

## **TOUCH FREE WALL MOUNTED SOAP DISPENSERS**

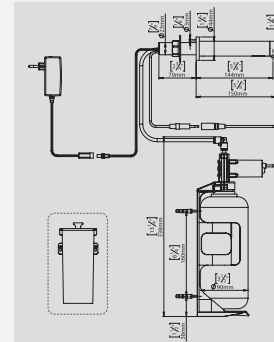
INSTALLATION AND MAINTENANCE GUIDE

# INDEX

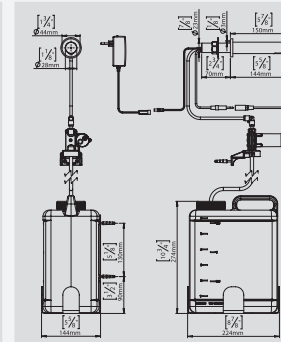
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<b>Capacity</b>	1 Liter \ 33.8 oz., or 6 Liters / 1.6 Gallons
<b>Power Supply</b>	Battery models: Battery Box for 6xD Alkaline batteries Mains models: 12V transformer
<b>Soap viscosity</b>	100 – 3800 cPs
<b>Standard discharge</b>	1.4cc (customizable by optional remote control)
<b>Sensor range</b>	35-155 mm +/- 10 mm /1.38-6.10” (customizable by optional remote control)
<b>Preset sensor range</b>	80 mm +/- 10 mm /3.15” +/- 0.4

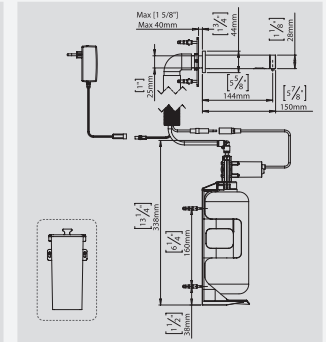
# TECHNICAL DATA



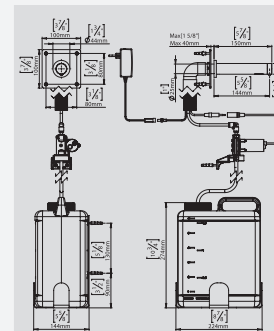
**TUBULAR SOAP DISPENSER B** 350920  
**TUBULAR SOAP DISPENSER E** 350925



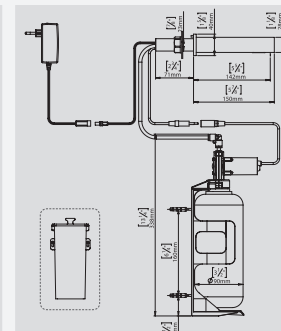
**TUBULAR SD 1.6 E** 350116



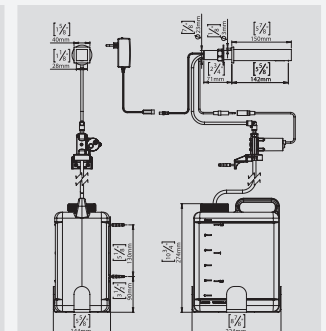
**TUBULAR SOAP DISPENSER 2030 B** 350922  
**TUBULAR SOAP DISPENSER 2030 E** 350927



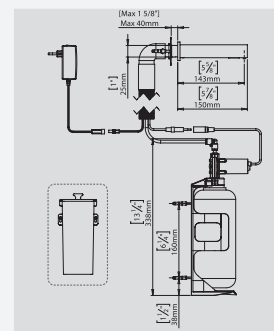
**TUBULAR 2030 SD 1.6 E** 350816



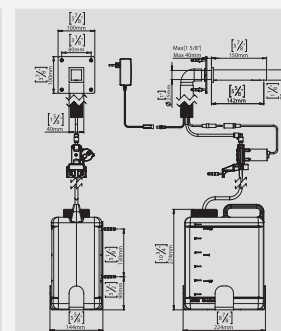
**QUADRAT SOAP DISPENSER B** 351910  
**QUADRAT SOAP DISPENSER E** 351900



**QUADRAT SD 1.6 E** 351916



**QUADRAT SOAP DISPENSER 2030 B** 351920  
**QUADRAT SOAP DISPENSER 2030 E** 351930



**QUADRAT 2030 SD 1.6 E** 351316

## PRE-INSTALLATION INFO

### Check contents

Separate all parts from the packaging and check each part with the “Pack contents” section.

Make sure all parts are accounted for before discarding any packaging material.

If any parts are missing, do not attempt to install your touch free soap dispenser until you obtain the missing parts.

### Warnings

Do not install the system facing a mirror or any other electronic system operated by an infra-red sensor.

To prevent reflection problems, it is recommended to keep a minimum distance of 300 mm between the soap dispenser and any other objects.

**IMPORTANT:** Keep in mind that when using the faucet installed next to the soap dispenser, the user hands should not interfere with the soap dispenser sensor detection area.

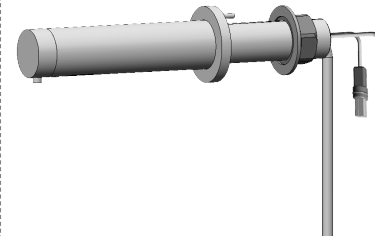
Liquid soap dispensers, with proper care, will provide long term trouble free service. Quality liquid soap of recommended viscosity and pH levels are the main factors for smooth operation of your dispenser. If needed, use a viscometer to verify the viscosity of your soap to ensure maximum benefit. The recommended range for liquid soap viscosity is 100-3800 cPs. Thicker liquid soap flows slower and inhibits the pump valve, causing strain and damage.

Liquid soap dispensers are suitable for use with any generic liquid soap of the correct viscosity and pH. The pH level of all soap used in our liquid soap dispensers should be between 6.5 to 8.5. Lower levels will cause corrosion to the metal dispenser and even the rubber and plastic components. Higher pH levels will cause swelling to rubber parts and degradation of plastic components over time.

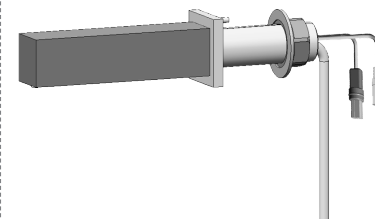
## PACK CONTENTS

## TUBULAR/QUADRAT SOAP DISPENSER

Familiarize yourself with the part names and ensure that all the parts are included in your package.



1 X BODY ASSEMBLY FOR TUBULAR SOAP DISPENSER B / E



1 X BODY ASSEMBLY FOR QUADRAT SOAP DISPENSER B / E

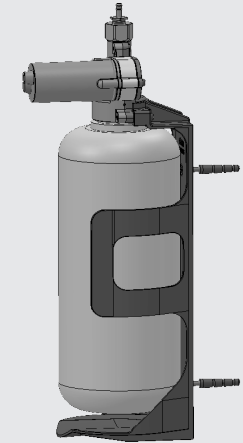
1 X M 4 X 4  
SET SCREW

1 X M 4 X 4  
SET SCREW

2 X SCREW  
3.5X1 1/4"



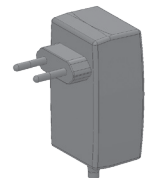
1 X QUICK  
CONNECTION  
FITTING



1 X SOAP TANK WITH BOTTLE SUPPORT AND PUMP ASSEMBLY



B VERSIONS

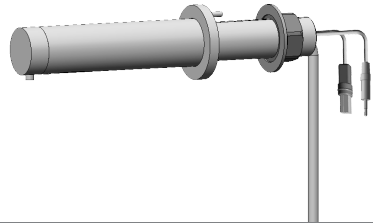


E VERSIONS

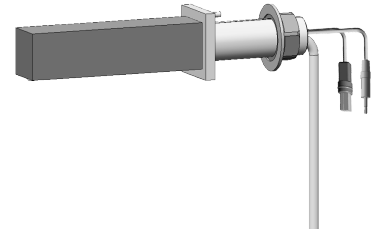
1 X BATTERY BOX FOR 6XD ALKALINE BATTERIES \ 12V TRANSFORMER

## PACK CONTENTS

TUBULAR/QUADRAT 2030 SOAP DISPENSER



1 X BODY ASSEMBLY FOR TUBULAR SOAP DISPENSER B / E



1 X BODY ASSEMBLY FOR QUADRAT SOAP DISPENSER B / E



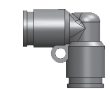
1 X M 4 X 4 SET SCREW



1 X M 4 X 4 SET SCREW



2 X SCREW 3.5X1 1/4"



1 X QUICK CONNECTION FITTING



1 X TEMPORARY BASE COVER



1 X SOAP TANK WITH BOTTLE SUPPORT AND PUMP ASSEMBLY



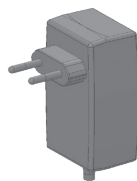
1 X ELBOW AND CORRUGATED TUBE



1 X WALL ROSETTE



B VERSIONS



E VERSIONS

1 X BATTERY BOX FOR 6XD ALKALINE BATTERIES \ 12V TRANSFORMER

## INSTALLATION

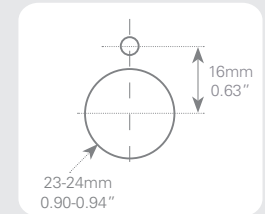
TUBULAR/QUADRAT SOAP DISPENSER

### STEP 1 – PREPARATION FOR INSTALLATION

Drill a hole (23 to 24 mm) at the desired location for the soap dispenser spout installation.

Drill a small hole (2 to 3 mm) just above the previous one for the anti-rotation pin, according to the diagram.

Remove the hexagonal nut and the disk from the base of the soap dispenser spout.



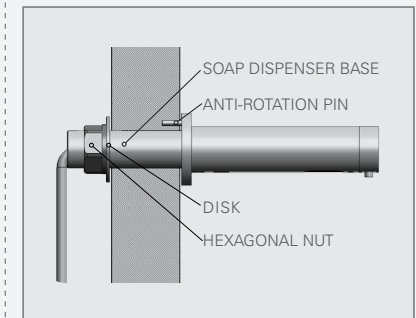
RECOMMENDED HOLE SIZE

### STEP 2 – INSTALLING THE SOAP DISPENSER

1

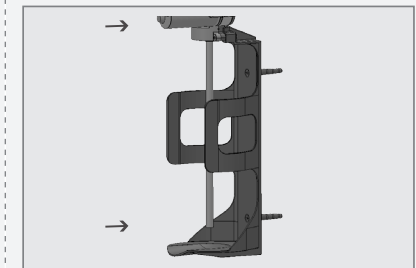
Insert the Soap dispenser base and the anti-rotation pin into the holes drilled.

Fix the base behind the wall with the hexagonal nut and the disk.



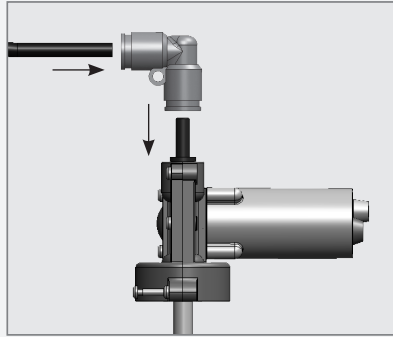
2

Fix the bottle with bottle support to the desired location.



3

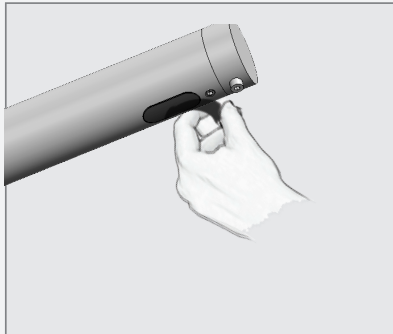
Connect the soap tube that is coming out of the soap dispenser body to the quick connector at the top of the soap dispenser pump assembly by snapping it in.



### STEP 3 – CONNECTING THE POWER SOURCE

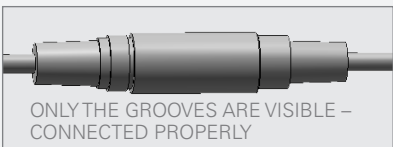
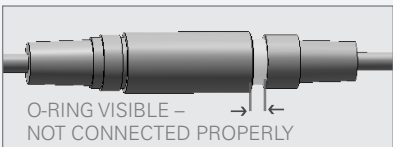
1

Remove the protective sticker covering the sensor. Keep away from the sensor range and check that no objects are in front of the sensor.



2

Connect the soap pump connector to the matching connector from the sensor. Please note that since the connector is waterproof, some friction might apply.

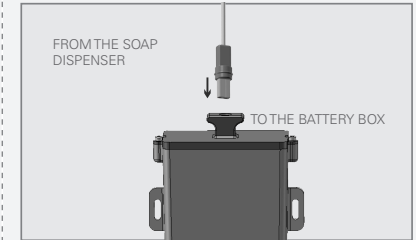


**IMPORTANT:** the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

**PAY ATTENTION:** If the 4 contacts connectors will not be connected properly, the pump will work continuously.

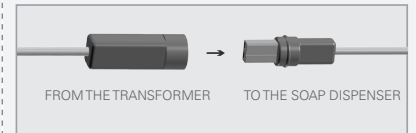
2a

**For battery versions:** install the battery box on the wall underneath the sink and connect the battery connector



3b

**For transformer versions:** plug the transformer into the electricity socket and connect the transformer connector



3

Wait about 10 seconds before you put your hands within the sensor range to avoid entering the adjustment mode.

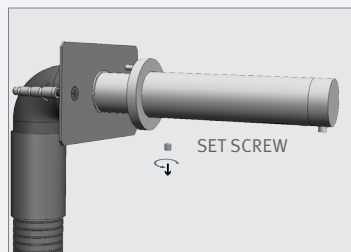


### STEP 1 – INSTALLING THE MF SOAP DISPENSER

1

Cut an adequate opening in the wall for the dimensions of the soap dispenser base (where you want to install the spout) and the corrugated tube.

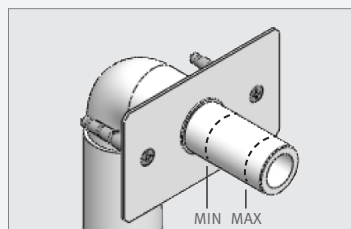
Disconnect the soap dispenser body with the rosette from the base by unscrewing the set screw.



2

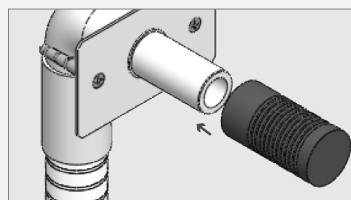
Mount the soap dispenser base into the opening in the wall and secure it using the two anchors provided in the package.

Important: The soap dispenser base should be installed so that the outside surface of the finished wall falls between the minimum and maximum lines marked at the base.



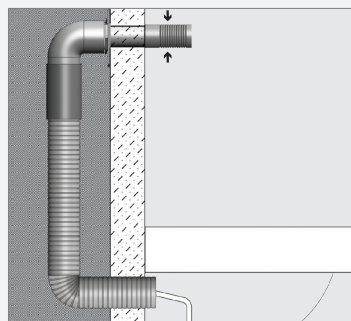
3

Assemble the temporary protective soap dispenser base cover.



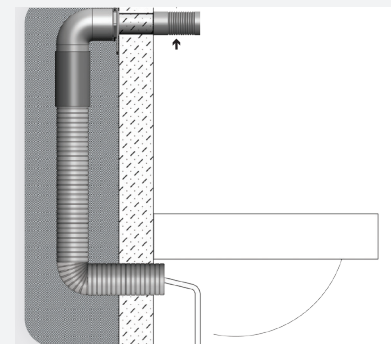
4

Assemble the corrugated tube to the soap dispenser base and make sure it stays outside the wall when you do the tiling.



1

Assemble the corrugated tube to the soap dispenser base and make sure it will stay outside of the wall when tiling.

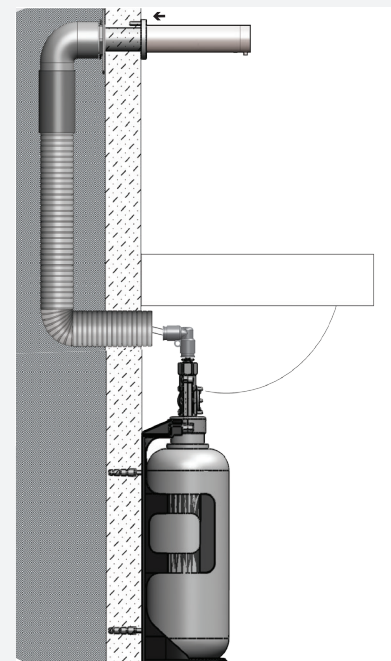


2


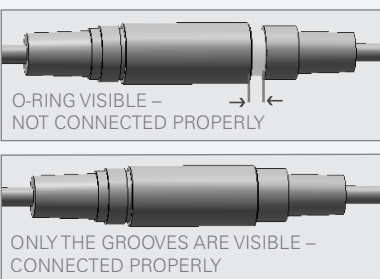
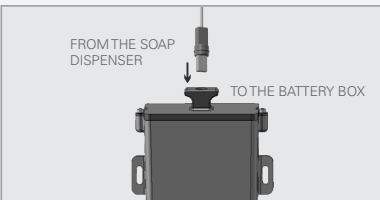
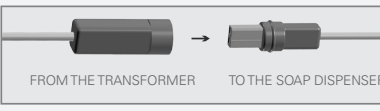

Once the works on electricity, plumbing and tiles have been finished, insert the wall rosette through the soap dispenser base, and cut the temporary soap dispenser base cover.

Fix the soap dispenser spout by inserting the nipple into the soap dispenser base and tighten the screw.

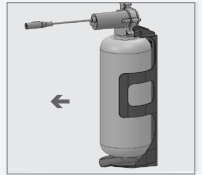


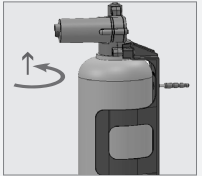
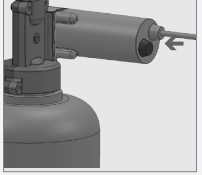

Pull the four way connector and the power supply connector out of the soap dispenser base, and lead it through the corrugated tube.



### STEP 3 – CONNECTING THE POWER SOURCE

<p>1</p>	<p>Remove the protective sticker covering the sensor. Keep away from the sensor range and check that no objects are in front of the sensor.</p>	
<p>2</p>	<p>Connect the soap pump connector to the matching connector from the sensor. Please note that since the connector is waterproof, some friction might apply.</p>	 <p>O-RING VISIBLE – NOT CONNECTED PROPERLY</p> <p>ONLY THE GROOVES ARE VISIBLE – CONNECTED PROPERLY</p>
<p><b>IMPORTANT:</b> the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.</p> <p><b>PAY ATTENTION:</b> If the 4 contacts connectors will not be connected properly, the pump will work continuously.</p>		
<p>2a</p>	<p><b>For battery versions:</b> install the battery box on the wall underneath the sink and connect the battery connector</p>	 <p>FROM THE SOAP DISPENSER TO THE BATTERY BOX</p>
<p>2b</p>	<p><b>For transformer versions:</b> plug the transformer into the electricity socket and connect the transformer connector</p>	 <p>FROM THE TRANSFORMER TO THE SOAP DISPENSER</p>
<p>3</p>	<p>Wait about 10 seconds before you put your hands within the sensor range to avoid entering the adjustment mode.</p>	 <p>ABOUT 10 SECONDS</p>

If your model is an MF model, please refer to the Multifeed installation guide.

<p>1</p>	<p>Unscrew the soap tank from the pump assembly and pull it out from the bottle support.</p>	
<p>2</p>	<p>Fill in the liquid soap up to the top line.</p>	
<p>3</p>	<p>Insert the bottle back into the bottle support.</p>	
<p>4</p>	<p>Screw the soap tank back into the pump assembly. Make sure the tank is firmly secured into place.</p>	
<p>5</p>	<p>Press the refill button located at the back of the pump assembly until soap starts coming out of the soap dispenser spout. This operation can also be done using the soap dispenser remote control Refill function.</p> <p><b>NOTE:</b> Once the soap in the soap tank has reached the bottom line the soap tank should be refilled. To refill the soap tank please refer to steps 1-5.</p>	 

## SETTINGS ADJUSTMENT WITH A REMOTE CONTROL

If available, the soap dispenser remote control can adjust the dispenser's settings. To use the remote control hold it in front of the sensor at a distance of 10-15cm (4-6").

Attention: The remote control will not operate out of the recommended range (too close or too far).

The remote control can be used to adjust the following functions:

### 1-SOAP QUANTITY

The 1-4 drop keys allow the user to choose the desired soap quantity.

① 0.7 to 0.9cc    ② 1.2 to 1.6 cc    ③ 1.6 to 1.9 cc    ④ 2.1 to 2.3 cc \*

Indication: continuous blinking of the light in the sensor eye.

### 2-ADJ

This function resets the sensor back to factory settings.

Indication: 2 blinks of the light in the sensor eye.

### 3-TEMPORARY OFF FUNCTION

This function temporarily disables the dispenser. Use this function to perform maintenance in front of the sensor without activating the system (for example: cleaning). The soap dispenser will shut off for one minute after this button is pressed once.

To return to normal operation before the minute is over, press the On/Off button again.

Indication: OFF – 2 fast blinks, ON – 4 fast blinks

### 4-FILL THE SOAP TANK

Once the soap tank has been filled \refilled, press the FILL button. The pump will run for one minute, priming the piping with soap. Once soap begins dispensing from the spout, priming is complete. Press the FILL button again to stop the priming before the minute is over.

Indication: continuous solid light in the sensor eye.



## BATTERY REPLACEMENT

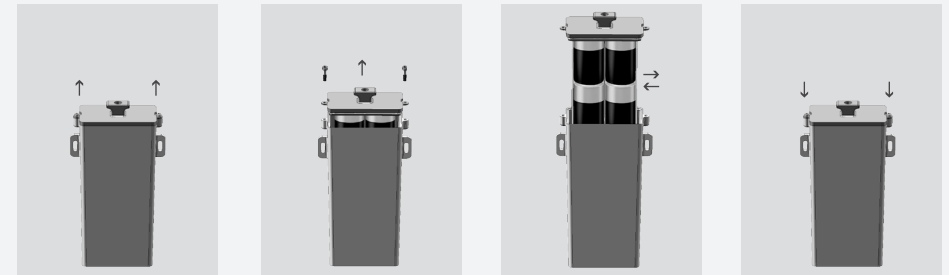
### Battery models only

When the battery weakens, the red indicator light will blink at a constant rate when the user's hands are within the sensor range. The battery must be replaced within two weeks.

To replace the battery in battery models:

1. Carefully open the battery box, use a 2.5 mm Allen key
2. Remove the old batteries
3. Replace the used batteries with new D batteries
4. Close the box.

**NOTE:** Do not mix used batteries with new ones.



**Important:** Spent batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.





## SPARE PARTS LIST

10-PACK SENSOR KIT	07220280
SOAP DISPENSER PUMP	07222032
6-PACK SOAP BOTTLE 1L	07100035
6-PACK SOAP BOTTLE 1L SUPPORT KIT	07100037
BATTERY BOX FOR 6XD BATTERIES	06530041
12V TRANSFORMER (EU)	06522081
12V TRANSFORMER (UK)	06522086
12V TRANSFORMER (US)	06522080
12V TRANSFORMER (AU)	06522085
REMOTE CONTROL FOR SOAP DISPENSER (OPTIONAL)	07100008
SOAP & WATER REMOTE CONTROL (OPTIONAL)	07100014

## MAINTENANCE

### Care and cleaning of chrome and special finishes

DO NOT use steel wool or cleansing agents containing alcohol, acid, abrasives, or the like. Use of any prohibited cleaning or maintenance products or substances could damage the surface of the soap dispenser. For surface cleaning use ONLY soap and water, then wipe dry with a clean cloth or towel. When cleaning bathroom tiles, the soap dispenser should be protected from any splattering of harsh cleansers.

### Disassemble of the soap pipe from the pump

The soap pipe can be disconnected from the soap pump by a simple slide & pull action. The sliding ring of the quick connection fixation nipple on the pump should be pulled down. It releases the open end of the soap pipe which can then be easily pulled out.

### Clean the soap tank

Clean out the tank prior to refill by flushing warm water through the hoses and pump until clean water is released from the spout. TIP: Keeping a spare tank will enable this process to be completed in a speedy and hygienic manner with minimal downtime.

## LIMITED WARRANTY

The manufacturer warrants that its electronic products will be free of defects in material and workmanship during normal use for two years from the date the product is purchased.

If a defect is found in normal use, the manufacturer will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty. Proof of purchase (original sales receipt) must be provided to the manufacturer with all warranty claims.

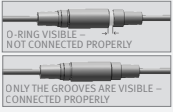
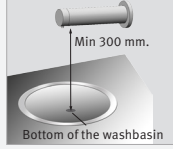
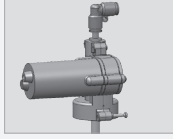


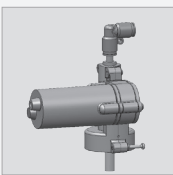

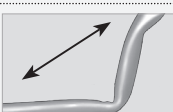

The manufacturer is not responsible for labor charges, installation, or other incidental or consequential costs other than those noted above. In no event shall the liability of the manufacturer exceed the purchase price of the product.

If you believe that you have a warranty claim, contact your Distributor, Dealer or Plumbing Contractor. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from whom the product was purchased and the installation date. Also include your original invoice.

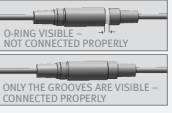
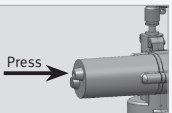
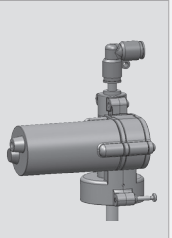
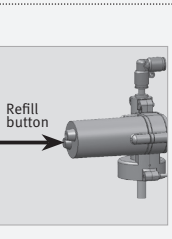
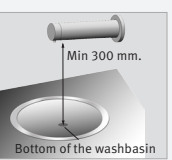
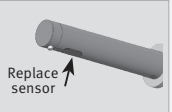
THE MANUFACTURER AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty excludes product damage due to installation error, incorrect maintenance, wear and tear, battery, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer. This warranty does not cover product damage caused by the following:

- Incorrect installation.
- inversions of supply pipes.
- Pressures or temperatures exceeding recommended limits.
- Improper manipulation, tampering, bad or lapsed maintenance.
- Foreign bodies, dirt or scale introduced by the water supply or soap tank.
- Use of the soap outside of viscosity specifications.
- Alteration of the original soap/foam dispenser components (including pipes).

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration
False activation: Soap dispensing	Continuous discharge from the nozzle	AUX connector not fully inserted	The connector should be inserted fully until white o-ring is not visible. Remove the o-ring if necessary	
	Random discharge from the nozzle	Reflection issue from basin or other object	Eliminate any cause of reflection and if necessary use appropriate remote control to shorten detection range.	
	Soap discharging from pump housing.	Damaged pump due to high viscosity or debris in pipes	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
Soap not dispensing	Pump is making sounds when sensor is activated	Soap tank is empty	Fill with soap with correct viscosity (100 - 3800 cPs) and prime pipes using the fill button on remote control.	
		Soap dispenser has not been primed	Prime the soap dispenser by pressing the fill button on the remote or by pressing the refill button located at the bottom of the pump, until soap exits the nozzle.	
		Damaged pump (discharge from housing)	Replace the Pump	
		Debris or dried soap in the pipe or tank	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity.	
		High viscosity soap (> 3800 cPs)	NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
		Bent pipes	Unbend or straighten pipes.	

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration	
Soap not dispensing	Pump is not making sound when the sensor is activated	Sensor is blinking when hand is placed in front	AUX connector not fully inserted	The connector should be inserted fully until the white o-ring is not visible. Remove the o-ring if necessary	
			Refill button on pump does not activate the pump.	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
		Damaged pump (discharge from housing).			
		Debris or dried soap in the tank or tubing	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity. NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.		
		Sensor is not blinking when hand is placed in front	Refill button on pump does not activate the pump.	Transformer: Check operation with functioning transformer. Where necessary replace with appropriate transformer. For part numbers see spare parts list.  Battery: Check operation with functioning battery pack. Where necessary, replace batteries or replace the battery pack: Battery pack (without batteries)	
			Reflection issue from basin or other object	Eliminate any cause of reflection and use appropriate remote control to shorten detection range.	
		Damaged sensor	If the above two solutions have not resolved this issue replace with appropriate sensor. For part numbers see spare parts list.	