



# Troubleshooting

## **Rain Deck Sof-touch activation**

### **Activation of the timer box and sensor is not working properly**

#### **1. Splash pad is activated without touching the sensor.**

A. Inspect the sensor to see if water is activating it. If so adjust the sensor screw at the bottom of the sensor counter clockwise until a full press of a bare hand or foot turns the light on. Once pressed the light should turn on and depressed the light turns off.

B. Verify the wiring of the Sof-Touch timer box to the sensor is correct. Check connections to verify there is no cross connecting wires. Have a licensed electrician check for continuity of the lines to the sensor. If the sensor is bad please contact Rain Deck to purchase a new one.

#### **2. Splash pad won't activate when the sensor is touched.**

A. Verify power is getting to the timer box labeled "Rain Deck" and that it has 120v power to it. If there is power to the timer box, touch the sensor with a bare hand for a post mount or a bare foot for a foot sensor.

B. If the timer box does not activate, check to make sure power is getting to the sensor. To do this, take the sensor out of the post or ground plate. Check to see if the small led light at the bottom of the sensor lights up when touching the top of the sensor. If the light does not turn on then there is a connection problem to the sensor. Check adjustment screw on the bottom of the sensor next to the light. Counter clockwise adjustments creates a LESS sensitive activation. Clockwise adjustments creates a MORE sensitive activation. Check the connections to verify the sensor is wired properly to the wires inside the post mounted puck or the foot mounted plate. To test the connection loss, disconnect the sensor wires from the timer box wires by opening the timer box and disconnecting the wire nuts. Then take the 2 low voltage wires that connect internally inside the box and touch them together momentarily and pull back apart. This should activate the timer box and turn on the outlet. If this works, then there is a sensor issue or

the wiring to the sensor. Have a licensed electrician check for continuity of the lines to the sensor. If the sensor is bad please contact Rain Deck to purchase a new one.

C. If the light turns on when a bare hand has been applied to the top of the sensor and nothing turns on, check the connections from the sensor to the timer box. Also check the outlet under the timer box to see that there are 120v to the outlet. Check step 3. "Inspect the Rain Deck Sof-Touch timer box".

D. If the light is on the bottom of the sensor and nothing is activating it, then there is a sensitivity adjustment needed. To adjust the sensitivity adjust the set screw at the bottom of the sensor counter clockwise till the light turns off. Then make small adjustments to the adjustment screw until a full press of the hand activates the light when touched and when released the light turns off. If no adjustments work and the light stays on then check to make sure connections are good. If verification of the wiring is complete and the sensor is not turning off then a new sensor will need to be installed. Contact Rain Deck to purchase a new sensor.

### **3. Testing the Raindeck Sof-Touch timer box.**

A. Open the box by removing the (4) face screws.

B. Locate the low voltage wires coming into the box from the sensor and disconnect them from the wires that connect to the relay and transformer.

C. To test the box, touch the 2 low voltage wires (the wires that were connected to the sensor wires) momentarily to each other. Determine if the wires activate the outlet attached to the timer box. If this does not activate the timer box then contact Rain Deck to purchase a new one.

For further questions please contact Rain Deck for support. 1-888-445-RAIN (7246)