



PROJECT		REF		REV	ITEM CODE	
LOCATION		DATE			PAGE	

SANITARY WARE SPECIFICATION SHEET

Item Descriptions	Stern (Israel) "Tubular" Chrome plated wall mounted sensor faucet in 9V DC Supply with IP67 waterproof battery box	Illustration/ Drawing
Dimensions	170 mm Long	
Model	Tubular 2030 B	
Code Number	350300	
Finish	Chrome Plated	
Supplier	Acme Sanitary Ware Co. Ltd Mr. Eric Wong/ Mr. Don Yuen	
Contact Tel/Fax	(852) 2388-7171 / (852) 2710-8012	
E-mail	acme@acmesanitary.com.hk	
Website	www.acmesanitary.com.hk	

TUBULAR 2030 B
Ref # 350300

Touch-free wall-mounted electronic faucet. Activated by an infrared sensor. For concrete and brick wall installations. For cold or premixed water. Chrome plated body, other finishes available. Adjustable setting by remote control: sensor range, security time, delay in, delay out, on-off and reset to factory settings.

Application:

Wall-mounted faucet. Combines a minimalistic design with vandal resistant features. Helps washrooms stay clean and saves water. Easy installation. Long lasting even in the harshest installation sites. Ideal for shopping malls, sport facilities and entertainment centers.

Use:

The faucet will automatically activate when users place their hands in the sensor range and will stop once the users remove their hands.

ORDERING INFORMATION		PRODUCT AT A GLANCE	
PRODUCT NAME	REF NUMBER		
Tubular 2030 B	350300	Installation	Concealed installation
Tubular 2030 E	350400	Power source:	IP 67 battery box with 6 x 1.5V AA Alkaline batteries or 9V transformer.
Tubular 2030 LB	350310	Water flow	6 LPM / 1.58 GPM Optional upon special request 4 LPM / 1 GMP
Tubular 2030 LE	350410	Water Supply	Cold or premixed water
		Water temperature:	Max 70°.
		Operating pressure:	0.5-8.0 bar (15.0 - 116.0 PSI).

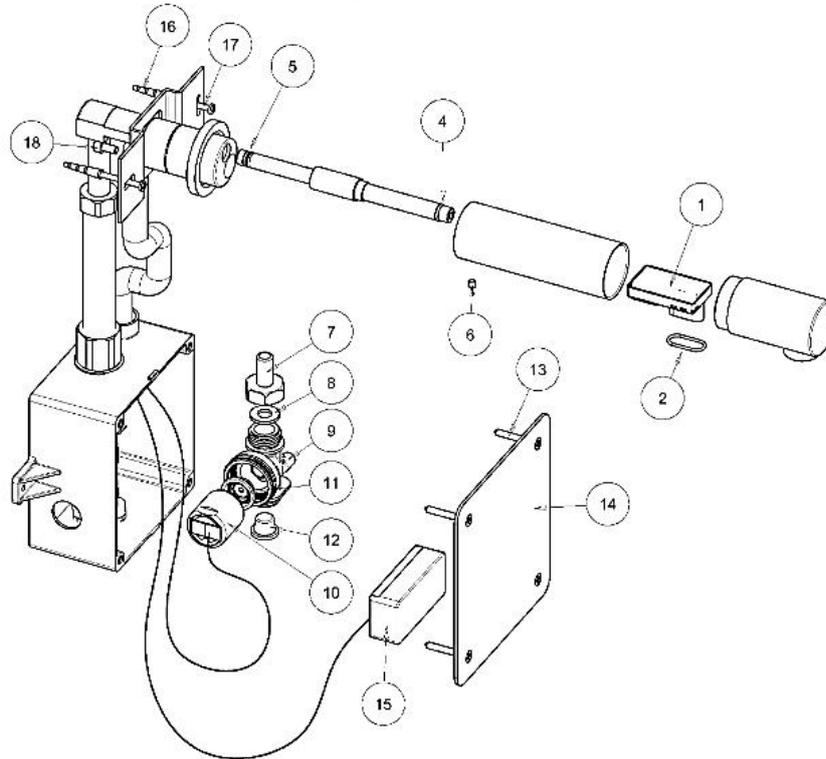
- Installation:**
Wall mounted concealed
- Water supply:**
Cold or premixed water (1 inlet)
- Water temperature:**
Max 70 °C
- Operating pressure:**
0.5 - 8.0 bar
- Power source:**
IP67 battery box
- Stern Soap & Water:**
Tubular matching soap dispenser

* All information of the above is for the reference only. No prior notice is made if any changes.



SPARE PARTS LIST

Tubular 2030 (350300)



Quantity	Part Number	Description	Cat. No.
		Seals and Screws Kit	07210020
1	2	O-ring	
1	4	O-ring	
2	5	O-ring	
1	6	Screw	
4	13	Screw	
2	16	Anchor	
2	17	Screw	
1	18	Screw	
	-	Panel Kit	07210137
1	14	Panel	
4	13	Screw	
	-	Self Adaptive Sensor Kit	07220056
1	1	Self Adaptive Sensor	
1	2	O-ring	
	-	Solenoid & Housing Kit	07231010
1	12	Solenoid	
1	11	Diaphragm	
1	9	Solenoid valve's body	
1	10	Filter	
		Nipple Kit	07246002
1	7	Nipple	
1	8	Gasket	
	11	Diaphragm	04500001
	10	Filter	08530013
	15	Battery box	06530008

Note: In order to locate the relevant spare part, please check the corresponding parts and part number in the drawing. Minimum order quantity will be required.

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INSTALLATION/INSTALACIÓN

TUBULAR 2030B / 2030E

STEP 1 – INSTALLING THE FAUCET/ PASO 1 – INSTALACIÓN DEL GRIFO

1

(EN) Shut off the water supply.

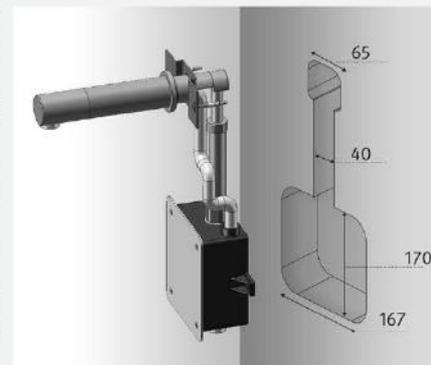
(ES) Cierre el suministro de agua.



2

(EN) Cut an adequate opening in the wall according to the dimensions of the product box, the cables sleeve, the rigid pipe (not supplied) and the product base with the support.

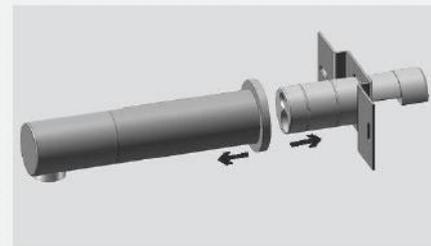
(ES) Haga un orificio en la pared acorde a las dimensiones de la caja del producto, el manguito para los cables, el tubo rígido (no suministrado) y la base del producto junto con el soporte.



3

(EN) Dismantle the faucet base.

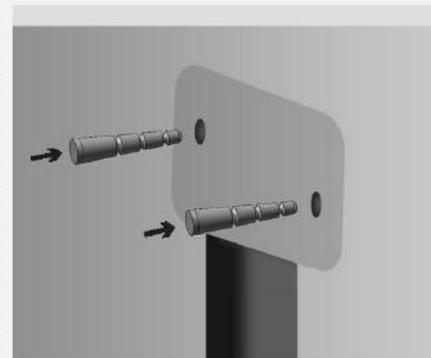
(ES) Desmonte la base del grifo.



4

(EN) Drill two small holes for the product base support and drive the anchors in.

(ES) Taladre dos agujeros pequeños para el soporte de la base del producto e introduzca los tacos.





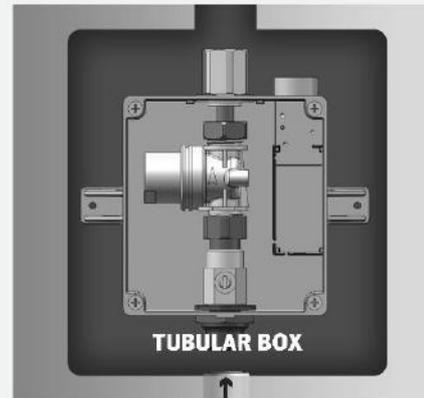
INSTALLATION/INSTALACIÓN

TUBULAR 2030B / 2030E

5

(EN) Insert the product box through the wall and connect the water supply pipe (not supplied) to the nipple at the bottom of the product box (make sure it is connected to the water inlet).

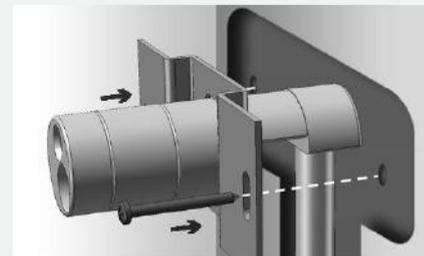
(ES) Inserte la caja del producto a través de la pared y conecte la tubería de entrada de agua (no suministrada) al racor de la parte inferior de la caja del Tubular (asegúrese de que está conectado a la entrada de agua).



6

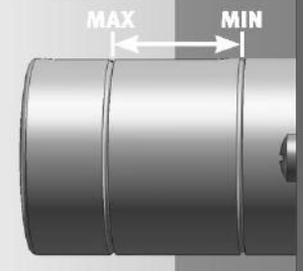
(EN) Mount the product base with the support through the wall opening, and secure the base support to the two small holes using 2 screws. Make sure that the base is leveled to the center.

(ES) Monte la base del producto junto con el soporte a través del orificio de la pared, y atomille el soporte a los dos agujeros pequeños, utilizando dos tornillos. Asegúrese de que la base está centrada.



(EN) IMPORTANT: The product base should be installed so that the outside surface of the finished wall falls between the minimum and maximum lines marked at the base.

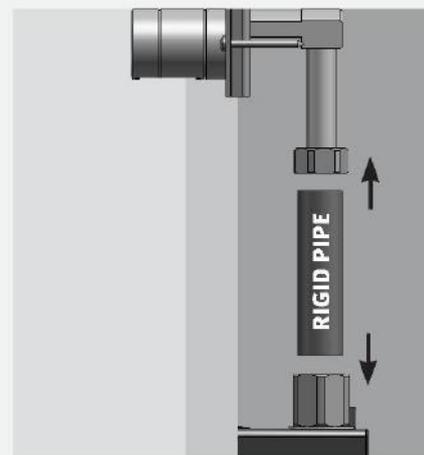
(ES) IMPORTANTE: La base del producto debería estar instalada de tal forma que la superficie exterior de la pared terminada quede entre las líneas de mínimo y máximo marcadas en la base.



7

(EN) Assemble the rigid pipe (not supplied) from the nipple at the box to the inlet at the product base.

(ES) Conecte el tubo rígido (no suministrado) al racor de la caja y a la entrada de la base del producto.





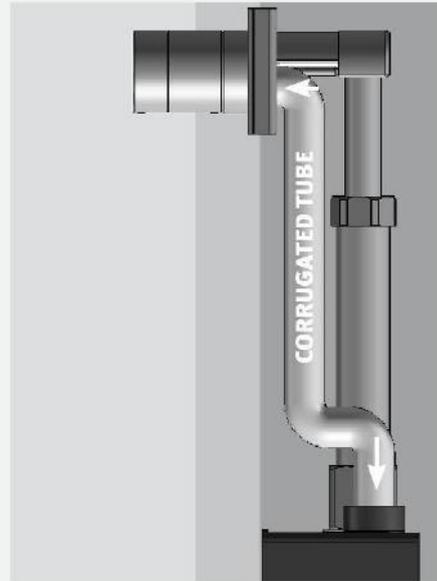
INSTALLATION/INSTALACIÓN

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8

(EN) Assemble the corrugated tube with the connectors between the product base and the box.

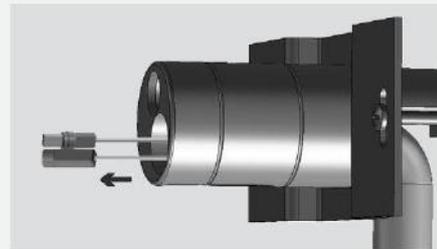
(ES) Monte el tubo corrugado con los conectores entre la base del producto y la caja.



9

(EN) Pull the power supply wires (transformer/battery) and sensor cable out of the product base.

(ES) Saque los cables de la fuente de alimentación (transformador/pila) y el cable del sensor a través de la base del producto.



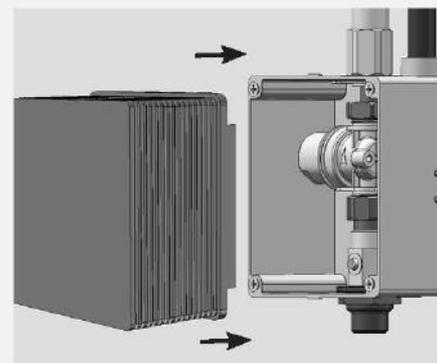
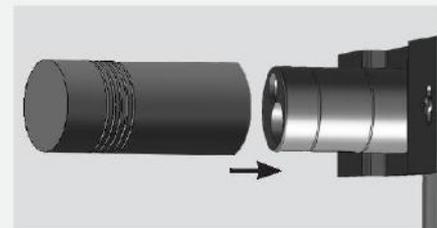
10

(EN) Assemble the mud guard cover and temporary cover to the product box and base accordingly.

NOTE: the MIN and MAX marks on the box

(ES) Monte la cubierta protectora y la cubierta temporal en la caja y base del producto.

NOTA: Fíjese en las marcas MÍN y MÁX de la caja.





INSTALLATION/INSTALACIÓN

TUBULAR 2030B / 2030E

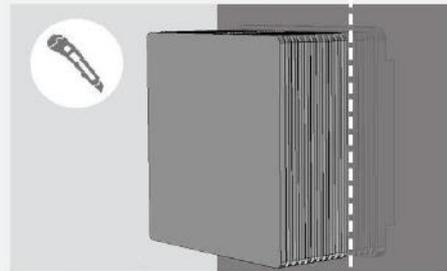
11

(EN) Once the works on electricity, plumbing and tiles have been finished:

- a. Cut the temporary protective cover at the proper mark in wall level.
- b. Cut the box mud guard cover wherever required by the installation.

(ES) Una vez finalizados los trabajos de electricidad, fontanería y alicatado:

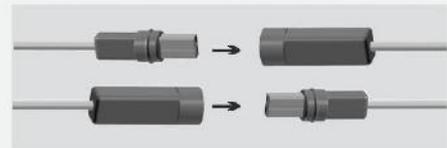
- a) Corte la cubierta protectora temporal de la base por la marca que queda a nivel de la pared.
- b) Corte la cubierta protectora de la caja por donde lo requiera la instalación.



12

(EN) Connect the connectors protruding out of the product spout to the ones coming from the corrugated tube.

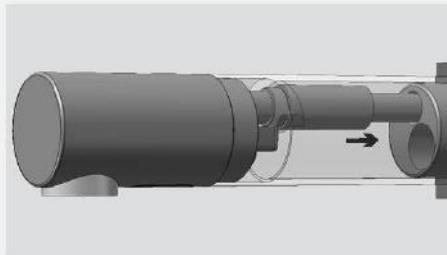
(ES) Conecte los conectores que sobresalen del caño del producto a los que salen del tubo corrugado



13

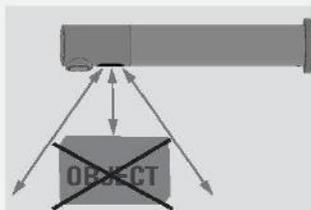
(EN) Fix the product spout by inserting the nipple into the product base. Make sure that this area is clean before proceeding. Secure the screw with the Allen key. Make sure that the aerator at the product spout will be installed facing the washbasin.

(ES) Fije el caño del producto insertando la pieza que sobresale en la base del producto. Asegúrese antes de que la zona esté limpia. Apriete el tornillo con la llave Allen. Compruebe que el aireador del caño del producto quede instalado orientado hacia el lavabo.



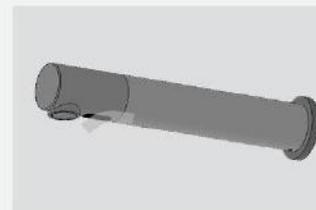
(EN) Important: This product includes a self adjusting sensor. The ideal sensor range for the specific location will be set automatically.

(ES) IMPORTANTE: Este producto incorpora un sensor autoadaptativo. El rango del sensor idóneo e ajustará automáticamente



(EN) Before proceeding, check that no objects are in front of the sensor besides the washbasin.

(ES) Antes de proceder, compruebe que no haya ningún objeto delante del sensor, aparte del lavabo.



(EN) Now, remove the protective sticker that covers the sensor.

(ES) Ahora retire la pegatina protectora que cubre el sensor.



INSTALLATION/INSTALACIÓN

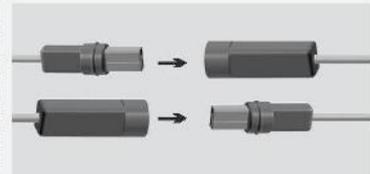
TUBULAR 2030B / 2030E

STEP 2 - CONNECTING THE POWER SUPPLY/ PASO 2 - CONEXIÓN DEL SUMINISTRO DE AGUA

1

(EN) Connect the connectors protruding out of the corrugated tube to the ones in the product box. If your model is Tubular 2030E, plug the transformer into the electricity socket.

(ES) Conecte los conectores que sobresalen del tubo corrugado a los de la caja del producto. Si su modelo es Tubular 2030E, enchufe el transformador a la toma de electricidad.



2

(EN) After you have connected the power source (Battery or Transformer) wait 15 seconds in order to allow the system to set the ideal sensor range. As an indication that the self adjusting is taking place, a LED in the sensor eye will flash continuously. **The solenoid valve will be opened and closed for 1 second as an indication that the ideal sensor range is set and the product is ready for use.**

(ES) Una vez conectada la fuente de alimentación (pila o transformador), espere 15 segundos para permitir al sistema establecer el rango idóneo del sensor. El indicativo de que se está realizando el autoajuste es el parpadeo continuo de la luz del sensor. **La válvula solenoide se abrirá y cerrará durante un segundo como indicativo de que el rango idóneo se ha establecido y que el producto se encuentra listo para su uso.**

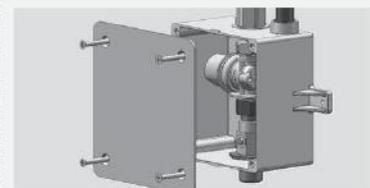


ABOUT/ APROX.
15
SECONDS/ SEGUNDOS

3

(EN) Assemble the permanent panel on the product box using the four screws provided.

(ES) Atornille el panel permanente a la caja del producto con los cuatro tornillos suministrados.



4

(EN) Turn on the central water supply and check for leaks.

(ES) Abra el suministro general de agua. Compruebe que no haya fugas.



(EN) NOTE: product includes a special aerator that allows you to adjust the water stream direction on site in order to prevent water splashing if needed. To change the angle of the water stream, simply move the adjustable tilting plate by pressing it smoothly.

ATTENTION! the aerator is tightened to prevent removal by hand.

(ES) NOTA: Este producto incluye un aireador especial que permite al usuario ajustar in situ la dirección del chorro de agua en caso necesario, para evitar salpicaduras. Para modificar el ángulo del chorro de agua, simplemente mueva la lámina basculante ajustable con una ligera presión.

¡ATENCIÓN! El aireador está fuertemente apretado para evitar que se pueda extraer manualmente.



**(EN) TROUBLESHOOTING**

PROBLEM	INDICATOR	CAUSE	SOLUTION
No water coming out of the faucet:	1. Sensor flashes continuously when user's hands are within the sensor's range.	Low battery.	Replace battery
	2. LED in the sensor does not flash once when user's hands are within the sensor's range.	1. Range is too short.	Increase the range
		2. Range is too long.	Decrease the range
		3. Battery is completely used up	The battery must be replaced.
		4. Unit is in "Security Mode"*	
	3. LED in the sensor flashes once when user's hands are within the sensor's range.	5. Sensor is picking up reflections from the washbasin or another object.	Eliminate cause of reflection.
1. Debris or scale in solenoid.		Unscrew solenoid, pull out the plunger and the spring from the solenoid and clean them. Use scale remover material if needed. When replacing the plunger, please make sure that the spring is in vertical position.	
Water flow from spout does not stop:	1. Sensor flashes once when user's hands are within the sensor's range.	2. The central orifice in the diaphragm is plugged or the diaphragm is torn	Clean the orifice or replace diaphragm.
		3. The water supply pressure is higher than 8 bar.	Reduce the supply water pressure.
	2. LED in the sensor does not flash once when user's hands are within the sensor's range.	4. The water supply pressure is under 8 bars and yet the pressure in the faucet's body is higher. This situation could be caused by a sudden increase in the water supply pressure that the backcheck prevents from dropping, even after water supply pressure drops under 8 bars.	Shut off water supply and unscrew one of the flexible pipes in order to reduce the pressure that blocks the product.
		1. Debris or scale in diaphragm	Clean the orifice or replace diaphragm.
Water flow diminished	2. Connectors between the electronic unit and the Dual power input box are disconnected or not connected properly	Connect the connectors properly. Refer to pages 8/13/17 to see how.	
	1. Sensor is dirty or covered.**	Clean or eliminate cause of interference.	
	2. Sensor is picking up reflections from the washbasin or another object.	Decrease the range or eliminate cause of reflection.	
		Filter or aerator is clogged	Remove, clean, re-install

* "Security Mode": If the sensor is covered for more than 90 sec. the faucet will automatically shut off water flow.

To return to normal operation remove any blockage.

** In this case, the water flow will stop anyway after 90 seconds because of the security time.