

You can use this document to determine the cause of an IPEE Buddy flushing system malfunction.

Issue		Cause	Solution
Buddy doesn't react to user presence		Power is off	Check power supply
		Bad wiring	Check cable connections
		Power supply is defective	Check output power supply & replace if necessary
Water keeps running after flush		Short power failure occurred	Perform a manual flush
		Outflow mechanism is under mechanical stress	Slightly relax the Buddy mounting bracket by loosening the screws
		Servo motor failure	Check if servo bracket is horizontal in rest position. Contact TechSupport.
Buddy detects user when no one is present		Obscured ToF sensor(s)	Clean glass screen
		Faulty room settings	Adjust 'Room setting' in the IPEE App
		An object is in the detection field of the sensor	Remove the object
Buddy flushes unprompted. Perform a manual flush.	White logo during flush	Obscured ToF sensor(s)	Clean glass screen
	Orange logo during flush	No communication with Spectre	Check cable connections
Buddy doesn't flush automatically. Perform a manual flush.	Red LED circle	The system detected a blockage and activated flood prevention	Check drain pipes
	No flush	Water supply is turned off	Turn on water supply
		Actuator set improperly installed	Check setup of Actuator set
	Red logo during manual flush	Spectre isn't calibrated	Calibrate Spectre
Buddy flushes insufficiently		Faulty flush volume settings	Check type of toilet and adjust 'Flush volume' in IPEE App
		Cistern filled incompletely or late	Check frame filling mechanism
Buddy flushes (too) late		'Flush Delay' not suitable for location	Adjust 'Flush Delay' in IPEE app
Buddy flushes (too) soon		'Flush Delay' not suitable for location	Adjust 'Flush Delay' in IPEE app
Red LED circle after calibration: failed calibration		Water supply is turned off	Turn on water supply
		Drain is clogged	Check drain pipes
		Technical failure	Contact TechSupport
Red LED circle when user is detected		The system detected a blockage and activated flood prevention	Check drain pipes