Installation, Operations & Maintenance Manual
BestCare Ligature Resistant Faucets

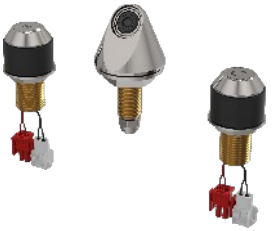
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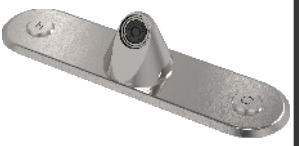
WH3378-HC-PPZ/-BAT



WH3377-PPZ/-BAT



WH3377-WFS-PPZ/-BAT



WH3377-8IN-PPZ/-BAT



WH3376-PPZ/-BAT



WH3376-WSF-PPZ/-BAT



WH3376-8IN-PPZ/-BAT

TECHNICAL ASSISTANCE TOLL FREE TELEPHONE NUMBER:
1-800-743-8259
Technical Assistance E-mail: Fieldservice@acorneng.com

IMPORTANT

To ensure proper installation review the manual thoroughly and verify rough-ins before beginning any work. File this manual with the owner or maintenance personnel upon completion of installation.

Manual covers installation of Faucets and standard valve assemblies used on basins **other than** Whitehall.
For "L" Designated Valve installation and location of valve, refer to ***specific*** Whitehall Basin manual for details.

FAUCET FLOW RATES-NOZZLE DETAILS:

1. WH3376-HC-PPZ - 0.5 GPM (1.9 LPM) - Part Number: 2998-110-000
   Optional -LFK Laminar Flow Restrictor Kit - 1.2 GPM (4.5 LPM), 1.5 GPM (6.7 LPM) & 1.75 GPM 6.6 LPM) - Part Number: 2998-140-001
2. WH3377-PPZ, WH3377-WFS-PPZ & WH3377-8IN-PPZ, WH3376-PPZ, WH3376-WFS-PPZ & WH3376-8IN-PPZ - 0.35 GPM (1.3 LPM) - Part Number: 2998-111-000
   Part Number: 2998-110-000 - 0.5 GPM (1.9 LPM). **Not intended for use** with Whitehall Basins due to incompatible Spray Arc.

IMPORTANT

- **NOTICE TO INSTALLER:**
- Review document carefully.
- **Prior to installation**, supply lines must be flushed of all foreign material such as pipe dope, chips, or solder. Debris or foreign material in water supply may damage valve.
- Teflon tape is recommended on all threaded waste and supply connections to reduce the possibility of leaks.
- Identify all component parts, and hardware: fasteners, brackets, clips, etc.
- **NOTE: An ASSE 1070 mixing valve is recommended to be installed prior to valve assembly.**
- **Single Temp Valve Assembly**: Recommended working water pressure is 30 PSI (2.07 bars) minimum to 100 PSI (6.89 bars) maximum. Maximum temperature is 130°F (54.4°C). Maximum outlet temperature is recommended is 105°F (40.6°C). Checkstop(s) are provided with this valve assembly.
- **T/P Mixing Valve Assembly**: Recommended working water pressure is 30 PSI (2.07 bars) minimum to 100 PSI (6.89 bars) maximum. Maximum hot water temperature is 180°F (82°C). Temperature adjustment range is 95°F-110°F (43°C-48°C). The valve assembly has internal checks on the inlets however, angle stop are to be provided by the installer.
- **Provide:** 110-120 VAC/60Hz/3A (MAX) electrical receptacle for factory supplied 120VAC/9VDC, 100mA plug-in transformer.
- **NOTE:** Receptacle(s) must be wired to a GFCI protected circuit. Fixture must be earth grounded per N.E.C. (National Electrical Code).
- **NOTE:** Faucets with -BAT option require (6) AA Batteries (not included). For proper operation, use only new, high quality Battery products.

Please refer to the Link or QR code provided.
For Cleaning & Care Guide:
Click Here

Please refer to the Link or QR code provided.
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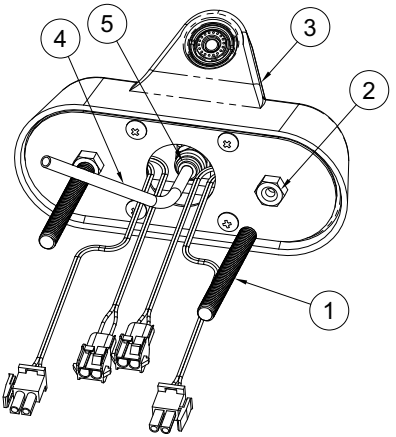
NOTE:

1. Provide 3-hole, 4" Centerset Deck openings with ø1" minimum to ø1-1/2" maximum holes for Faucet installation.

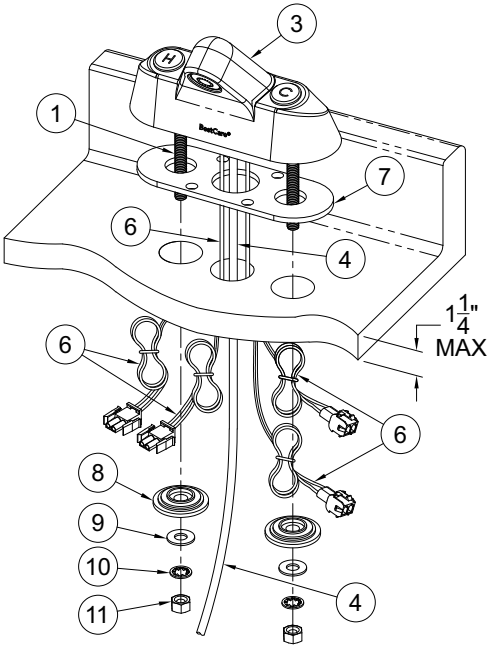
WH3378-HC-PPZ/-BAT

A- Install the Threaded Rod (1) to the Hex Nut (2) on Faucet Assembly (3) and 1/4" O.D. Supply Tube (4) into fitting (5).

Refer to page 6 for Push-in Fitting details.



Detail Not to Scale



B- Feed the Faucet Assembly Wires (6) and Supply Tube (4) through Center Hole of Gasket (7) then through center hole of basin deck and mount Faucet (3) onto the Basin. Secure using the provided Step Washer (8), Flat Washer (9), Lock Washer (10) and Hex Nut (11) onto threaded rods (1).

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NOTE:

1. Provide 3-hole, 4" or 8" (4" shown) Centerset Deck openings with ø1" minimum to ø1-1/2" maximum holes for Faucet installation.

WH3376-PPZ/-BAT & WH3377-PPZ/-BAT
WH3376-8IN-PPZ/-BAT & WH3377-8IN-PPZ/-BAT

A- Prior to installing, remove Hex Nut (1) and Internal Tooth Lock Washer (2) from the Piezo Button. See detail.

B- Fix the Piezo Button Assemblies to the Mounting Plate (3) by passing Wires thru opening, thread and tighten Hex nut (1) and Internal Tooth Lock Washer (2).

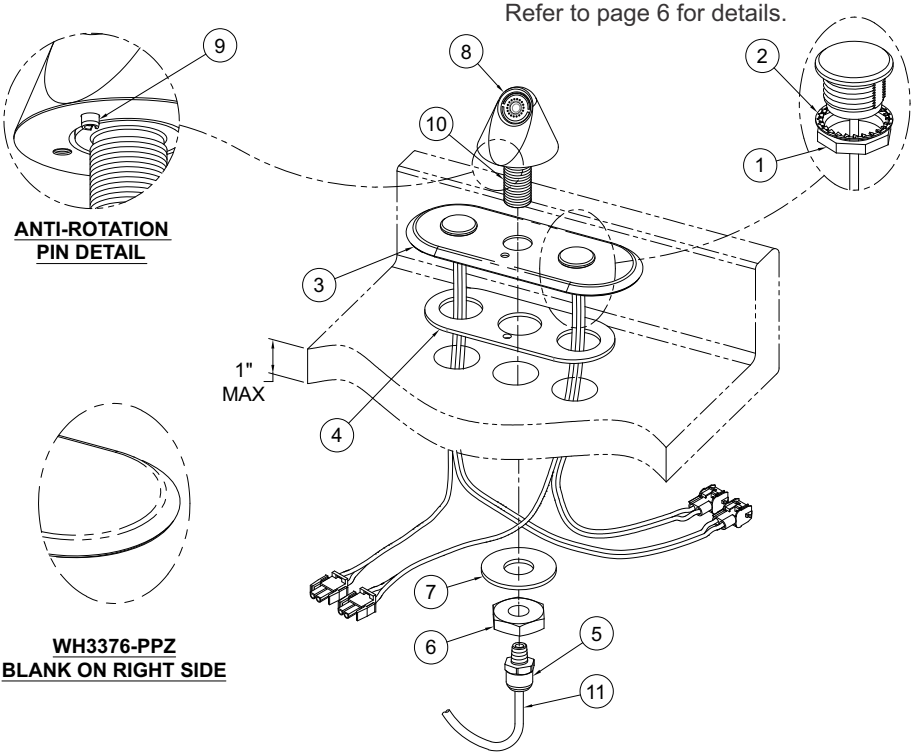
C- Remove the 1/4" OD x 1/4" NPT Push-In Fitting (5), Locknut (6) and Washer (7) from the Conical Faucet (8).

D- Mount the Centerset Assembly to the Lavatory by aligning the Button Assemblies with Ligature-Resistant Escutcheon Gasket (4) and Lavatory hole punching. Add the Faucet (8) aligning the Anti-Rotation Pin (9) with hole on Plate (3).

E- Install the Washer (7) and Nut (6) to Faucet (8) from the Deck underside to secure. Assemble 1/4" NPT Push-In Fitting Inlet (5) to the Faucet Adapter (10).

F- Insert 1/4" O.D. Riser Tube (11) into 1/4" NPT Push-In Fitting (5).

Refer to page 6 for details.



ANTI-ROTATION PIN DETAIL

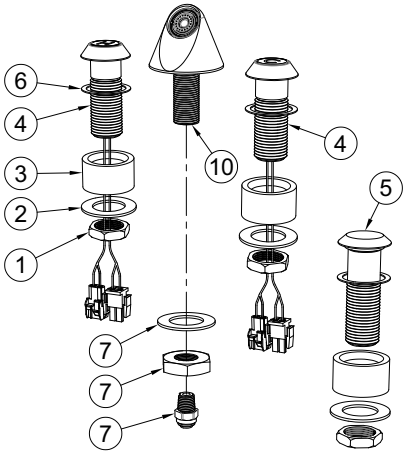
WH3376-PPZ BLANK ON RIGHT SIDE

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NOTE:

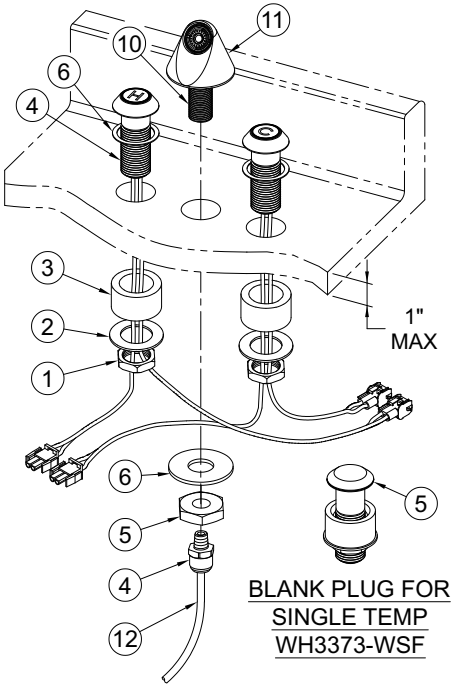
1. Provide 3-hole, 6" Minimum Centerset Deck openings with ø1-1/4" minimum to ø1-3/8" maximum holes for Faucet installation.

WH3376-WSF-PPZ/-BAT & WH3378-WFS-PPZ/-BAT



A- Prior to installing, remove Hex Nut (1), Washer (2) and Spacer (3) from the Pushbutton(s) (4) and/or Blank (5) Assemblies. Ensure Gasket (6) does not slide off.

B- Remove the 1/4" OD x 1/4" NPT Push-In Fitting (7), Locknut (8) and Washer (9) from the Conical Faucet Adapter (10) .



C- Fix the Pushbutton(s) (4) to the Basin by passing Wires thru the hole ensuring Gasket (6) is in place and secure using the Spacer (3) , Washer (2) and Hex Nut (1) .

D- Fix the Blank Assembly (5) to the Basin by passing the Shank thru the hole ensuring Gasket (6) is in place and secure the Spacer (3) , Washer (2) and Hex Nut (1) .

E- Mount the Faucet (11) to the Basin by passing adapter (10) thru hole. Secure using Washer (9) and Nut (8) to Faucet adapter (7) from the under the Deck. Attach 1/4" NPT Push-In Fitting (4) to the Faucet Adapter (10) .

F- Insert 1/4" O.D. Riser Tube (12) into 1/4" NPT Push-In Fitting (5).

Refer to page 6 for details.

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PUSH-IN FITTING INSTALLATION

NOTE: FITTINGS AND TUBE SHOULD BE KEPT CLEAN, BAGGED AND UNDAMAGED PRIOR TO INSTALLATION.

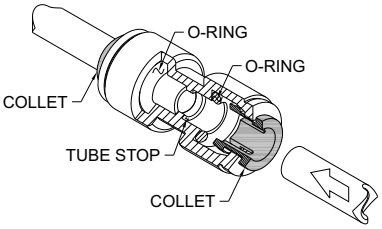
TO CUT TUBE:

Cut to fit length of 1/4" PE Tubing and remove any burrs or sharp edges. Ensure that the outside diameter is free from score marks. Tube ends should be square.

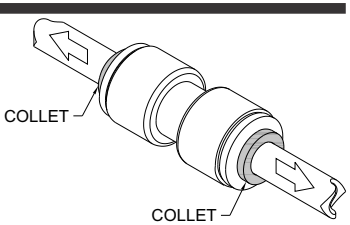


INSERTING THE TUBE:

1. Firmly and fully insert the Tubing end into the Push-In Fitting up to the Tube Stop located approximately 1/2" deep.

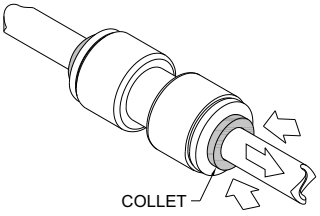


2. Pull on the fitted Tubing to ensure it is secure. Tube should not come free from the Fitting. Water test the connection assembly prior to leaving the site to ensure there are no leaks.



DISCONNECTING THE TUBE:

Prior to disconnecting the Tube from the Fitting, ensure that the Water Line is depressurized. Push Collet Square towards the Push-In Fitting Body and hold. While holding the Collet in, pull on the PE Tubing to remove from the Push-In Fitting.



Valve to Water Supply Installation

IMPORTANT

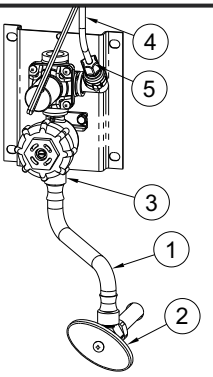
Before making up the supply connections, the supply lines must be flushed of all foreign material such as pipe dope, pipe chips, solder, sand, etc.

NOTE:

Installation should be in accordance with accepted plumbing practices. Angle stops are recommended and is the responsibility of the installer.

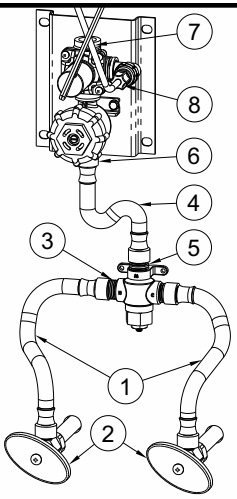
Single Temperature Valve

(WH3376-PPZ/-BAT - WH3376-8IN-PPZ/-BAT & WH3376-WSF-PPZ/BAT)



A Connect provided 1/2" NPS flex hose (1) from installer provided stop (2) to valve inlet (3). Connect 1/4" O.D. tube (4) to outlet of valve (5).

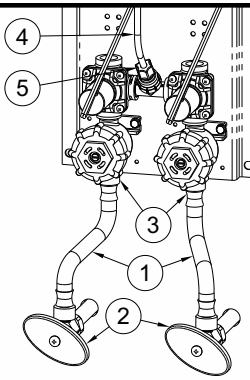
Optional -WHST70-12



B Connect installer provided 1/2" NPS flex hoses (1) from installer provided angle stops (2) to mixing valve inlets (3). Connect provided 1/2" NPS flex hose (4) from mixing valve outlet (5) to valve inlet (6). Connect 1/4" O.D. tube (7) to outlet of valve (8).

Hot & Cold Valve

(WH3377-PPZ/-BAT - WH3377-8IN-PPZ/-BAT & WH3377-WSF-PPZ/BAT)



C Connect provided 1/2" NPS flex hoses (1) from installer provided angle stops (2) to valve inlets (3). Connect 1/4" O.D. tube (4) to outlet of valve (5).

Once all connections are made, turn on water supplies and observe for leaks. If any leaks are detected, hand tighten connections as necessary to stop leaks before proceeding.

Turn off water supplies and proceed to next step.

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-HWD Hardwired Power Converter

IMPORTANT

Ensure power supply is disconnected before handling any wiring terminals.

NOTE

Details below shown less cover plate for clarity.

A- Install provided junction box ***1***, must be wired to a GFCI protected circuit, and secure ground wire ***2*** with provided green hex screw ***3***.
Fixture must be earth grounded per N.E.C. (National Electrical Code).

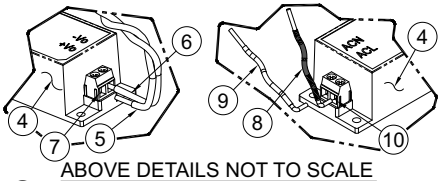
B- With converter ***4*** loose, insert and secure sensor lead wires ***5*** (Red) and ***6*** (Black) into converter terminals ***7*** as shown.

C- Cut and strip Two “jumper” wires ***8*** (black) and ***9*** (white), about 6” to 8” long. Insert and secure into converter terminals ***10*** as shown.

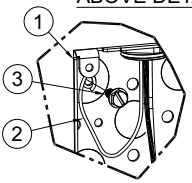
D- Secure converter ***4*** to installed junction box ***1*** using provided screws ***11***.

E- Make up connections as shown in schematic. Temporarily turn on power and connect cap ***12*** to Senor/-PPZ Button plug, see page (8) for details, and test faucet operation.

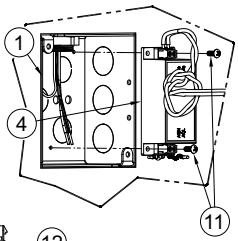
F- If operation is fine, close junction box by securing cover plate ***13*** to junction box ***1*** using provided screws ***14***.

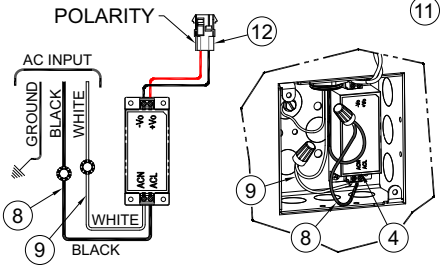


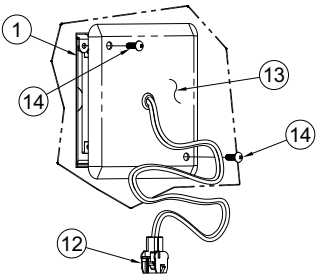
ABOVE DETAILS NOT TO SCALE



NOT TO SCALE







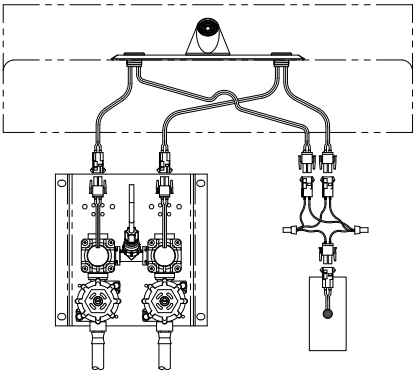
INSTALLATION NOTE:

Installation for the assembly shall be in accordance with local electrical codes and applicable NEC requirements. The junction box and associated wiring methods shall be suitable for permanent building wiring. The power supply component shall be designed for use in low-voltage Class 2 applications where applicable. The assembly is intended for indoor, dry-location use only. The power supply accepts an input voltage range of 85–264 VAC at 47–63 Hz and provides a regulated 9 VDC output. Maximum output power is rated at 15 watts. The unit utilizes fully isolated AC-DC conversion with a high-efficiency switching design and is rated for continuous operation. Line-voltage connection is hard-wired, with low-voltage DC output provided via lead wires for direct connection to the Electronic Faucet.

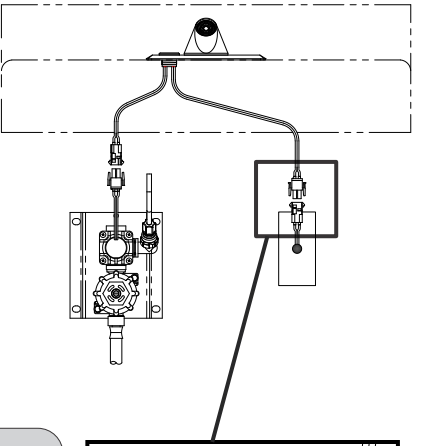
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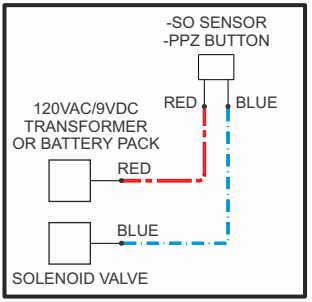
-PPZ Sensor Connections

WH3377-8IN-PPZ



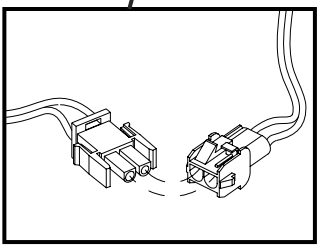
WH3376-PPZ





IMPORTANT

Transformer must be plugged into a GFI protected circuit. Fixture must be earth grounded per N.E.C. or applicable codes.



Refer to page 12 for -PPZ Troubleshooting**.**

Once all connections are made, turn on water supplies, activate faucet and observe for leaks. If any leaks are observed, hand tighten connections as necessary to stop leaks before proceeding.

NOTE: For -WHST70-12 VALVE ONLY

1) Turn on fixture and allow water to flow for 2 minutes, measure water temperature at outlet. If water is not at desired temperature, adjust as necessary. Refer to page 8.

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Programable Piezo Pushbutton Programming Instructions (Flow Time Adjustment)

The Button is factory set an 8 sec. timing cycle, if an 8 sec. cycle is adequate, then **no** programming adjustment is required. This will provide less than 1/4 gallon (1 liter) per run cycle. If is noted that the valves are running longer than this maximum recommended cycle time please follow these instructions to correct the cycle time. When properly set the faucet should not produce more than 1/4 gallon (1 liter) per cycle. Pushing button during the timing cycle will stop the cycle (Cycle Interrupt).

NOTE: Read the entire document before trying to program the piezo pushbutton.*

THE TIME SETTINGS PROGRAM USES 3 DIFFERENT TIMING MODES:

- **1 second timing mode:** Each push of the button adds 1 second to the total timing cycle.
- **5 second timing mode:** Each push of the button adds 5 seconds to the total timing cycle.
- **20 second timing mode:** Each push of the button adds 20 seconds to the total timing cycle.

To program the piezo pushbutton, you will need to be able to see the back of the piezo pushbutton.

Prevision must be made to access the back of the piezo pushbutton. There is an LED on the back of the piezo pushbutton under a layer of transparent epoxy, used as a programming indicator light (see page 3).

NOTE: This programming procedure moves along rapidly, there is only about 2 or 3 seconds between programming operations.

In order to start the programming the piezo pushbutton, the button must be powered down. Disconnect the red power cable and wait 20 seconds, then reconnect the red power cable.

As soon as the cable is reconnected the LED will start flashing, it will flash 4 times, then stays on for 3 seconds. During the 3 second period, push the piezo button once, the LED will go out, now you are in the **1 sec timing mode** and each time the button is pushed the LED will flash, adding 1 sec to the total timing cycle.

To move on to the **5 sec timing mode**, pause and wait for the LED to flash 2 times, now you are in the 5 sec timing mode. Each time the button is pushed the LED will flash, adding 5 sec to the total timing cycle.

To move on to the **20 sec timing mode**, pause and wait for the LED to flash 3 times, now you are in the 20 sec timing mode and each time the button is pushed the LED will flash, adding 20 sec to the total timing cycle. After programing is complete, pause and wait for the LED to flash 4 times and then 5 times, which completes the programming.

GENERAL NOTES:

- When a **timing mode is not required** then **do not** push the button and wait for the next timing mode.
- Each timing mode (1 sec, 5 sec or 20 sec timing mode) can be sequenced up to 100 times, that is the number of times, the button can be pushed, to increase the total timing cycle in each timing mode.

*See work sheet on page 2 which will simplify the programming procedure.

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Programable Piezo Button Programming Instructions (Flow Time Adjustment)

WORKSHEET
(FILL IN ALL BOXES, WHICH WILL SIMPLIFY THE PROGRAMMING PROCEDURE)

Fill in all the Boxes below

Determine the number of seconds per timing cycle

1 Push = 1 Second

☐ x 1 = ☐ sec

ADD

1 Push = 5 Seconds

☐ x 5 = ☐ sec

ADD

1 Push = 20 Seconds

☐ x 20 = ☐ sec

EQUALS

Total timing cycle equals

☐ seconds

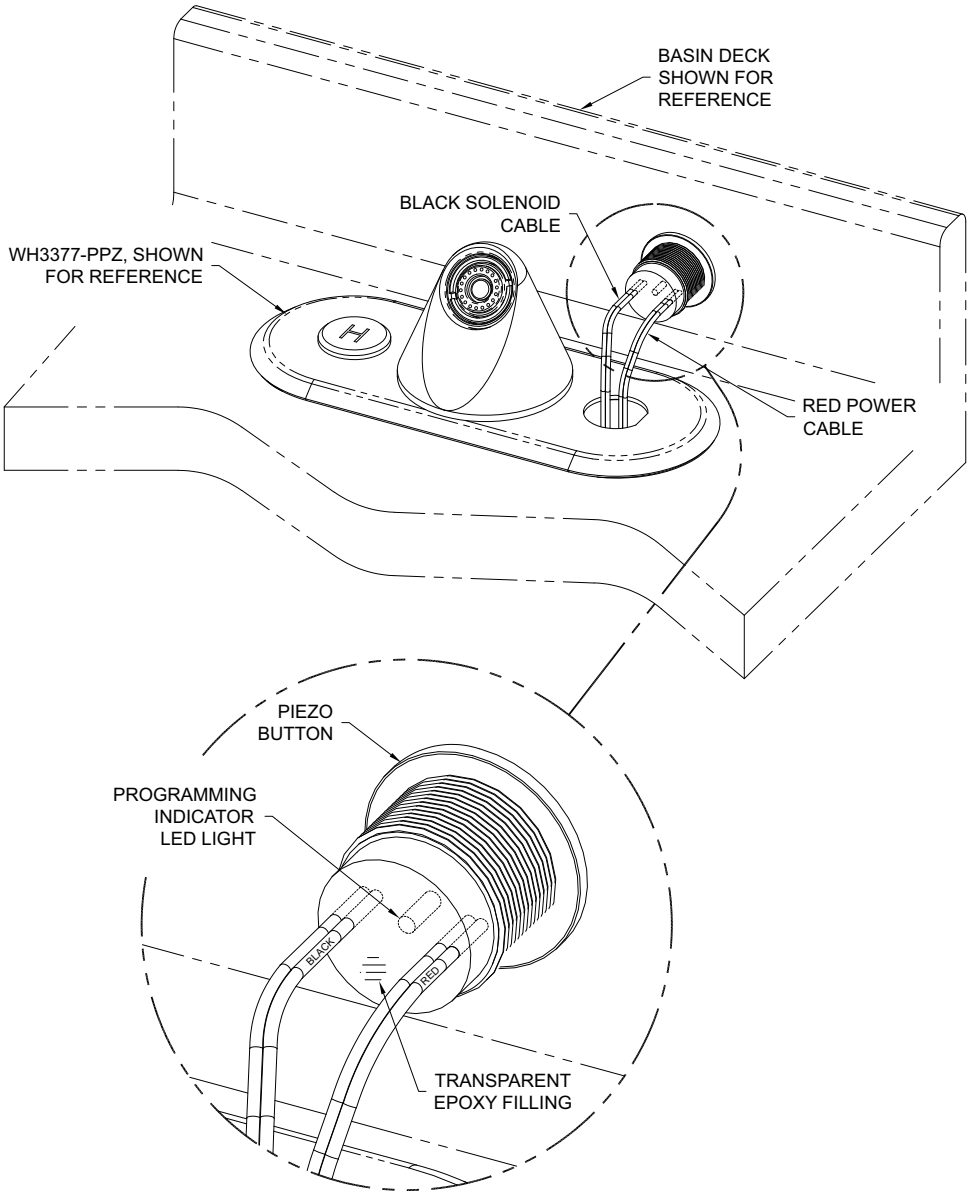
PROGRAMING STEPS:

- Power down Piezo button for 20 seconds.
- Reconnect power.
- LED flashes, then stays on.
- While the LED is steady on, push button.
- LED turns off.
- You are in the 1 sec timing mode, immediately push the button, 1 push equals 1 sec added to the total timing cycle.
- Pause and wait for the LED to flash 2 times.
- You are in the 5 sec timing mode, immediately push the button, 1 push equals 5 sec added to the total timing cycle.
- Pause and wait for the LED to flash 3 times.
- You are in the 20 sec timing mode, immediately push the button, 1 push equals 20 sec added to the total timing cycle.

NOTE: if you miss a step in the programming procedure, just power down the button and start again from the first step.

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Programable Piezo Button Programming Instructions (Flow Time Adjustment)



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How to Test the Power Supply, PPZ Button, and Solenoid

1. Set Up the Multi-meter

- Set the multi-meter to **DC Volts (V DC)** mode.

2. Test the Power Supply (Transformer)

- Check the output of the **power supply** by inserting the multi-meter probes into the **red cap** (positive and negative terminals).
- **Note:** This **red cap** comes from the **power supply**, not the solenoid or button.
- The reading should be around **9 volts DC**.
    - ☑ If it **is 9V**, proceed to step 3.
    - ✗ If it is **not 9V**, replace the power supply (transformer) with a working one, then continue.

3. Reconnect Power to the PPZ Button

- Plug the power supply back into the **PPZ button unit**.

4. Disconnect the Solenoid

- Unclip the **white connector** that connects the **PPZ button** to the **solenoid**.
- You're now testing only the **output from the button**, not the solenoid.

5. Prepare the Multi-meter for Pulse Detection

- Insert one probe into the **positive** terminal and the other into the **negative** terminal of the **white cap** (coming from the PPZ button).
- Set the multi-meter to **Min/Max** mode, and make sure it's configured to **capture the Max** voltage.
    - ⚠ This is important because the voltage pulse from the button lasts only **~20 milliseconds**, which is too brief to catch reliably without the Max setting.

6. Test the PPZ Button

- Press the **PPZ button**.
- Observe the **maximum voltage** captured on the multi-meter.
    - ☑ If it records a **peak of ~9V**, the button is **working properly**.
    - ✗ If it **does not reach 9V**, the **button is defective** and should be replaced

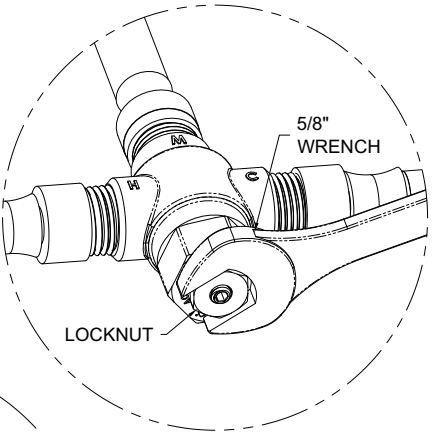
Summary

- Power supply must provide **9V DC**.
- Button must output a **9V pulse** when pressed.
- Use **Min/Max mode** on the multi-meter to catch the short pulse.

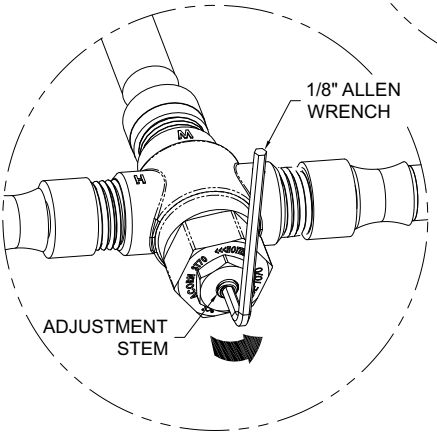
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Optional -WHST70-12 Temperature Adjustment

1. Loosen locknut. *Detail A*
2. Turn faucet on so water temperature can stabilize.
3. Using 1/8" allen wrench turn adjustment stem counter-clockwise for hotter or clockwise for colder outlet temperature. *Detail B*
4. Tighten locknut to prevent any unauthorized or accidental temperature adjustment.
5. Re-check temperature.



DETAIL A



DETAIL B

TROUBLE SHOOTING FOR OPTIONAL WHST70-12 MIXING VALVE

PROBLEM	CAUSE	SOLUTION
1. SET POINT DIFFICULT TO SET OR CANNOT BE REACHED	• SUPPLY TEMPS NOT WITHIN SPECIFIED LIMITS • HOT AND COLD SUPPLIES ARE REVERSED	• CHECK DIFFERENTIAL PRESSURE BETWEEN SUPPLIES AND OUTLET • REINSTALL VALVE WITH SUPPLIES CONNECTED TO MARKED INLETS
2. DOES NOT MAINTAIN OUTLET TEMPERATURE OR CHANGES OVER TIME	• FLUCTUATION IN SUPPLY PRESSURES • CHECK VALVE/FILTERS BLOCKED WITH DEBRIS	• CHECK DIFFERENTIAL TEMPERATURE BETWEEN SUPPLIES AND OUTLET • CLEAN CHECK VALVES/FILTERS
3. DISCHARGE TEMPERATURE TOO HOT OR TOO COLD	• VALVE NOT ADJUSTED PROPERLY	• READJUST VALVE TEMPERATURE PER INSTALLATION INSTRUCTIONS
4. CROSS FLOW	• CHECK VALVES FOULED	• CLEAN CHECK VALVES/FILTERS
5 NO FLOW FROM VALVE	• HOT AND COLD SUPPLY FAILURE OR SHUTOFFS CLOSED • CHECK VALVE/FILTERS BLOCKED WITH DEBRIS	• OPEN SHUTOFFS OR RESTORE HOT AND COLD SUPPLIES • CLEAN CHECK VALVES AND FILTERS

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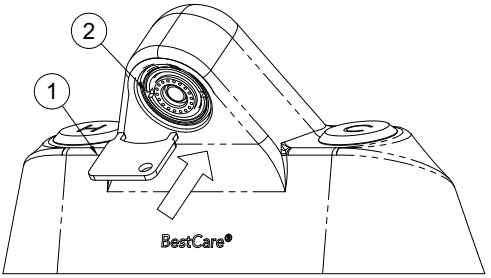
Nozzle Replacement: WH3378-HC-PPZ

IMPORTANT

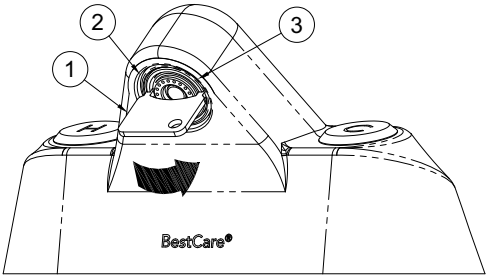
Before changing nozzle ensure the power and/or water to faucet is turned off.

1 Insert the Teeth of Spanner Wrench (1) into Notches of Nozzle (2).

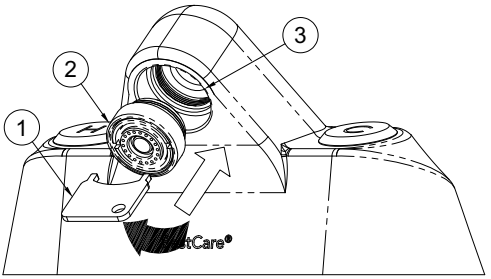
Standard Nozzle Part Number: 2998-110-000
-LFK Laminar Flow Restrictor Kit Part Number: 2998-140-001



2 With Spanner Wrench (1) firmly inserted into Nozzle (2), Turn Spanner Wrench (1) counter-clockwise to remove Nozzle (2) from Faucet (3).



3 Before inserting Nozzle (2) into Faucet (3) inspect the opening to ensure it is clean of debris. With your fingers, insert the new Nozzle (2) into the Faucet and slowly turn the Nozzle (2) clockwise ensuring proper engagement. Snug to finger tight, then using the Spanner Wrench (1) tighten Nozzle (2).



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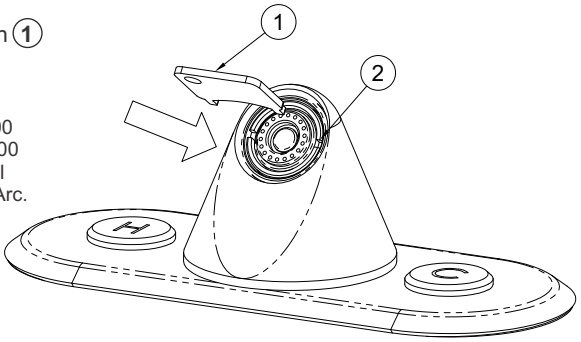
Nozzle Replacement: WH3377-PPZ, WH3377-WFS-PPZ & WH3377-8IN-PPZ WH3376-PPZ, WH3376-WFS-PPZ & WH3376-8IN-PPZ

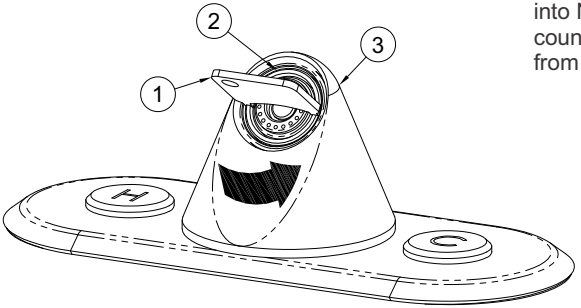
IMPORTANT

Before changing nozzle ensure the power and/or water to faucet is turned off.

1 Insert the Teeth of Spanner Wrench (1) into Notches of Nozzle (2).

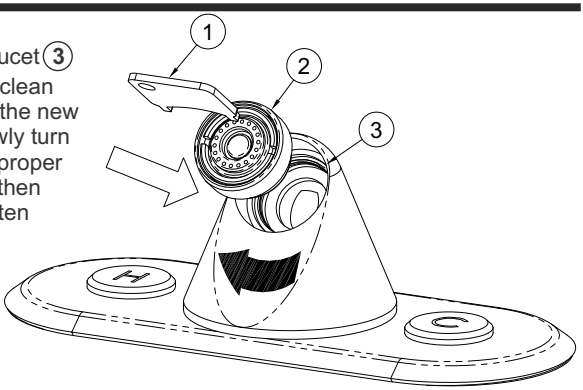
Standard Nozzle Part Number: 2998-111-000
-0.5 GPM Nozzle Part Number: 2998-110-000
NOTE: Not intended for use with Whitehall Basins due to incompatible Spray Arc.





2 With Spanner Wrench (1) firmly inserted into Nozzle (2), Turn Spanner Wrench (1) counter-clockwise to remove Nozzle (2) from Faucet (3).

3 Before inserting Nozzle (2) into Faucet (3) inspect the opening to ensure it is clean of debris. With your fingers, insert the new Nozzle (2) into the Faucet and slowly turn the Nozzle (2) clockwise ensuring proper engagement. Snug to finger tight, then using the Spanner Wrench (1) tighten Nozzle (2).



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