



Frequently Asked Questions

Chicago Faucets' Electronic Faucets



Most electronic faucets have a lot of parts and require a lot of upfront work before installing. What makes HyTronic® different?

The product arrives fully assembled with 3/8" compression stainless steel hoses that can be installed directly into the stops. DC products can be operated almost immediately after the simple install. AC products require a connection to the power source prior to operation (no product disassembly is needed).

If I install product variations (lavatory, gooseneck, wall mount, AC and DC) do I have to stock a lot of different parts?

The HyTronic family is designed on the same base and use the same platform. The electronics module and solenoid are universal for all faucets.

How hard is it to replace the batteries on your faucet?

Both the HyTronic and E-Tronic® 40 provide easy battery replacement. There's absolutely no need to go below deck - water stops can remain open. Simply remove one screw to remove the spout. The battery is clearly visible and can be replaced in a couple of minutes. The estimated battery life is 3 years or 200,000 activations.

There are always complaints about electronic faucets not activating fast enough and users move from one faucet to another until one works. How do you address this problem?

The HyTronic and E-Tronic 40 faucets provide one of the fastest user detection systems on the market. The dual beam approach provides the most advanced way to recognize a user. DC units scan the environment 4 times a second and once the user is recognized increases to 6 times a second to provide continuous smooth water flow. AC units maintain a sampling rate of 6 times per second at all times.

My sink sizes vary. Can your HyTronic gooseneck satisfy these different applications?

Yes, you can order our deck and wall mount gooseneck products in a "less spout" configuration and pair with any Chicago Faucets spout that ranges between 3" - 12". A simple adjustment of the faucet's detection range assures product performance is not impacted. We also offer spouts with FC flow regulators.

In new projects, the building might not be occupied for months. To keep the traps wet, someone has to physically activate the faucets. In other locations, I get complaints that there is not enough hot water at the beginning of the day. Can your faucets help these situations?

HyTronic faucets feature a Hygiene mode that can resolve some of these issues. Using the Geberit Commander™ software, you can make the faucet come on at a certain time period after it was last used. You can also determine the amount of time you need the faucet to stay on.

We use a lot of metering faucets in our facility. Is there a way I can set an exact time needed for the faucet to stay open?

HyTronic faucets can be used as an electronic metering faucet with an activation time of 3 - 180 seconds and 1 - 5 seconds between activation cycles. The E-Tronic 40 has the same functionality, with an activation time of 3 - 60 seconds and 1 - 5 seconds between activation cycles.

We use stainless steel sinks and electronic faucets can make a lot of noise. How do Chicago Faucets electronic faucets address this problem?

Our electronic faucets are designed and tested to pass a strict EU test for plumbing fittings that requires noise levels below 20 db. - a drastic difference compared to other electronic faucets.

The environment in our restroom causes our electronic faucets to activate without anyone present. Can your faucets overcome this situation?

HyTronic faucets have a dual beam system which allows each beam to be individually turned off. Example: If the sink is too reflective and causes activation or overhead lights interfere with operation, either the upper or lower beam can be turned off.

Is it possible to convert the power source (AC to DC or DC to AC) of my HyTronic faucet?

We've made it easy to convert the power source for any existing HyTronic faucet installation.

AC to DC: No additional parts are needed. Simply replace the AC adaptor and AC wiring harness inside the body of your existing HyTronic faucet with a 6 volt lithium CRP2 battery.

DC to AC: You'll need to order an AC adaptor kit and a 12-volt transformer. Replace the existing battery with the AC adaptor and feed the wire through the base of the faucet then through the mounting harness below deck. Chicago Faucets offers two 12-volt transformers to help finish the job - a hardwire, multi-use transformer or a plug-in transformer.