening the bottom Allen screw using an Allen key.



2. Remove the battery cover from the electronics lens assembly as shown.



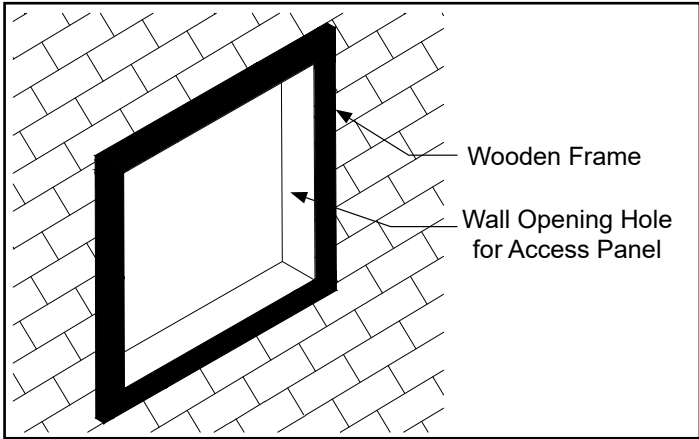
3. Insert the 2 AA backup Alkaline batteries in the battery tray



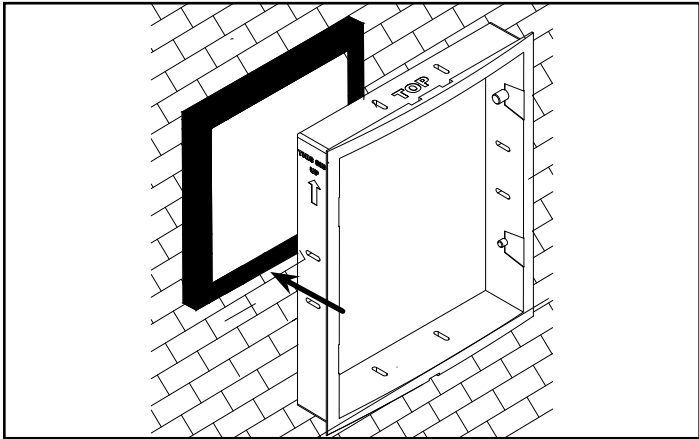
ZHYD-LP Wall Bracket Installation

NOTE: For ZHYD-LP models, the required wall access opening size shall be 9½ in (W) × 11½ in (H) (242 mm × 292 mm).

1. Frame the wall access opening using 2" × 4" wood

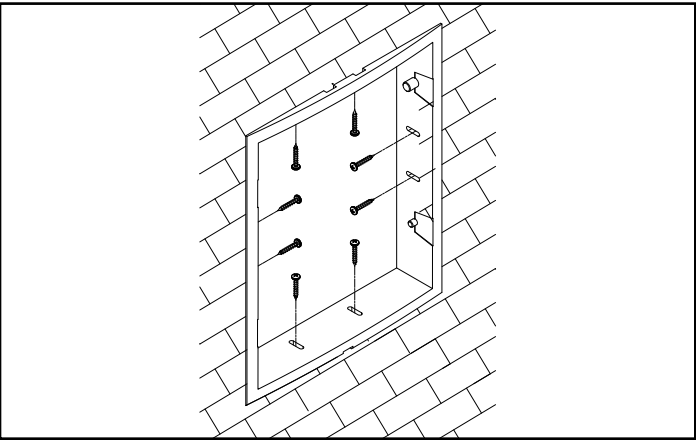


2. Place the wall bracket into the wall opening hole



NOTE: Ensure Top Label Placed at Top Location of Hole

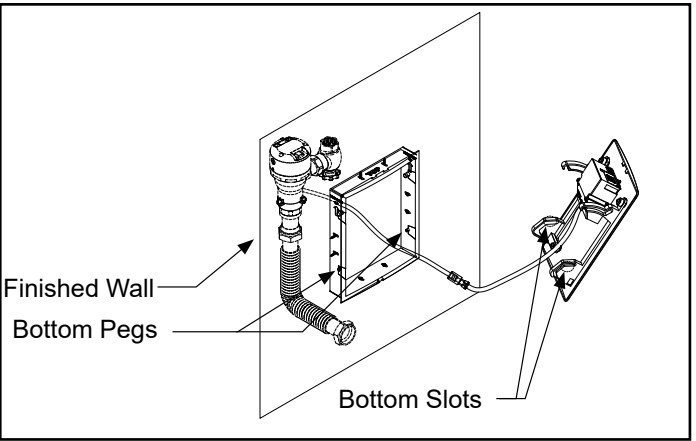
3. Secure the wall bracket within the wall opening using the wood screws provided in the hardware bag. Use a 90° drill angle adapter as required.



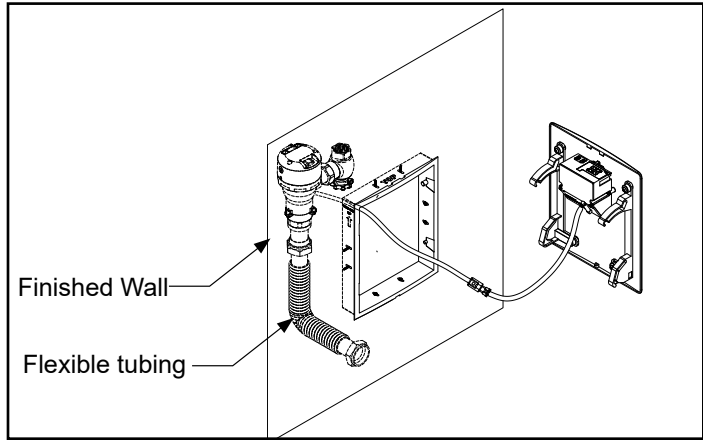
NOTE: Ensure the bracket is installed flush with the wall. This is critical for proper wall plate fitment and operation.

4. Mount the wall plate assembly onto the wall bracket using the rear rails:

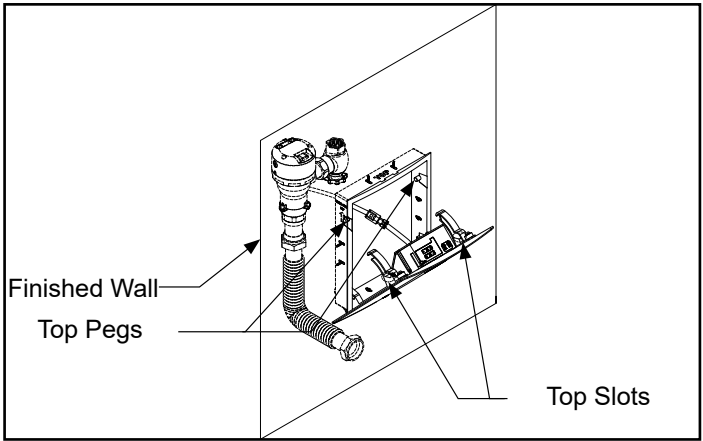
a) Place the assembly so that the bottom slot on the assembly aligns with the bottom peg on the wall-mounted frame. Lower the assembly until it is fully seated and supported by the bottom pegs.



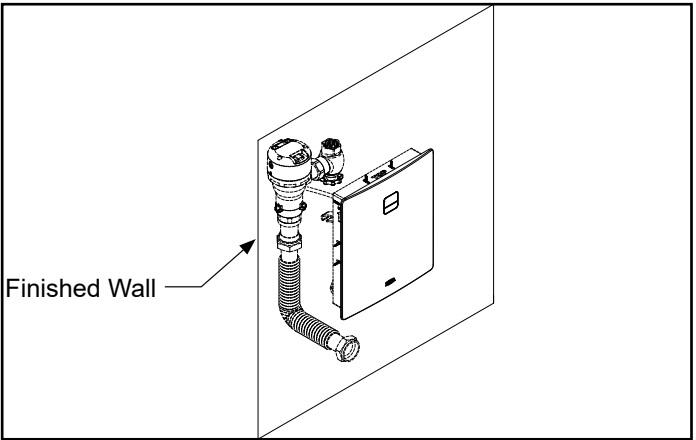
4. Connect the harness from the valve body to the pigtail from the electronic box attached to the wall plate assembly.



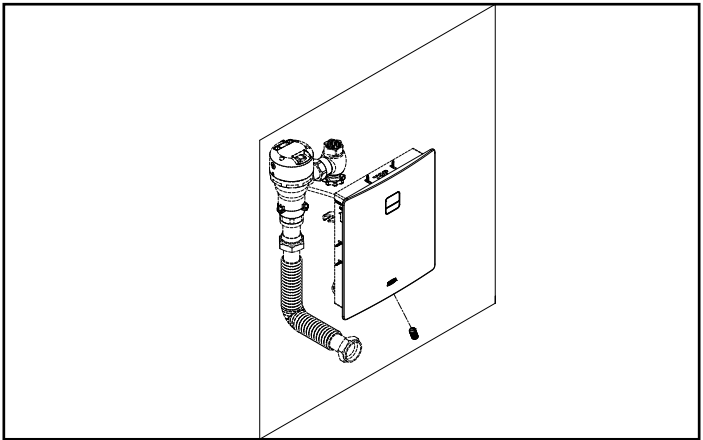
b) Rotate the top of the assembly toward the wall and align the top retaining clips with the top pegs.



c) Push the plate into the wall until fully seated.

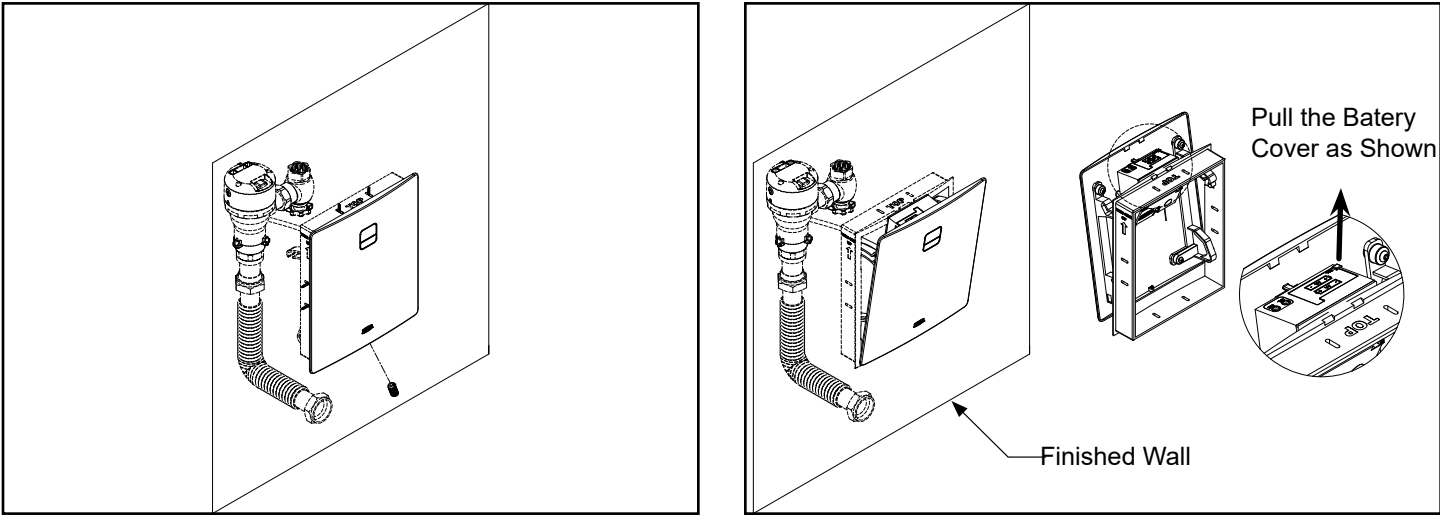


5. Insert and tighten the bottom Allen screw until the wall plate is securely locked to the bracket. Do not over-tighten.

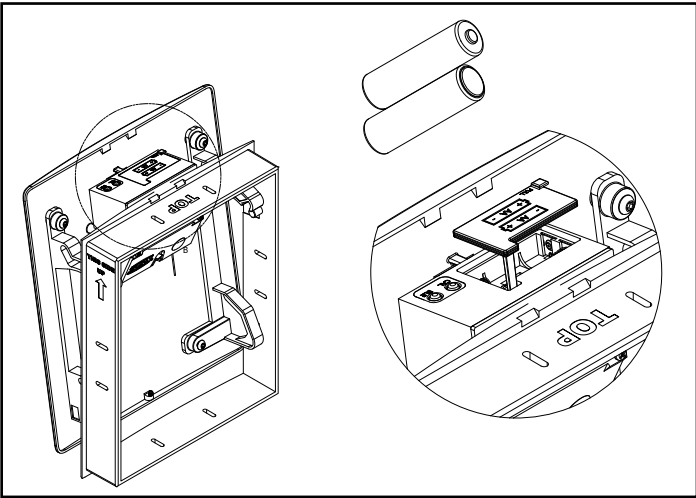


ZHYD-LP Backup Battery Installation

1. Open the large wall plate from the wall by loosening the bottom Allen screw using an Allen key.
2. Slide the wall plate upward along the mounting slots until the battery cover is accessible. Remove the battery cover as shown.



3. Insert the 2 AA backup Alkaline batteries in the battery tray



Care and Cleaning Instructions

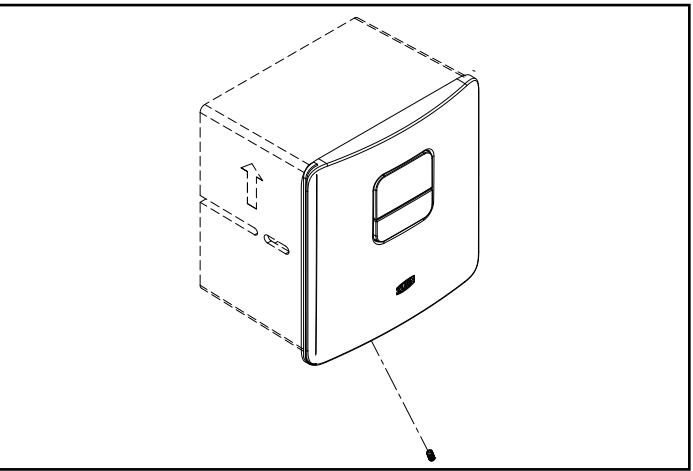
- Do not use any abrasive or harsh chemical cleaners to clean the flushometer.
- Simply to clean chrome plated surfaces them with mild soap and water, then dry
- Valves installed in environments subject to shut down due to cold and freezing conditions should be maintained in the following manner: After the main supply has been shut off and the water drained from the system, remove the stop valve cap and stop valve internals to allow the water to drain from the flush valve itself.

Dual Flush User Guide (For -DF Models Only)

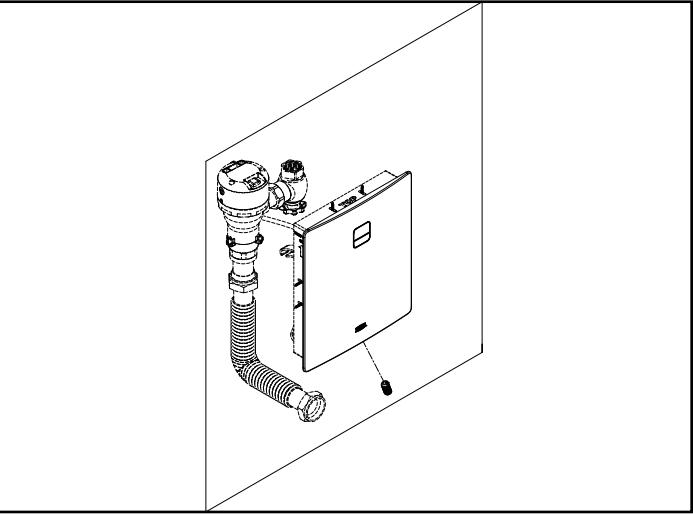
- The Dual Flush model supplies a high volume and low volume flush. When a user is present for less than 60 seconds, the valve will flush with 1.1 gallons of water. When a user is present for over 60 seconds, the valve consumes 1.6 or 1.28 gallons of water, depending on the model.
- The Dual Flush model must be paired with a fixture with a flush volume range that covers both volumes. For a list of recommended bowls, please refer to our website, www.zurn.com, or speak with your local Zurn rep.

Diaphragm Kit Replacement

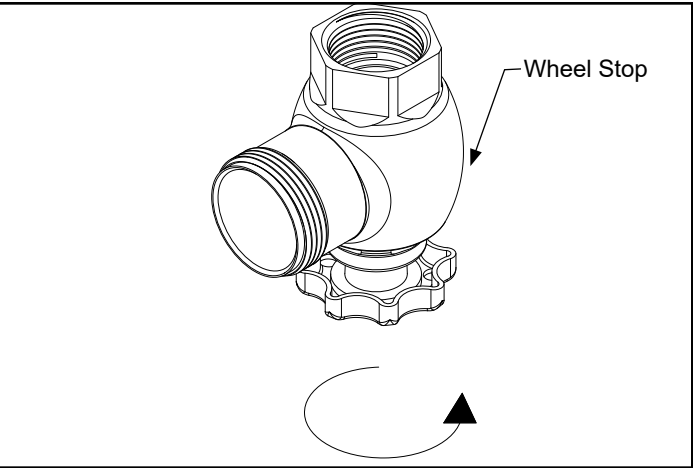
- NOTE:**
- 1a) Remove the Small wall plate from the wall by loosening the bottom Allen screw using an Allen key.



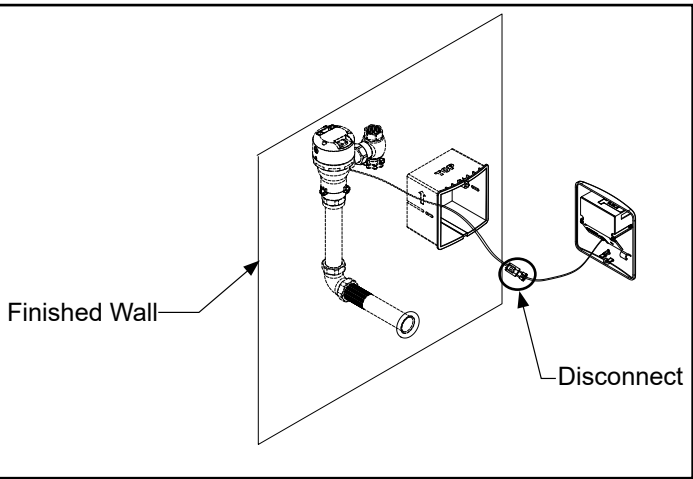
- NOTE:**
- 2a) Open the Large wall plate from the wall by loosening the bottom Allen screw using an Allen key.



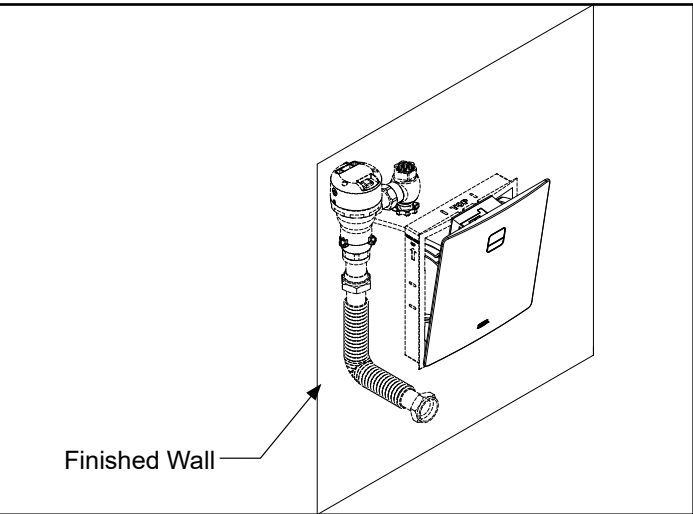
3. If present, open the control stop by rotating the control stop wheel in clockwise direction to turn off the water. Press the MOB to verify it has been turned off and pressure relieved.



- 1b) Disconnect the hydrogenerator cable from the electronics module before removing the valve cap

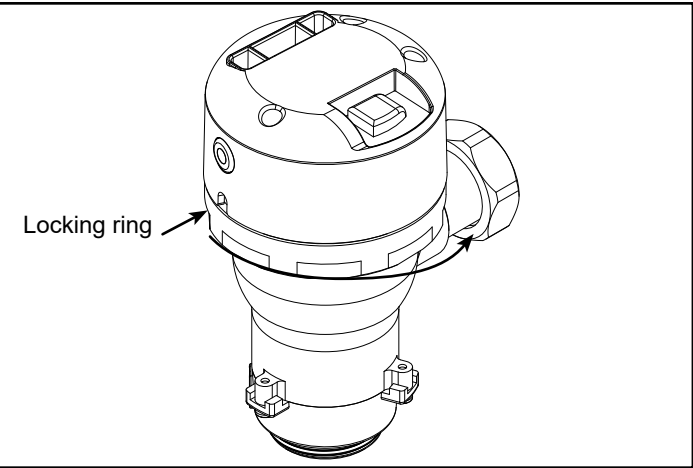


- 2b) Slide the wall plate upward along the mounting slots until the flush valve is visible

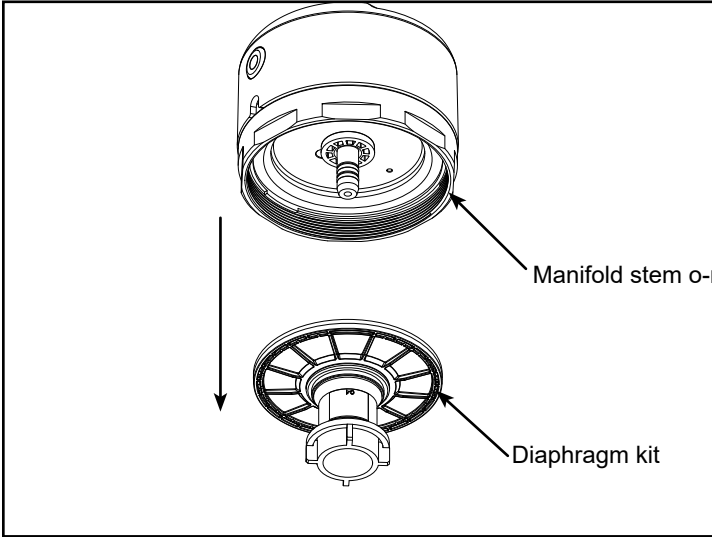


- NOTE:** Disconnect the hydrogenerator cable from the electronics module before removing the valve cap

4. Loosen the locking ring by turning it counterclockwise with a strap wrench. Remove the manifold assembly from the lower valve assembly.



5. Remove and replace the diaphragm kit and the manifold stem o-rings. Reverse the process to re-assemble.

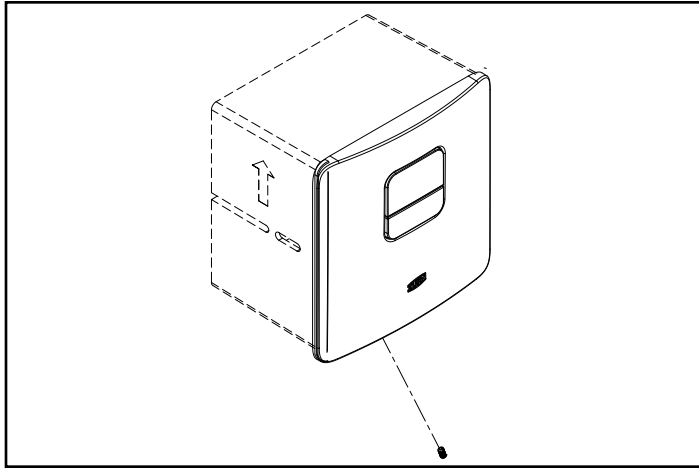


Sensor Range Adjustments

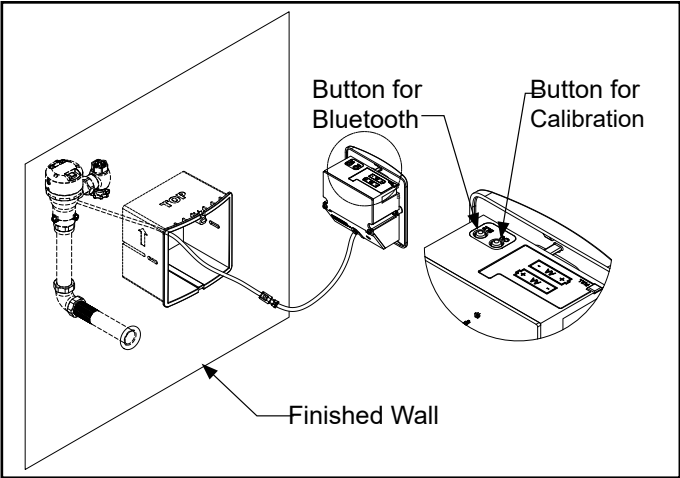
Each Concealed Hydro X Power flush valve sensor is calibrated at the factory. However, in situations where there is low light or high reflectivity, it might be necessary to adjust to the calibration distance. This can be done using the calibration button in following the steps below:

NOTE:

1a) Remove the Small wall plate from the wall by loosening the bottom Allen screw using an Allen key.



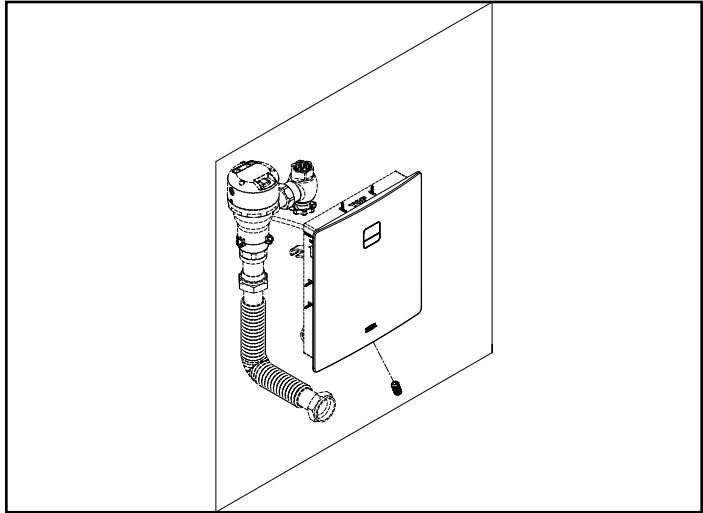
1b) The electronic control box includes dedicated buttons for Calibration and Bluetooth functions. Press the Calibration button on top of the electronic control box to adjust to the calibration distance



NOTE: Immediately remount the wall plate after pressing the calibration button to ensure accurate sensor calibration.

NOTE:

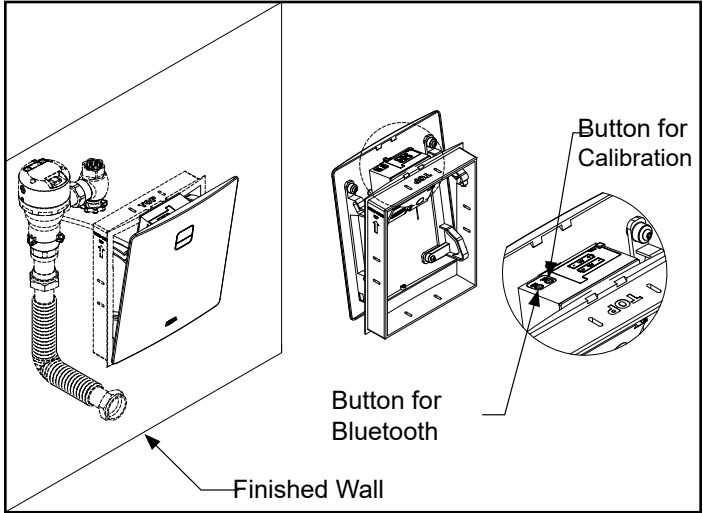
2a) Open the Large wall plate from the wall by loosening the bottom Allen screw using an Allen key.



3. Stand at the desired the calibration distance:
- ~28" from the sensor in a water closet application.
- ~22" from the sensor in a urinal application.

4. Step away from the unit for 5 seconds and return to the same position. If the user LED becomes solid, the new calibration distance has been successfully set. After 30 seconds of no target present, valve will exit calibration validation mode. Note that for water closet applications, re-calibrating to too far from the sensor can result in the sensor detecting the stall door.

2b) Slide the wall plate upward along the mounting slots until the electronic control box is visible. The electronic control box includes dedicated buttons for Calibration and Bluetooth functions. Press the Calibration button on top of the electronic control box to adjust to the calibration distance



NOTE: Immediately remount the wall plate after pressing the calibration button to ensure accurate sensor calibration.

Sensor Range & Custom Setting Adjustments



To customize the following individual electronics module settings, download Zurn plumbPRO App.

- Adjustable Time Out Feature
- Hygienic Line Flushing Adjustability
- Sensor Range Adjustment
- Battery Status

<https://www.zurn.com/innovation-efficiency/plumbpro>

Gateway Instruction (-W2)

Step 1. Request Gateway:

You can request your Ethernet or LTE gateway by visiting Zurn.com/plumbsmart-gateway-request or call Zurn Customer Care at 1-844-987-6737

Step 2. Cabling, Powering and Connecting Your Device:

1. Connect one end of the RJ45 Ethernet cable (supplied) to the gateway’s Ethernet port and plug the cable’s other end into the nearest wall port of the building’s Ethernet network.
2. Connect the power supply to the power jack.
3. Wait for status LED to go from ON to double flash every second, the LoRa LED to turn ON solid, and the cell LED (if LTE enabled) to flash once every 3 seconds. Should take around 1-2 minutes depending on location. Your gateway is now ready to transmit data from your Zurn connected product.
4. Zurn Gateways have been set to DHCP by default. Please consult local IT support for possible additional access requirements for your network.

Register in plumbSMART (-W2)

NOTE: Instructions below are duplicated from registration card supplied with monitor

1. Install Zurn Connected Product(s)
2. Install Zurn Gateway per the Gateway Instructions Manual
3. Request plumbSMART Administrator Account at 844-987-6737
4. Zurn creates your Enterprise Account for you! (You will be required to identify your building location, number of floors, and number of rooms.)
5. Log in to plumbsmart.zurn.com
6. Register each Connected Product in plumbSMART (Watch How-To Videos to Get Started. Located in the support section inside the portal.)

Step 3. Determining General Location for the Zurn Gateway:

- Select a location central to all devices to be connected to this gateway. Ideal mapping of Gateway to connected devices will resemble a wagon wheel.
- Place the gateway as high as possible, such as near the top of a wall.
- Avoid obstructions. Thick walls and reflective surfaces, such as metal, weaken the signal between the gateway and other devices.
- The LoRa antenna is an omni-directional antenna, but for best results, mount the device so the LoRa antenna is in a vertical position near the top of a wall. We recommend conducting a site survey to test the signal strength in different locations before you mount the device.

Step 4. Mounting the Zurn Gateway:

The device ships with a mounting bracket. You will also need:

- Four #6 screws with anchors
- Screwdriver
- Drill

1. Determine where you want to mount the device.
2. Mark where you want the screws to go.
3. Drill holes for the screws and insert anchors.
4. Place the mounting bracket and secure it with screws.
5. Attach the device to the bracket and rotate to lock into place.

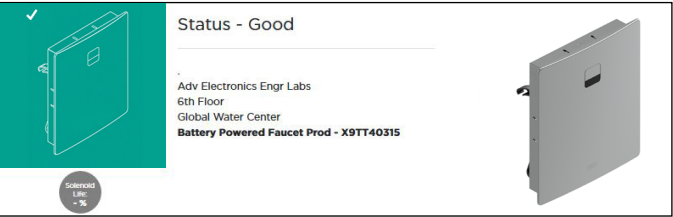
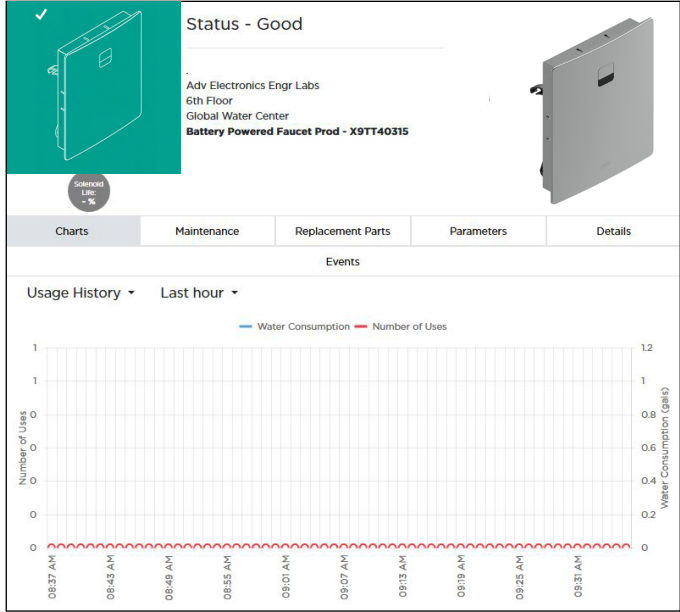
Troubleshooting Guide

Problem	Indicator	Cause	Corrective Action
Flush valve does not flush.	No water flushed.	Stop valve is closed	Open stop valve
	Sensor flashes 5 times in quick succession	Flush cycle did not complete	Contact Customer Service for further instruction
	No sensor light	Batteries not making contact	Remove and reinstall batteries correctly, or replace batteries. See Battery installation for reference.
		Critically low battery voltage	
	Sensor flashes once every 5 seconds	Low battery voltage indication	
	Sensor flashes every 30 seconds	Continuous user detection of object within sensor range	Recalibrate. See Sensor Range adjustment section for reference.
	Sensor flashes rapidly	Backup batteries installed incorrectly or missing	Remove and reinstall batteries correctly. See Battery installation for reference.
	Sensor detects user, three slow flashes & two quick flashes, but fail to flush upon exiting sensor range	User/object still in sensor field	Identify and remove any user from sensor field
		Battery power level too low to activate flush valve	Reduce sensor range distance (see Sensor Range Adjustment instructions)
		Dirty sensor lens	Replace batteries. See Battery Installation for reference.
		Loose or damaged wire harness	Clean sensor lens with warm water and mild soap until free of debris
		Loose or damaged wire harness	Inspect wire harness and connection between electronics and motor
	User not detected; no LED flashes.	Sensor range may need to be adjusted	Increase sensor range distance (see Sensor Range Adjustment instructions)
	Manual override button does not initiate a flush.	Stop valve is closed / turned off.	Increase sensor range distance (see Sensor Range Adjustment instructions)
		MOB does not depress	Turn on stop valve.
Valve does not evacuate fixture	Insufficient volume of water to adequately siphon fixture.	Stop valve is not open enough.	Contact Customer Service.
		Insufficient volume or pressure at supply.	Open stop valve for desired volume of water.
		Insufficient volume for installed fixture	Increase incoming water supply pressure to minimum 25psi.
	Valve shuts off too quickly or short flushes.	Damaged or punctured diaphragm.	Contact Customer Service.
		Enlarged by-pass orifice.	Install new diaphragm replacement kit. (See Diaphragm Replacement and Cleaning Section for replacement instruction)
		Diaphragm kit is not matched to the fixture.	Install new diaphragm replacement. (See Diaphragm Replacement and Cleaning Section for replacement instruction)

Troubleshooting Guide

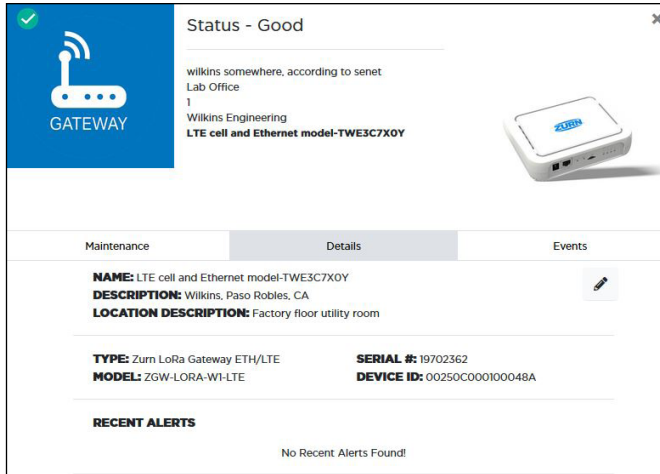
Problem	Indicator	Cause	Corrective Action
Valve is flushing too long or not shutting off.	High water delivery or continuous flow.	By-pass orifice is plugged or partially plugged.	Examine by-pass orifice and clean if necessary being certain not to en-large orifice opening. (See Diaphragm Replacement and Cleaning Section for cleaning instruction)
Water splashes out of fixture.	Water splashes onto floor during flush cycle.	Supply volume is too high.	Slowly close the control stop to lower water pressure.
		Mineral accumulation on vortex or spreader holes of fixture.	Remove the mineral build up.
Flush is not considered quiet.	Flush is loud.	Control stop may not be adjusted for quiet operation.	Adjust the control stop for quiet operation keeping in mind the fixture evacuation requirements.
		Fixture may be contributing to noise.	Check noise created by fixture by placing a cover over the bowl opening to separate valve noise from bowl noise. If it is determined the fixture is too noisy, consult with fixture manufacturer.
		Piping system may be source of noise.	High pressure in the system can sometimes be controlled by the stop valve. Other sources of noise may be the absence of air chambers and shock arrestors, loose pipes, improper size pipes, etc. In these cases, the building engineer should be consulted.
Valve leaking near valve head.	Water droplets seen between valve head and valve body.	Locking ring not tight.	Tighten locking ring. See Sensor Angle Adjustment section for reference.
Valve flushed with no user present	Valve flushed with no user present	Highly reflective environment	Re-calibrate sensor range - see Sensor Range Adjustment section
		Sensor range set too far; picking up other objects	
		Flush valve may be configured to exchange the water in the trap-way at every [24 / 48 / 72] hours after no usage (default is OFF).	See Courtesy Flush Battery Detection Settings for instructions on changing dipswitch settings to achieve desired trap exchange timing.

Trouble Shooting: LoRa Monitor (-W2)

Problem	Corrective Action
“Device Not Communicating” posted in plumbSMART 	Step 1 Verify LoRa Monitor electronics are plugged in / Verify batteries installed in LoRa Monitor electronics and have sufficient charge (whichever applies). Install new batteries, as needed. Alert on product's page in plumbSMART should clear within 1 hour or on next flush valve activation. (Refresh web page by clicking on reload icon in the browser to clear the alert.) Step 2 If problem still present, verify gateway is within range of LoRa Monitor and functioning (see Gateway Troubleshooting section) Step 3 If problem is still present, verify plumbSMART subscription status on product page's Details tab is listed as “Activated” NETWORK: Senet SUBSCRIPTION STATUS: Activated LAST HEARD FROM: 07/14/2020, 04:29 PM CDT If listed as “Deactivated”, contact Zurn Customer Service at 1.855.ONE.ZURN (1.855.663.9876) for assistance.
	Step 1 Verify LoRa Monitor's cables are connected to IR sensor and Flush valve actuator electronics. Restore proper electrical connection, as needed. Step 2 Test activate the faucet. If problem persists, see Flush valve Troubleshooting section in this guide for other steps.
“Status – Good” posted in plumbSMART and faucet actuates but usage event data not appearing in plumbSMART Charts 	Step 1 Verify gateway is powered and LoRa Status LED is ON. If not, apply power per Zurn Gateway Installation Guide or see Gateway Troubleshooting section in this guide for other steps. Step 2 If problem still present, verify plumbSMART subscription status on product page's Details tab listed as “Activated” NETWORK: Senet SUBSCRIPTION STATUS: Activated LAST HEARD FROM: 07/14/2020, 04:29 PM CDT If listed as “Deactivated”, contact Zurn Customer Service at 1.855.ONE.ZURN (1.855.663.9876) for assistance. Step 3 If problem still present, the LoRa Monitor electronics may be faulty. Contact Zurn Customer Service at 1.855.ONE.ZURN (1.855.663.9876) for assistance with additional troubleshooting steps and, if needed, unit replacement.

For further assistance with troubleshooting, visit <https://plumbsmart.zurn.com/app/training>

Trouble Shooting: Gateway (-W2)

Problem	Corrective Action
“Status – Good” posted in plumbSMART and faucet actuation event data not appearing in plumbSMART (< 2 hours) or “Device Not Communicating” warning or severe alert posted in plumbSMART for all devices (> 3 hours)  The screenshot shows the plumbSMART interface for a gateway. The status is 'Good'. The gateway is a Zurn LoRa Gateway ETH/LTE model. The location is Wilkins Engineering, Lab Office 1. The device ID is 0025C000100048A. The interface also shows a 'RECENT ALERTS' section with the message 'No Recent Alerts Found!'.	Step 1 Verify gateway Status LED flashes twice every 2 seconds. If LED is OFF or ON solid, power cycle the gateway and wait for no more than 5 minutes for unit to initialize and connect. Step 2 After initialization is finished, LORA LED should turn ON solid within an additional minute. Step 3 If LORA LED does not turn ON solid and ethernet cable connected, contact facility IT administrator to modify port rules to allow Zurn gateway to access the internet via local router. If gateway model is ETH/LTE, visually verify SIM card is installed in designated slot on the side of gateway. If unit has a SIM card, then disconnect ethernet cable and power cycle the gateway and wait for unit to initialize and connect. LORA LED should turn ON solid after initialization. Step 4 If problem still present, move gateway closer to LoRa monitors and/or verify gateway mounting, orientation and connections comply with requirements listed in Zurn Gateway Installation Guide. Contact Zurn Customer Service at 1.855.ONE.ZURN (1.855.663.9876) for assistance with additional troubleshooting steps.

For further assistance with troubleshooting, visit <https://plumbsmart.zurn.com/app/training>

Repair Parts and Kits