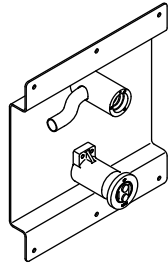


# Installation and Care Guide

## Wall-Mount Valve

K-11842, K-11843



**M** product numbers are for Mexico (i.e. K-12345**M**)  
Los números de productos seguidos de  
**M** corresponden a México (Ej.  
K-12345**M**)  
Français, page "Français-1"  
Español, página "Español-1"

THE BOLD LOOK  
OF **KOHLER**®

1207552-2-B



September 22, 2009

08

# EC DECLARATION OF CONFORMITY

**Kohler Company**  
444 Highland Drive, Kohler, WI 53044  
Phone 920-457-4441

We declare under our sole responsibility that the product AC models:

Electronic Wall-Mount Lavatory Faucet (Tap) – AC Power	
K-11842	K-11843
K-11842W	K-11843W
K-11842IN	K-11843IN
K-11842M	K-11843M
K-11842D	K-11843D
K-11842T	K-11843T
K-E 11842	K-E 11843
AC Power Supply	
K-13480	K-13481

to which this declaration relates, are in conformity with the relevant European Community Directive(s):

**Electromagnetic Compatibility (EMC) Directive 2004/108/EC**

Conformity to this directive is based on compliance with the following harmonized standards:

- **EN 61000-6-2: 2005**  
Electromagnetic Compatibility (EMC) – Radiated Immunity, 80MHz to 1GHz  
(Test method: IEC 61000-4-3: 2008)
- **EN 61000-6-3: 2007**  
Radiated Emission(Test Method: CISPR 16-2-3): **CLASS B**

On behalf of Kohler Co.,

Timothy J. Stessman  
Codes & Standards Dept.  
**Kohler Company**

Signature

September 22, 2009

Date

**Declaration of Conformity**

## Tools



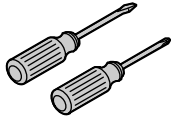
Adjustable  
Wrench



Sealant Tape

### Plus:

- Wire Fasteners
- Woodworking Tools
- Pipe Fitting Tools
- Wood Screws
- 2x4s



Assorted  
Screwdrivers



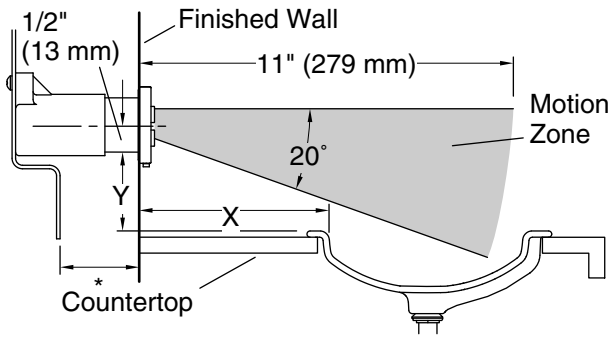
Hex Wrench

## Important Information

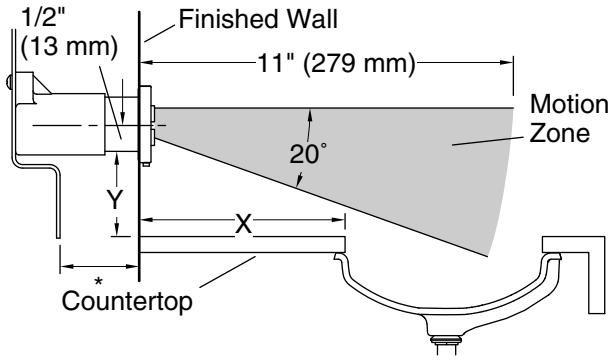
**NOTE:** Follow the installation dimensions precisely as there is no deep rough-in kit available for this product.

- Observe all local plumbing and building codes.
- Shut off the main water supply.
- Inspect the supply tubing for damage. Replace as necessary.
- Site preparation and wall finishing may require additional tools and materials.

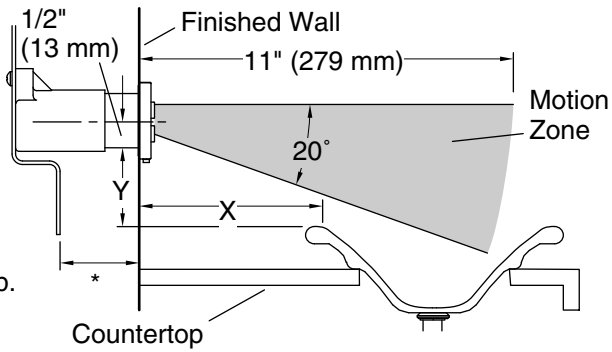
### Drop-In Sinks



### Under-Mount Sinks



### Above-Counter Sinks



**Important:**  
Measure "Y"  
from the sink rim,  
not the countertop.

\* Consult the specification sheet for the spout that will be paired with this valve for specific installation dimensions.

## 1. Determine the Sensor Location

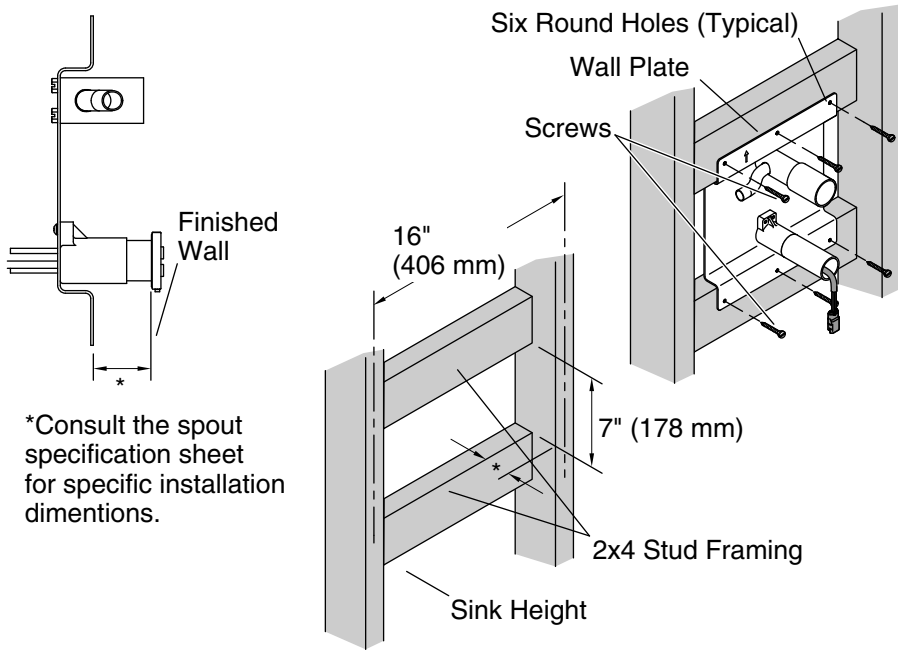
**Determine the Sensor Location (cont.)**

**IMPORTANT!** It is critical for proper operation that the sensor be installed with the motion zone clear of any obstructions, including the edge of the countertop or the bathroom sink.

**NOTE:** Before installation, consult the specification sheet for the spout to determine the correct wall rough-in for your installation.

- Measure the distance (**X**) from the finished wall to the inside edge of the countertop or bathroom sink.
- Determine the sensor height (**Y**) using the chart below. If you cannot determine Y from the chart, use the formula  $.5'' + X(0.364)$  to determine (**Y**).

<b>If dimension X is:</b>	<b>Then the sensor height (Y) is:</b>
1" (25 mm)	7/8" (48 mm)
2" (51 mm)	1-1/4" (32 mm)
3" (76 mm)	1-9/16" (40 mm)
4" (102 mm)	2" (51 mm)
5" (127 mm)	2-3/8" (60 mm)
6" (151 mm)	2-9/16" (65 mm)
7" (179 mm)	3" (76 mm)
8" (203 mm)	3-7/16" (87 mm)
9" (229 mm)	3-3/4" (95 mm)



\*Consult the spout specification sheet for specific installation dimensions.

## 2. Prepare the Site

**IMPORTANT!** The valve requires special framing and support considerations. Consult the specification sheet for the spout that will be installed with your valve at [www.kohler.com](http://www.kohler.com) for specific dimensions.

**NOTE:** Mount the valve with the sensor at the height determined in the previous step.

**NOTE:** A suggested framing example is shown. Each installation may have different framing requirements than those shown.

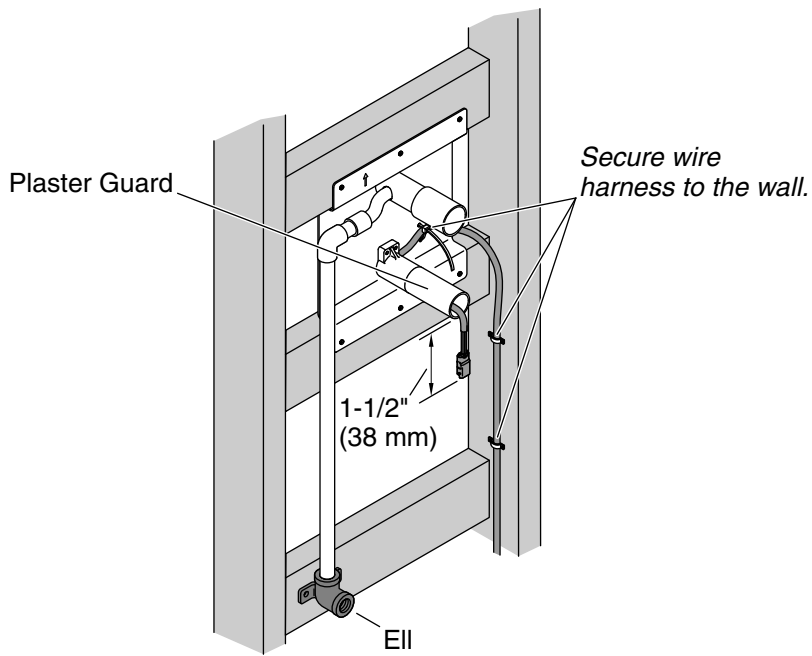
- Construct the framing for your installation.
- If a thermostatic mixing valve will be included with your installation, install the valve now following the directions provided with the valve.

## 3. Secure the Valve

**IMPORTANT!** Make sure the location of the valve is correct before securing it in place. The centerline of the drain and faucet should be in line with each other.

**Secure the Valve (cont.)**

- Secure the wall plate to the studs using six wood screws (not provided).



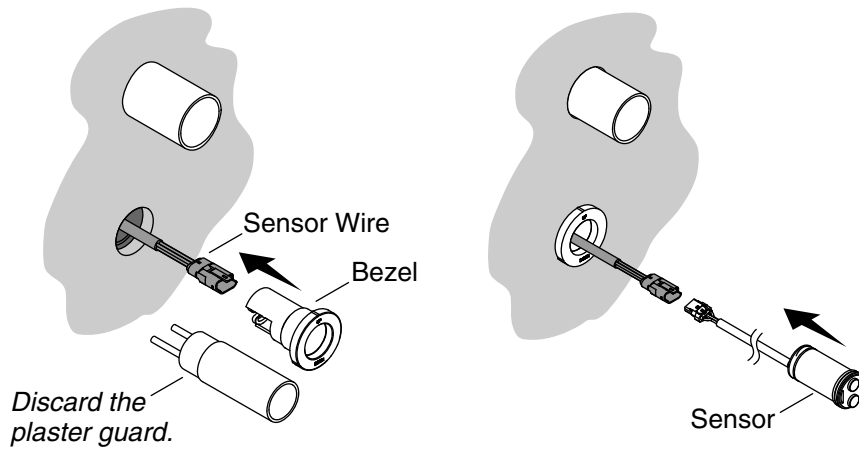
#### 4. Install the Pipe and Finished Wall

- Install 1/2" supply pipe to the valve assembly.
- At the point where the supply will exit the wall, install a drop ear ell flush or slightly behind the finished wall.
- Feed the sensor wire through the sensor mount and plaster guard, leaving 1-1/2" (38 mm) minimum of exposed wire protruding.
- Connect the sensor wire harness to the wall.
- Temporarily connect the water supply to the supply ell.
- Turn on the water.
- Check the system for leaks.
- Turn off the water.
- Install the finished wall.

**NOTE:** The diameter of the faucet hole cutout is 1-3/4" (44 mm).  
The diameter of the sensor hole cutout is 1-3/8" (35 mm).

**Install the Pipe and Finished Wall (cont.)**

**NOTE:** The diameter of the supply inlet opening is determined by the ell diameter.



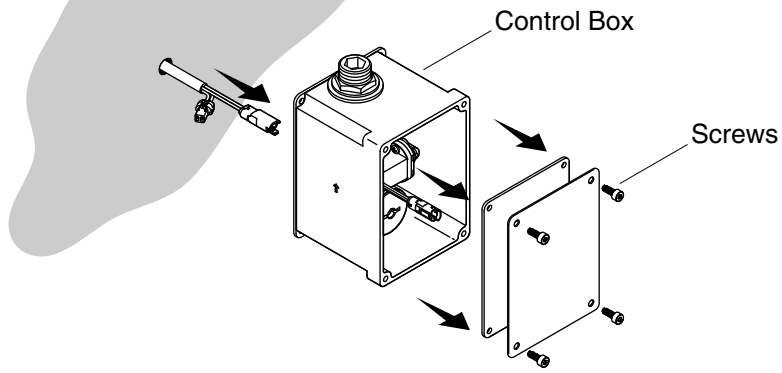
## 5. Install the Sensor

### Install the Bezel

- Loosen the screws in the plaster guard.
- Remove the plaster guard and discard.
- Feed the sensor wire through the back of the bezel.
- Position the bezel over the screw heads and turn 1/8 turn counterclockwise.
- Tighten the screws.

### Connect the Sensor

- Connect the sensor to the wire harness and feed the wire into the wall.
- Position the sensor in front of the bezel with the wire on the back of the sensor to the right.
- Push the sensor into place.

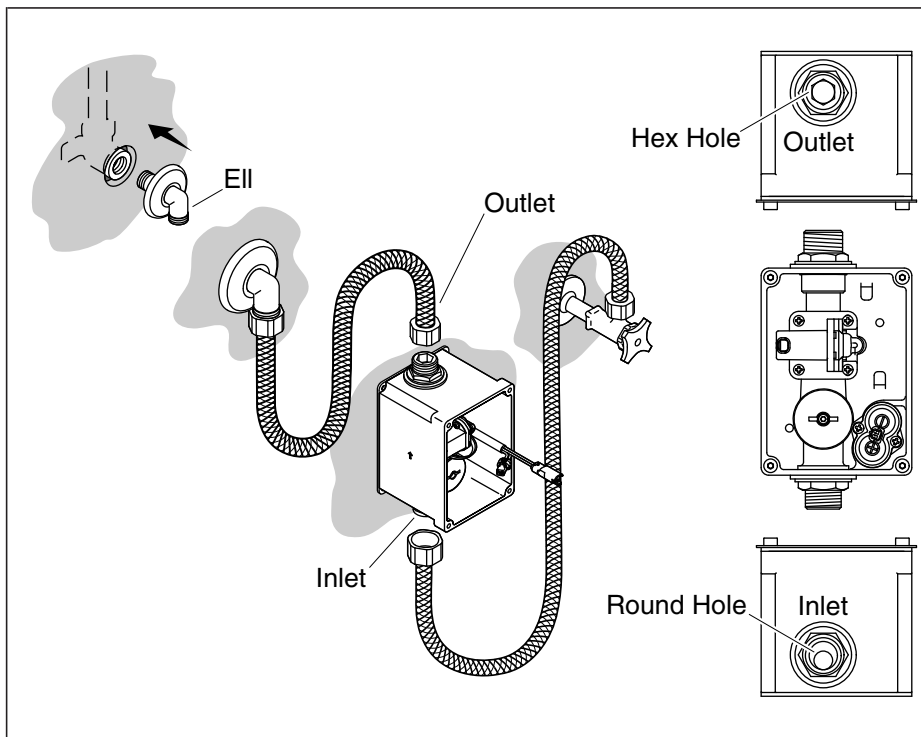


## 6. Install the Control Box

**NOTE:** Locate the sensor box underneath the countertop, between the ell and the water supply stop.

**NOTE:** Do not connect the control box wiring in this step.

- Drill a 1/2" (13 mm) hole at the control box location.
- Route the sensor wire through the hole.
- Remove the control box cover. Keep the screws and cover.
- Mark the screw hole locations using the control box as a template. Make sure the wire harness hole in the wall is covered by the box.
- Install appropriate wall anchors (not provided) at the marks.
- Feed the wires through the back of the valve and control box.
- Attach the control box to the wall with two screws (not provided).
- Connect the solenoid wires (red and green).



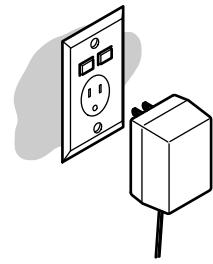
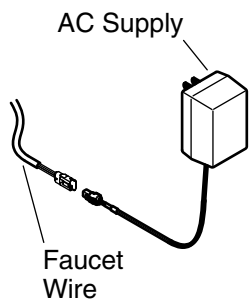
## 7. Install the Supplies

**IMPORTANT!** It is critical that the inlet and outlet holes be aligned correctly. The inlet hole is round, the outlet hole is hex shaped. There is a label on the outlet side identifying it.

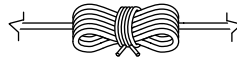
- Slide the escutcheon over the elbow and attach the elbow to the ell.
- Slide the escutcheon tight against the wall.
- Attach one end of the hose to the elbow and attach the other end of the hose to the control box outlet.
- Attach the supply hose to the control box inlet.

**NOTE:** If the water supply does not route through a mixing valve, the water from the faucet will be cold.

- Attach the other end of the line to a thermostatic mixing valve (recommended), mixing valve, or supply stop.



*Plug the AC supply into the wall outlet.*



*Secure any excess wire under the counter.*

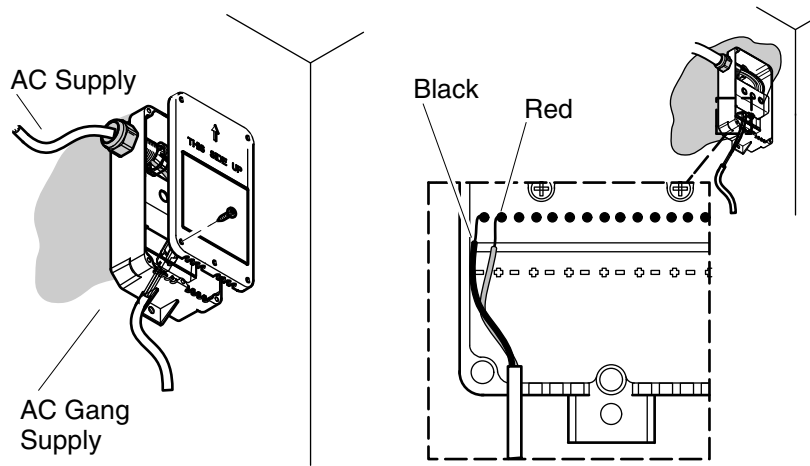
## 8. Install AC Single Supply

### Single Faucet Installations

- Connect the faucet wire to the AC supply.
- Plug the AC supply into the wall outlet.
- Secure the excess wire under the counter.

**IMPORTANT!** The area in front of the sensor must be free of objects during the 2 minute learning cycle or faucet may not function properly.

- Allow 2 minutes for the sensor to cycle through the automatic sensing distance.



## 9. Install AC Multi-Outlet Supply

### Multiple Faucet Installations - AC Only

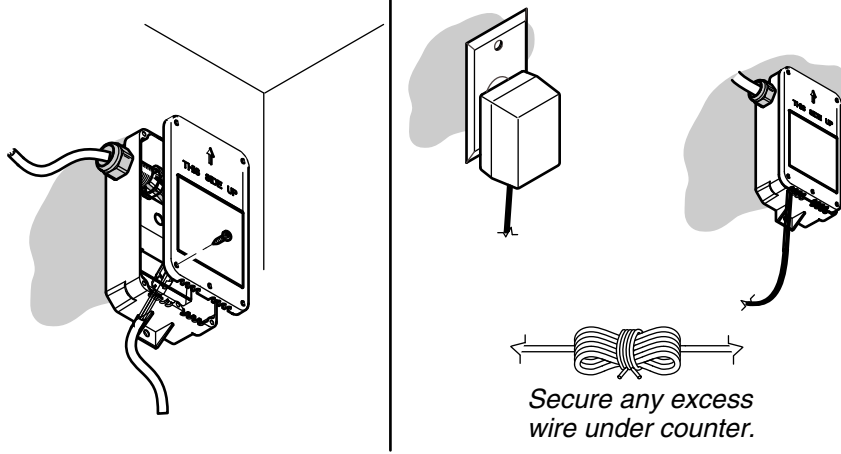
- Mount the AC supply under the counter using two screws (not supplied). Orient as shown.
- Remove the cover.
- Connect the faucet wire to the faucets.
- If needed, cut and strip the AC supply wires to length.
- Connect the stripped ends to the bottom terminal block (TB2) in the supply box.

**NOTE:** If a hard wired installation is required go to the next installation section.

- Plug the AC supply into the wall outlet.
- Secure any excess wire under the counter.

**IMPORTANT!** The area in front of the sensor must be free of objects during the 2 minute learning cycle or the faucet may not function properly.

- Allow 2 minutes for the sensor to cycle through the automatic sensing distance.



## 10. Hard Wire Installation



**CAUTION: Risk of electric shock.** Make sure the power has been disconnected before performing the following procedures.

- Loosen the terminal block screws and remove the wires from the top terminal block.
- Loosen the outside nut of the strain relief and remove the power cord.
- Put the supply wires through the strain relief and connect them to the top terminal block.

**NOTE:** If a hard wired installation is required the strain relief may need to be replaced depending on the wire used.

- Tighten the nut on the strain relief.
- Replace the cover, and install and tighten the four screws.
- Turn on the AC supply power.
- Secure any excess wire under the counter.

**IMPORTANT!** The area in front of the sensor must be free of objects during the 2 minute learning cycle or the faucet may not function properly.

- Allow 2 minutes for the sensor to cycle through the automatic sensing distance.

## 11. Complete the Installation

**NOTE:** Avoid the area in front of the sensor for 2 minutes after connections are complete. The sensor will not function correctly if it is triggered in the first 2 minutes. Disconnect and reconnect the power to reset the sensor.

- Avoid the area in front of the sensor for 2 minutes.
- Install the faucet trim following the directions provided.
- Turn the water on.
- Test the faucet.
- Check for leaks.

## Warranty

### **KOHLER® Electronic Faucets, Valves and Controls FIVE-YEAR LIMITED WARRANTY**

Kohler Co. warrants that its electronic faucets, valves and controls will be free of defects in material and workmanship during normal residential use for five years from the date the product is installed. This warranty applies only to electronic faucets, valves and controls installed in the United States of America, Canada and Mexico ("North America").

If a defect is found in normal residential use, Kohler Co. will, at its election, repair, provide a replacement part or product, or make appropriate adjustment where Kohler Co.'s inspection discloses any such defect. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty\*. Proof of purchase (original sales receipt) must be provided to Kohler Co. with all warranty claims. Kohler Co. is not responsible for labor charges, installation, or other incidental or consequential costs other than those noted above. In no event shall the liability of Kohler Co. exceed the purchase price of the faucet, valve or control.

If the electronic faucets, valves or controls are used commercially or are installed outside of North America, Kohler Co. warrants that the faucet, valve or control will be free from defects in material and workmanship for one (1) year from the date the product is installed, with all other terms of this warranty applying except duration.

If you believe that you have a warranty claim, contact your Home Center, Dealer, Plumbing Contractor or E-tailer. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from whom the product was purchased and the installation date. Also include your original invoice. For other information, or to obtain the name and address of the service

## Warranty (cont.)

and repair facility nearest you, write Kohler Co., Attn: Customer Care Center, Kohler, Wisconsin 53044 USA, or by calling 1-800-4-KOHLER (1-800-456-4537) from within the USA and Canada, and 001-800-456-4537 from within Mexico, or visit [www.kohler.com](http://www.kohler.com) within the USA, [www.ca.kohler.com](http://www.ca.kohler.com) from within Canada, or [www.mx.kohler.com](http://www.mx.kohler.com) in Mexico.

**THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**KOHLER CO. AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.** Some states/provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state/province to state/province. This warranty is to the original consumer purchaser only, and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer.

This is Kohler Co.'s exclusive written warranty.

**\*Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome. This will void the warranty.**

## Troubleshooting

**NOTE:** For service parts information, visit your product page at [www.kohler.com/serviceparts](http://www.kohler.com/serviceparts).

This troubleshooting guide is for general aid only. For service and installation issues or concerns, call 1-800-4KOHLER.

Symptoms	Probable Causes	Recommended Action
1. No water flow.	<b>A.</b> Filter is plugged. <b>B.</b> Sensor eyes are dirty.	<b>A.</b> Clean or replace the filter. <b>B.</b> Wipe the sensor eyes with a damp soft cloth. Wipe dry with a dry soft cloth.

<b>Troubleshooting (cont.)</b>		
<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
	<p><b>C.</b> Water not turned on.</p> <p><b>D.</b> Incorrect installation.</p> <p><b>E.</b> The aerator is plugged.</p> <p><b>F.</b> Sensor eyes are scratched.</p> <p><b>G.</b> A flex hose is kinked.</p> <p><b>H.</b> Power supply is interrupted.</p> <p><b>I.</b> No power.</p> <p><b>J.</b> Bleed hole in diaphragm is plugged or debris exists on the seal.</p> <p><b>K.</b> Solenoid does not work.</p>	<p><b>C.</b> Verify that the water supply is turned on and that pressure is at least 20 psi (137 kPa).</p> <p><b>D.</b> Verify that the faucet is mounted as instructed in the installation instructions. Ensure that the sensor eyes are above the rim of the sink. Refer to the installation instructions.</p> <p><b>E.</b> Remove and clean the aerator. For calcium/mineral deposits, soak the plastic insert in a 50:50 mix of water and vinegar. Soak only the plastic insert.</p> <p><b>F.</b> Replace the sensor assembly.</p> <p><b>G.</b> Check the flex hoses to make certain they are not kinked. If a flex hose is kinked, disconnect it, straighten, and reconnect.</p> <p><b>H.</b> Wait 2 minutes after power is restored, as the sensor cycles through the learning cycle.</p> <p><b>I.</b> Replace the power supply.</p> <p><b>J.</b> Clean or replace the diaphragm.</p> <p><b>K.</b> Install a new solenoid assembly.</p>
2. Low flow.	<p><b>A.</b> Filter is plugged.</p> <p><b>B.</b> Supply pressure is low.</p> <p><b>C.</b> Aerator is plugged.</p>	<p><b>A.</b> Clean or replace the filter.</p> <p><b>B.</b> Check incoming water pressure. Pressure should be at least 20 psi (137 kPa).</p> <p><b>C.</b> Remove the aerator and clean it. For calcium/mineral deposits, soak the aerator plastic insert in a 50:50 mixture of vinegar and water. Soak only the insert and no other components.</p>

<b>Troubleshooting (cont.)</b>		
<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
3. Constant water flow.	<p><b>A.</b> Filter is plugged.</p> <p><b>B.</b> Diaphragm seal is damaged or dirty.</p> <p><b>C.</b> Solenoid does not work.</p>	<p><b>A.</b> Clean or replace the filter.</p> <p><b>B.</b> If the diaphragm is cut or torn, order a new diaphragm assembly. Clean or replace the diaphragm.</p> <p><b>C.</b> Install a new solenoid assembly.</p>
4. Sporadic water flow.	<p><b>A.</b> The faucet is angled incorrectly to deck or misaligned with user area.</p> <p><b>B.</b> The wires are pinched or damaged.</p>	<p><b>A.</b> Verify that the faucet is mounted according to the installation instructions. Ensure that the faucet is installed in a position that is above the rim of the sink.</p> <p><b>B.</b> Remove the spout and verify that the wires are tucked inside the spout before reassembling.</p>
5. Sensor flashes once approximately every 2 seconds. The product continues to operate.	<b>A.</b> Low voltage.	<b>A.</b> Replace the power supply.
6. Sensor flashes once approximately every 2 seconds. The product does not operate.	<b>A.</b> Low voltage.	<b>A.</b> Replace the power supply.