



PROJECT		REF		REV	ITEM CODE	
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SANITARY WARE SPECIFICATION SHEET

Item Descriptions	Stern (Israel) "D28" Chrome plated wall mounted sensor faucet in AC Supply with 5m wire AC 110-240 Vac 50/60Hz to 9V 0.3A IP68 waterproof switching transformers	Illustration/ Drawing
Dimensions	220 mm Long	
Model	D28 E	
Code Number	352100	
Finish	Chrome Plated	
Supplier	Acme Sanitary Ware Co. Ltd Mr. Eric Wong/ Mr. Wilson Hung	
Contact Tel/Fax	(852) 2388-7171 / (852) 2710-8012	
E-mail Website	acme@acmesanitary.com.hk www.acmesanitary.com.hk	

D28 E
Ref # 352100
 Touch-free wall-mounted electronic faucet. Activated by an infrared sensor. For cold or premixed water. Chrome plated body, other finishes available. Adjustable settings 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.

PRODUCT AT A GLANCE	
Installation	Concealed wall-mounted
Power Supply	• 9V battery • 9V Transformer
Operating pressure	0.5-8.0 bar / 7.0-116.0 PSI. For pressure over 8 bar use a pressure reducing valve
Water supply	Cold or premixed water
Water Saving Options	5 LPM / 1.32 GPM ;1.89 LPM / 0.5 GPM
Water temperature	70°C Maximum
Security Time	90 seconds. Adjustable by remote control

ORDERING INFORMATION			
MODEL	CODE	POWER	ADDITIONAL SPECIFICATIONS
D28	352000	9V battery	Concealed installation
D28 E	352100	9V transformer	

- Installation:**
Wall mounted duct concealed
- Water supply:**
Cold or premixed water (1 inlet)
- Water temperature:**
Max. 70 °C
- Operating pressure:**
0.5 - 8.0 bar
- Power source:**
9V Transformer



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



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21/2024 T/J(981/2024)

13 March 2025



**Approval of "STERN" Sensor Tap
(General Acceptance No. ZC20250168)**

Your letter dated 11 September 2024 and subsequent submissions received by this department up to 21 February 2025 refer.

Having considered the test report ref. J30303r1 issued on 19 February 2025 by Nutek Systems (HK) Ltd. and WRAS certificate, this Authority accepts that the fitting described below complies with, and its use when correctly installed does not contravene, the Waterworks Ordinance and Regulations.

Name of Manufacturer: Y Stern Engineering (1989) Ltd

Country of Origin: Israel

Brand: Stern

Details of Fitting: 1/2" Wall mounted sensor tap with 1 no. of flexible hose approved by UK's WRAS under ref. 2005316

Model: D28E

Body Markings: *Stern*

Expiry Date: 12 March 2030



This Authority hereby permits the use of the above fitting in fresh water plumbing systems subject to full adherence to Waterworks installation requirements. In particular, you are required to draw your customers' attention to the following requirement-

"A stop cock or gate valve must be installed at the upstream of the fitting for manual isolation of water supply." AND

"The main voltage operated sensor valve should comply with the electricity safety regulation for applications in bathroom, toilet etc."

A condition of this acceptance is that the fitting to be installed shall be replicas of the sample as certified by the testing agent mentioned above and without modifications. This acceptance may be withdrawn at any time if the standard of the fitting installed fails to meet that of the approved sample or if the fitting is found to be unsuitable for use in fresh water plumbing systems.

This acceptance is only applicable to the main body of the fitting, unless otherwise specified.

For the use of the fitting in any project, the General Acceptance Number of this letter must be quoted as a means of identification of acceptance of the fitting by this Authority.

Should you have any enquiries, please contact our Engineer Mr Albert CHOW at tel. no. 3583 4086.

Yours faithfully,



(Terry KUNG)

for Director of Water Supplies

Encl.

c.c. WSD 3321/1/82] - without catalogue
ME/MC] - with soft copy only



PROJECT		REF		REV	ITEM CODE	
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SPARE PARTS LIST

D28E (352100)

Quantity	Part Number	Description	Cat. No.
	-	Screws Kit	07210101
2	2	Screw	
1	4	Screw	
1	5	Screw	
	1	Nano Sensor	08004001
	-	Solenoid BS-Housing Kit	07231008
1	7	Solenoid valve's body	
1	8	Filter	
1	9	Nipple	
	-	Solenoid Valve Kit	07230017
1	11	Solenoid valve	
1	10	Diaphragm	
	10	Diaphragm	04500001
	6	Transformer	TBC

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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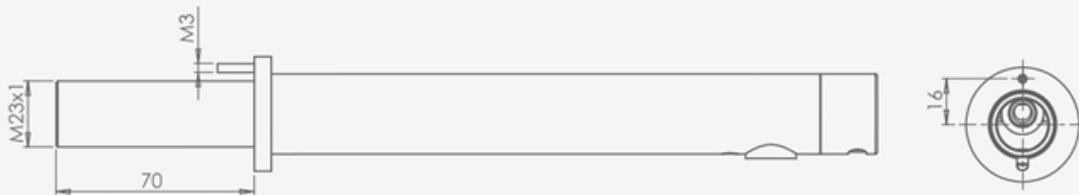


INSTALLATION

D28E

STEP 1 - INSTALLING THE FAUCET

1. Shut off the water supply
2. Drill a hole (26 to 27 mm) at the place where you want to install the faucet spout.
3. Your model includes an optional anti-rotation pin. Drill a small hole just above the previous one for the anti-rotation pin.



4. Insert the faucet and its attachments through the wall. The aerator in the faucet spout must face the washbasin.
5. Insert the anti-rotation pin into the small hole (if needed)
6. Fix the base behind the wall with the hexagonal nut and the disk.

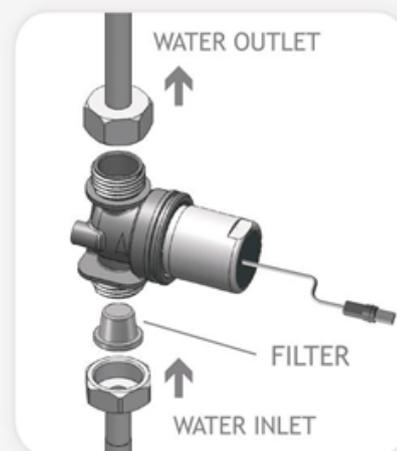
STEP 2 - CONNECTING THE WATER SUPPLY

1. Fit the flexible pipe coming from the faucet base to the solenoid valve housing.
2. Fit the water supply inlet to the inlet nipple at the solenoid valve housing.

Note: Make sure the filter is located at the solenoid inlet.

3. Connect the cable coming from the electronic unit to the solenoid valve.

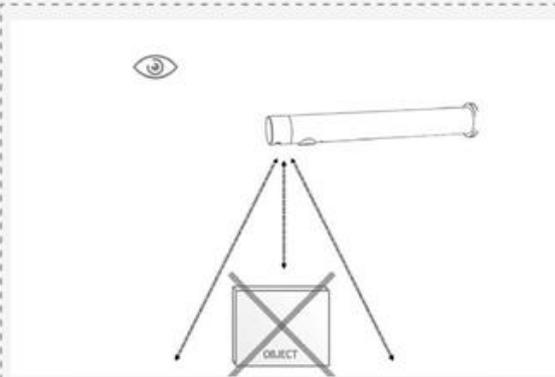
Important: The faucet was supplied with a self adjusting sensor. The ideal sensor range for the specific location will be set automatically.



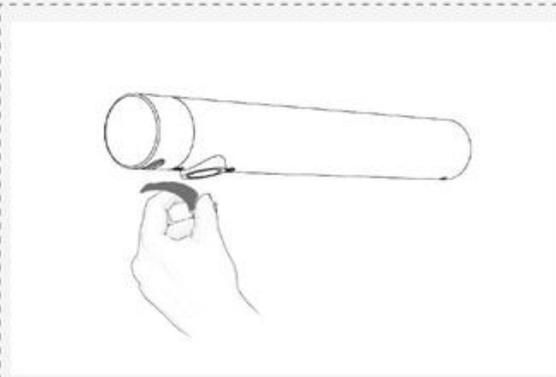


INSTALLATION

D28E



Before proceeding to step 3 check that no objects are in front of the sensor besides the washbasin.



Now, remove the protecting sticker that covers the sensor.

STEP 3 – CONNECTING THE POWER SOURCE

1. For D28: Connect the other cable coming from the electronic unit at the D28 base to the battery box.
2. For D28 E: Connect the other cable coming from the electronic unit at the D28 base to the transformer. Plug the transformer into the electricity socket.

3. 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 was set and the product is ready for use.**



4. Turn on the central water supply. Check for leaks.
5. If the automatically adjusted sensor range is not satisfactory, please refer to the section entitled “Settings adjustment”.



TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION
No water is coming out of the faucet:	1. 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. Unit is in "Security Mode"*		
	4. Sensor is picking up reflections from the washbasin or another object.	Eliminate the cause of reflection.	
	2. LED in the sensor flashes once when user's hands are within the sensor's range.	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.
		2. The central orifice in the diaphragm is plugged or the diaphragm is torn	Clean the orifice or replace the diaphragm.
		3. The water supply pressure is higher than 8 bar.	Reduce the supply water pressure.
		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 the water supply and unscrew one of the flexible pipes in order to reduce the pressure that blocks the product.
Water flow from spout does not stop:	1. Sensor flashes once when user's hands are within the sensor's range.	1. Debris or scale in diaphragm	Clean the orifice or replace the diaphragm.
		2. Connectors between the electronic unit and the Dual power input box are disconnected or not connected properly	Connect the connectors properly. <i>Refer to page 11.</i>
	2. LED in the sensor does not flash once when user's hands are within the sensor's range.	1. Sensor is dirty or covered.	Clean or eliminate the cause of interference.
		2. Sensor is picking up reflections from the washbasin or another object.	Decrease the range or eliminate the cause of reflection.
Water flow diminished		Filter or aerator is clogged	Remove, clean, re-install the filter or aerator

* "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 to re-establish operation.