

## SENSOR SOAP DISPENSERS – TROUBLESHOOTING YOUR INSTALLATION

### Initial Checks:

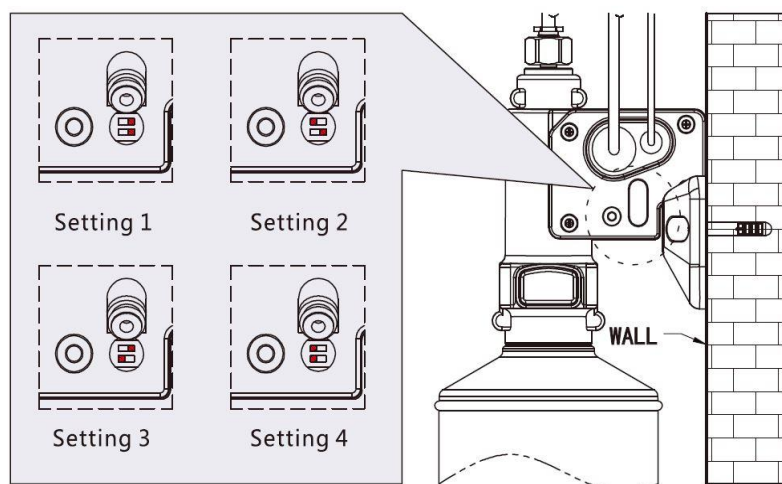
- CHECK/FILL SOAP CONTAINER;
- CHECK BATTERIES ARE INSTALLED CORRECTLY, CONSIDER REPLACING BATTERIES (EVEN IF DISPENSER IS MAINS POWERED) AS THIS WILL HIGHLIGHT ANY FAULT WITH POWER SUPPLY/OUTLET. CHECK CONNECTIONS FOR SIGN OF DAMAGE;
- UNPLUG ALL CABLES, LEAVE UNPLUGGED FOR 5 MINUTES (THIS GIVES THE ELECTRONICS A CHANCE TO RESET) BEFORE RECONNECTING EVERYTHING CAREFULLY;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- CHECK SPOUT NOZZLE IS CLEAN AND FREE OF SOAP RESIDUE;
- IF RED LIGHT IS INDICATING WHEN HANDS ARE IN THE ACTIVATION ZONE BUT NO SOAP IS COMING OUT, SOAP HOSE/SOAP NOZZLE IS BLOCKED OR OBSTRUCTED – CARRY OUT MAINTENANCE FLUSHING (SEE PAGE 2);
- ENSURE MAXIMUM LIQUID SOAP VISCOSITY OF 3500CP (MPA·S);

**NOTE:** If red light is on or flashing, this indicates that unit is functioning correctly, although there may not be enough power to activate the dispenser. A flashing red light indicates that batteries are low and need replacing.

### **Issue - Inadequate Soap Flow**

- ENSURE YOU ARE USING A LIQUID SOAP WITH A MAXIMUM VISCOSITY OF 3500CP (MPA·S)
- CHECK/FILL SOAP CONTAINER;
- SOAP FLOW SETTINGS MAY REQUIRE ADJUSTMENT – SEE DIAGRAM BELOW;
- IF, AFTER ADJUSTMENT YOUR SOAP FLOW IS NOT ADEQUATE, YOU MAY ALSO NEED TO CHANGE TO ANOTHER SOAP BRAND; SOAP SHOULD BE FREE FLOWING AND NOT TOO THICK. IF SOAP IS TOO THICK, YOUR PUMP HAS TO WORK HARDER TO MOVE THE SOAP THROUGH TO THE SPOUT AND COULD EVENTUALLY CAUSE DAMAGE TO YOUR PUMP\*.
- IF YOUR DISPENSER HAS BEEN WORKING CORRECTLY, BUT FLOW HAS SLOWED DOWN OR STOPPED – PLEASE CARRY OUT MAINTENANCE FLUSHING AS SHOWN ON PAGE 2.

### **SOAP ADJUSTMENT**



To adjust flow settings, lift cover next to button on pump control and using a small screwdriver, carefully move white switches to the desired setting. Setting 1 is the highest and Setting 4 the lowest. Setting 4 = 2mls.

## **Issue – Erratic Activation**

Can happen on install until sensor has adjusted to the environment but can reoccur when power supply has been interrupted.

- UNPLUG FROM ALL POWER, DISCONNECT CONTROL CABLE PLUG LEADING TO DISPENSER AND LEAVE FOR 5 MINUTES;
- CHECK SENSOR WINDOW IS CLEAN AND UNOBSTRUCTED;
- RECONNECT ALL PLUGS CAREFULLY TO RESTORE POWER AND RE-TEST;

## **Issue – Self-Activation**

All infra-red technology can be affected by strong or directional light, reflective surfaces or high-vis clothing. This is due to environmental factors and is not a product fault. Ensure users are not wearing high-vis clothing and consider making changes to the lighting and/or fittings used in the bathroom to rectify this issue.

## **Maintenance Flushing:**

**This should be done regularly to ensure liquid soap flows freely and the pump is not damaged.**

- EMPTY SOAP CONTAINER, WASH OUT AND HALF FILL WITH WARM (NOT BOILING) WATER, ENSURE SPOUT NOZZLE IS FREE OF SOAP RESIDUE;
- CAREFULLY REMOVE WHITE FILTER NOZZLE FROM THE END OF THE HOSE WHICH SITS INSIDE THE SOAP CONTAINER, WASH THOROUGHLY WITH WARM WATER AND REPLACE;
- REATTACH PUMP TO SOAP CONTAINER, ACTIVATE SENSOR AND FLUSH ALL WATER THROUGH THE DISPENSER. IT MAY BE NECESSARY TO REPEAT THIS STEP UNTIL SOAP FLOWS FREELY.

## **Advanced Troubleshooting:**

If your dispenser still does not work adequately after you have carried out the maintenance flushing and you have other dispensers in your bathroom/setting, it is easy to identify which component is causing the issue.

- DISCONNECT DISPENSER FROM THE PUMP UNIT AND CONNECT TO ANOTHER WORKING PUMP UNIT, ALLOWING IT TIME TO RE-SET;
- IF THE DISPENSER STILL DOES NOT WORK, ATTEMPT TO CARRY OUT MAINTENANCE FLUSHING. IF THE UNIT STILL WILL NOT ACTIVATE, THE SENSOR MAY NEED REPLACING;
- IF THE UNIT WORKS CORRECTLY, THEN THE ORIGINAL PUMP UNIT MAY NEED REPLACING;
- TO CONFIRM THIS – REATTACH ORIGINAL PUMP AFTER REMOVING WHITE FILTER NOZZLE FROM THE END OF THE SOAP PIPE, IF SOAP RUNS FREELY, THEN THE PUMP IS FINE BUT THE NOZZLE IS BLOCKED. WASH WELL IN WARM WATER AND RETEST. IF PROBLEM PERSISTS, THE NOZZLE MAY NEED REPLACING;

\*Damage to pump caused by use of incorrect soap is not covered by the product warranty. For full warranty conditions, see the Warranty page of our websites.

For further information and advice - contact us on:

AUSTRALIA - 1300 530 883 or e-mail [info@enviro-tech.com.au](mailto:info@enviro-tech.com.au)

NEW ZEALAND - 0800 2 368476 or e-mail [info@enviro-tech.co.nz](mailto:info@enviro-tech.co.nz)