



## **Attached list 1: Common After-sales Problems of SAYO Ultrasonic Sink and Solutions**

### **1. The machine cannot start up when the power button is pressed on the touchscreen**

**Cause:** the starting switch of the power button is equipped with the 3-second delay technology;

**Solution:** touch the Power position on the touch screen with your finger and hold it for 3 seconds.

### **2. The sink suddenly loses power**

**Cause:** several factors, including leakage of the main power supply in your home and transient interference by high current;

**Solution:** check if the leakage protection switch on the main power plug is disconnected; if yes, repress it.

### **3. The indicating lamp on the touch screen keeps flashing and “E” is shown on the button panel.**

**Cause:** the protecting device of the intelligent driver starts up, since the self-check of the machine is interrupted by an external factor;

**Solution:** disconnect the power plug and all other connectors and reconnect them; if the problem is not solved, return the intelligent driver to the manufacturer for readjustment of the internal software.

**4. The main power plug indicates that the power is connected, but all the indicating lamps on the touch screen are out, and the machine cannot start up.**

**Cause:** (1) Internal failure of the intelligent driver

(2) Failure of the touchscreen and wire

(3) Wrong insertion direction of the plug of the touch screen to the intelligent driver

**Solution:** (1) Replace with an intelligent driver of the same model and return the old one to the manufacturer for troubleshooting;

(2) Replace the circuit board and connecting wire inside the touch screen, loosen the screw under the touch screen, open the bottom cover and replace the internal circuit board and connecting wire.

(3) The four-pin plug of the touch screen to the intelligent driver has direction instruction on it. Please insert it correctly.

**5. The touchscreen (7843L/7843H/8143H) does not work**

**Cause:** (1) Internal failure of the intelligent driver

(2) There's water inside the button panel

**Solution:** (1) Replace with an intelligent driver of the same model and return the old one to the manufacturer for troubleshooting;

(2) Replace the circuit board and connecting wire inside the button panel. Remove the film on the button panel to expose the screw, loosen the screw, and remove the circuit board. If obvious rust spots are found, there's water inside it. Replace the circuit board, and coat a new film without bubbles in it (the film is produced by 3M USA with good water-proof performance; water penetration can be avoided only if there's no bubble in the new film when being coated.)

**6. The sink starts up once the power is connected, and the buttons or touch screen is out of control**

**Cause:** (1) The buttons or touch screen fails

(2) The intelligent driver plug has water in it and is thus short-circuited

**Solution:** (1) Sink with button panel: replace the button panel and the circuit board and

connecting wire inside it. Remove the film on the button panel to expose the screw, loosen the screw, and remove the circuit board. If obvious rust spots are found, there's water inside it. Replace the circuit board, and coat a new film without bubbles in it (the film is produced by 3M USA with good water-proof performance; water penetration can be avoided only if there's no bubble in the new film when being coated.)

Sink with touch screen: replace the circuit board and connecting wire inside the touch screen, loosen the screw under the touch screen, open the bottom cover and replace the internal circuit board and connecting wire.

(2) Replace with a new intelligent driver and return the old one to the manufacturer for repair.

**7. The sink sometimes works and sometimes not, no obvious vibration is sensed in the water, and there's no obvious abnormal noise**

**Cause:** the connecting wire between the transducer and intelligent driver has loose weld or bad contact.

**Solution:** return the sink to the manufacturer for repair, which will be subject to replacement of the connecting wire and re-treatment of the welds.

**8. The sink has abnormal noise but generates no vibration during operation**

**Cause:** the transducer falls off

**Solution:** return the sink to the manufacturer for repair

**9. The automatic drainer does not hold water (pressed type)**

**Cause:** the plug rod of the automatic drainer is not adjusted to a sufficient length, and thus does not well contact with the automatic drainer at the bottom.

**Solution:** adjust the length of the plug rod, and check if the rubber gasket is flat. The water level in the sink shall not be too low.

**10. The drainer is not installed in a balanced way and is easily inclined**

**Cause:** the drainers of the main sink and auxiliary sink are connected in a wrong way and adjusted inappropriately.

**Solution:** install the bend under the main sink and the regulating pipe under the auxiliary sink, to avoid water from being held in the pipe.

**11. The ball valve not completely sealed, and has water drips or stops water slowly**

**Cause:** the ball valve is not completely sealed

**Solution:** replace the faucet within the warranty period (the faucet warranty period is 1 year)

**12. White spots are found in the hand-made sink**

**Cause:** since the hand-made sink is thick, it collects energy while transmitting energy, resulting in white spots.

**Solution:** this is a normal situation which does not affect the service life and effect.

**13. For the sink with a cover, the cover cannot be opened when water is drained**

**Cause:** vacuum is formed inside the enclosed space during draining.

**Solution:** try to drain water with the cover open, or wait for air flowing into the overflow hole. Do not open the cover by force.