

# STERN

STERN ENGINEERING LTD.



## **TOUCH FREE HAND SANITIZER STAND**

USER'S MANUAL

# INDEX

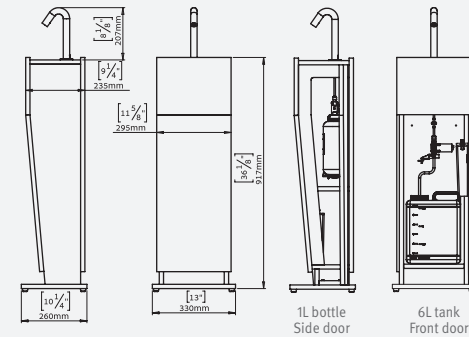
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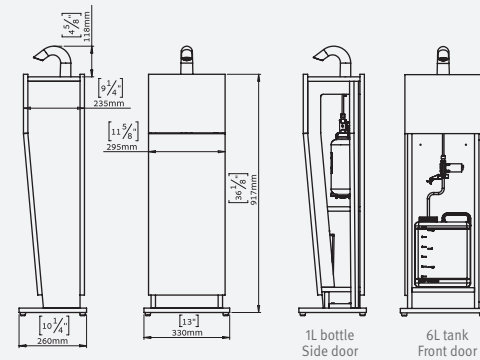
<b>Capacity</b>	1 Liter / 33.8 oz., or 6 Liters / 1.6 Gallons
<b>Power Supply</b>	Battery Box for 6xD Alkaline batteries or 12V transformer
<b>Sanitizer type</b>	Sanitizer gel with at least 60% alcohol. Compatible with Ethanol, IPA Isopropyl Alcohol (up to 80%) and Alcogel
<b>Standard discharge</b>	1 cc (varies if used with Alcogel or liquid gel)
<b>Sanitizer viscosity</b>	Up to 3800 cP
<b>Sensor range</b>	30-100 mm +/- 10 mm /1.18-3.94" (customizable by optional remote control)

# TECHNICAL DATA

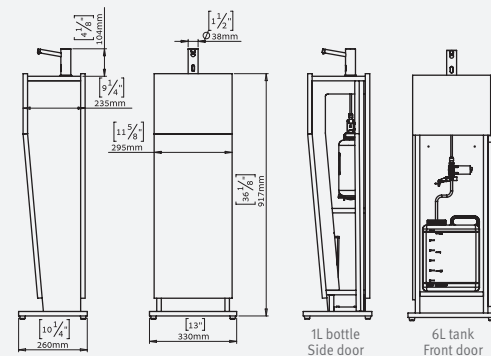
## Csaba Touch Free Hand Sanitizer Stand



## Classic Touch Free Hand Sanitizer Stand



## Elite Touch Free Hand Sanitizer Stand




## SAFETY PRECAUTIONS

To ensure that this product is used safely, be sure that you carefully read and understand the following Safety Precautions before installing, connecting, operating, maintaining, or inspecting this product.

### INSTALLATION PRECAUTIONS

#### Danger


-  **Do not install near open flames or near anything that may generate sparks. Just in case, keep a fire extinguisher nearby.**  
Alcohol sanitizers may cause fire.

#### Warning





-  **Do not use the product except for its designated purpose.**  
The use of the product outside of its specifications may cause electric shock, fire, or malfunction.
-  **Do not install indoors with direct exposure of the product to sunlight or high temperatures.**  
May result in malfunction or fire.
-  **Do not install in an area near sources of oil or flammable gases.**  
May result in fire.
-  **Install in a ventilated area. Ventilate when using alcohol sanitizer.**  
Insufficient ventilation may fill the room with alcohol vapor. May create a fire hazard or cause nausea to the user.

### USAGE PRECAUTIONS





#### Danger

-  **Stay away from fire when hands are wet with alcohol sanitizer.**  
May cause fire or serious burns.









#### Warning

-  **Do not use flammable sprays near the unit.**  
May cause fire at electrical contacts.
-  **If anything unusual happens to the product, take out the batteries or unplug the transformer.**  
Electric shock or fire may occur.
-  **When there is a gas leak, do not touch the product and ventilate the room.**  
May cause an explosion resulting in fire and burn injuries.
-  **Do not drink the chemicals.**  
Can be harmful to health.

## SAFETY PRECAUTIONS

-  **Never install this product near sources of open flames such as candles, incense, insect candles, or cigarettes.**  
May cause fire or product malfunction.
-  **Do not splash or pour water on the unit.**  
Contact with water may corrode the electrical wiring, possibly resulting in fire, electrical shock or product malfunction.
-  **Do not touch the batteries or battery box internal contacts with wet hands.**  
May cause electric shock, short circuit or fire.
-  **Never inhale the alcohol containing sanitizer.**  
The alcohol ingredients may cause irritation to nose and throat.

#### Caution

-  **Do not place any items on top of the product.**  
The unit may fall and break, or product finish may be scratched or damaged.
-  **Do not drop or subject to strong impact.**  
Abusive handling can result in product damage or fire.
-  **When closing the cabinet door, be careful of your fingers.**  
May result in injury.
-  **Perform regular maintenance.**  
To maintain the product safety and quality, please perform regular inspections and cleaning.
-  **If the product is not used for a long time period, clean the surface, remove the batteries and take out the sanitizer tank.**  
May result in electric shock or fire from a short circuit.
-  **Use 6 new batteries.**  
For best performance, using 6 new D cell Alkaline batteries is recommended.
-  **For proper handling of sanitizer liquids, consult their safety information.**
-  **When handling sanitizer liquids, ensure not to spill. Any spills should be wiped up immediately.**  
Spills may cause floor surfaces to change color or deteriorate. Spills can make the floor unsafe, resulting in slipping injuries.

## SAFETY PRECAUTIONS

### RELOCATION AND REPAIR PRECAUTIONS

#### **Warning**



**No one other than an authorized personnel should maintain, service or clean the product.**

The product may malfunction or break down. If you have any questions about the product, please consult your sales representative.

### DISPOSAL PRECAUTIONS

#### **Warning**



**Do not dispose of alcohol sanitizer collected in the tray near open flames.**

May cause fire.

#### **Caution**



**Please follow laws and regulations in your country when disposing of the product and batteries.**

## 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 hand sanitizer stand until you obtain the missing parts.

### Warnings

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

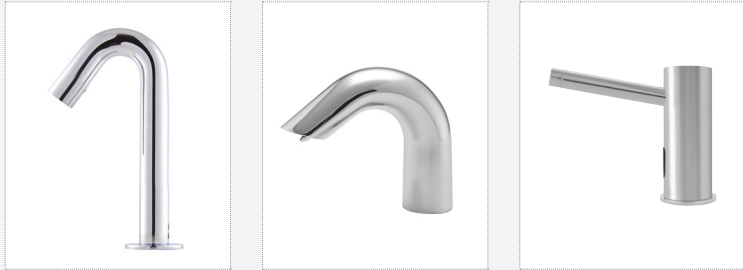
To prevent reflection problems it is recommended to keep a minimum distance of 150 mm between the hand sanitizer and any other objects.

**IMPORTANT:** Keep in mind that if you have electronic faucet installed next to the hand sanitizer, the user hands should not interfere with the hand sanitizer sensor detection area while using the faucet.

Stern’s hand sanitizers can be used with any brand of non-proprietary hand sanitizer gel of the correct viscosity. The hand sanitizer gel you’re using needs to have at least 60% alcohol to be effective, according to the Center for Disease Control and Prevention. All Stern hand sanitizer dispenser models are compatible with Ethanol, IPA Isopropyl Alcohol - Up to 80% and Alcolgel.

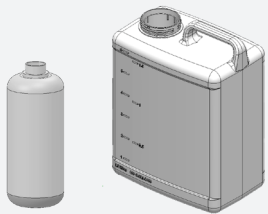
## PACK CONTENTS

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

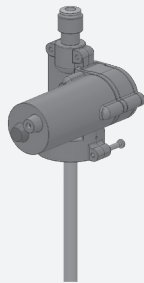


1 x Body and fixing accessories

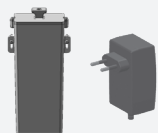
1 x Stand with podium and removable legs



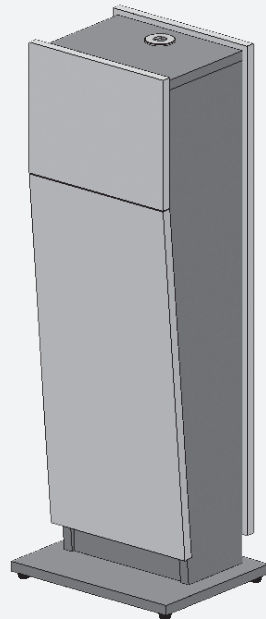
1L bottle / 6L tank



1 x Pump assembly



1 x Battery Box for 6xD Alkali batteries / 12V Transformer



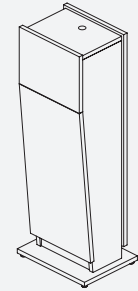
## INSTALLATION

### STEP 1 – STAND INSTALLATION

1

If you wish to mount the stand on the wall (this option is available with front door only), remove the bottom podium with legs from the stand.

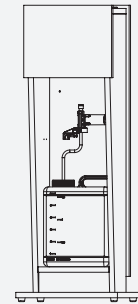
There are 4 pre-holes on the back surface of the stand for wall mounting.



3

The tank of 1 or 6 litres is located inside the wooden stand.

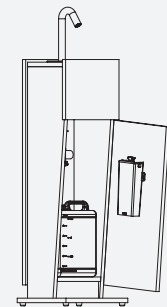
When supplied with 1L bottle, the bottle support is already secured on the internal side of the back wall.



2

If the product is supplied with battery box, open the stand door and install 6x1.5V D batteries into the box.

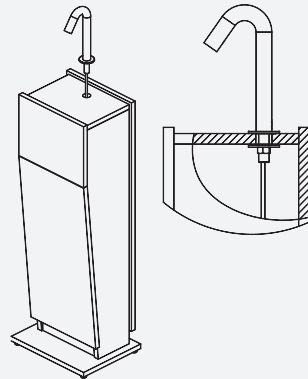
If the product is supplied with transformer, pull its wire through the hole at the bottom of the stand backside surface.



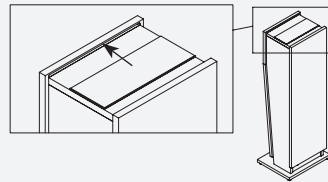
# INSTALLATION

## STEP 2 – SANITIZER INSTALLATION

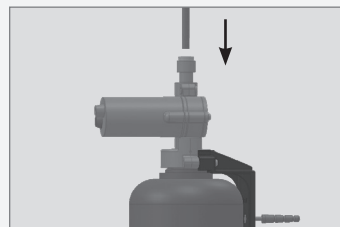
- 1 Remove the fixing accessories from the base of the dispenser.  
Place the dispenser body into the hole in the deck of the sanitizer stand.  
Assemble the fixing accessories back onto the dispenser base and secure it.



- 2 If you wish you can order and install the glass tray at the deck of the stand for easy cleaning (optional).



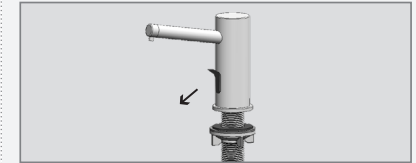
- 3 Snap the sanitizer pipe from the sanitizer body into the quick connection fitting of the pump.



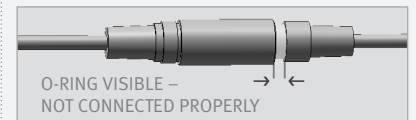
# INSTALLATION

## STEP 3 – CONNECTING THE POWER SOURCE

- 1 Remove the protective sticker covering the sensor. Keep away from the sensor range.



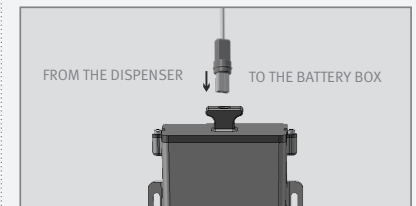
- 2 Connect the motor connector to its matching connector coming from the electronic unit. Please note that since the connector is water proof, some friction might apply.



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

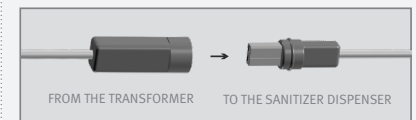
**PAY ATTENTION:** If the 4 contacts connectors is not connected properly, the motor will work continuously.

- 2a **For battery versions:** battery box is already mounted on the inside of the cabinet. Open the battery box cover and install the batteries. Then, connect the battery connector.



**Caution:** make sure to connect the connectors according to the indication on the battery box sticker.



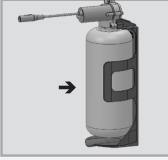
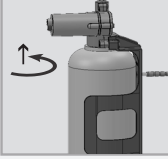
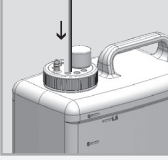
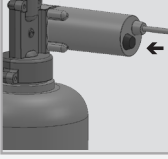

- 2b **For transformer versions:** plug the transformer into the electricity socket and connect the transformer connector



- 3 Wait about 10 seconds before you put your hands within the sensor range.



## FILLING THE TANK

1	For 1L version, unscrew the bottle from the pump assembly and pull it out of the bottle support.	
2	Fill in the sanitizer or Alcolgel up to the top line.	
3	Insert the bottle inside the bottle support.	
4	Screw the bottle back to the pump assembly. Make sure the tank is firmly secured into place.	
5	For models with 6L tank, open the tank cap and fill in the sanitizer. Insert the sanitizer dispenser pipe into the hole in the tank cap. Ensure the pipe reaches the bottom of the tank and is not bent or curved.	
6	Press the refill button located at the back of the pump assembly until sanitizer starts coming out of the dispenser spout. This operation can also be done using the dispenser remote control Refill function.	
7	<b>NOTE:</b> Once the sanitizer in the tank has reached the bottom line the tank should be refilled. To refill the tank please refer to steps 1-6.	

## REMOTE CONTROL FUNCTIONS

If your model is Elite Touch Free Hand Sanitizer, you have received the remote control as a part of your product.

For Csaba and Classic Touch Free Hand Sanitizers, if you acquired the remote control, you may adjust the dispenser settings if required. To use the remote control hold it straight in front of the sensor at a distance of about 10-15 cm (4-6").

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

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

### 1-SANITIZER QUANTITY

The 1-4 drop keys allow the user to choose the desired sanitizer quantity. \*

① 0.7 to 0.9	② 1.2 to 1.6	③ 1.6 to 1.9	④ 2.1 to 2.3
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Indication: continuous blinking of the LED in the sensor eye.

\*The exact dosage depends on sanitizer viscosity.

### 2-ADJ

This function resets the sensor back to factory settings.

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

### 3-TEMPORARY OFF FUNCTION

This function is ideal to perform any kind of activity in front of the sensor without operating the system (for example, cleaning). The sanitizer dispenser will remain shut for one minute when this button is pressed once.

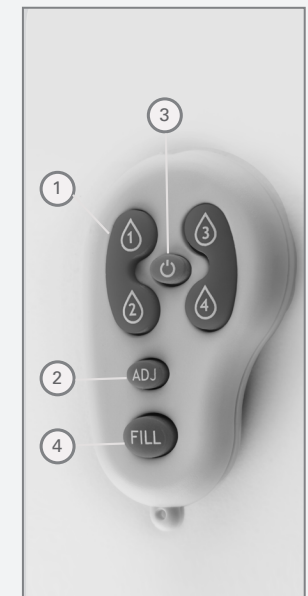
To cancel this function and to return to normal operation press the On/Off button again or wait for one minute.

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

### 4-FILL THE TANK

Once the tank has been filled / re-filled, press the FILL button. The pump will run for one minute for priming the sanitizer to the dispenser spout.

To stop this activity press the FILL button again. If the sanitizer has not started coming out of the spout, press the Fill button again.



## BATTERY REPLACEMENT

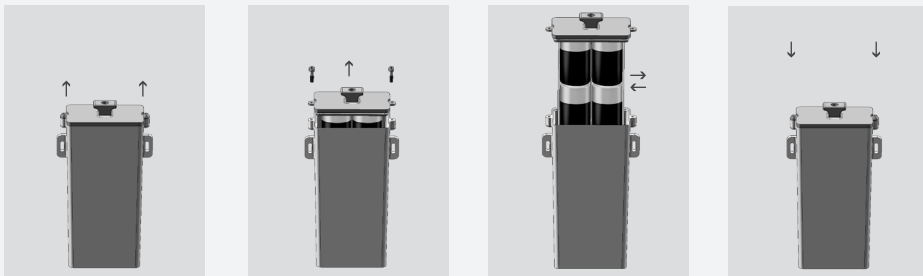
### Battery models only

When the battery weakens, the LED 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.



## 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 sanitizer dispenser. For surface cleaning use ONLY soap and water, then wipe dry with a clean cloth or towel. When cleaning bathroom tiles, the sanitizer dispenser should be protected from any splattering of harsh cleansers.

### Cleaning of the cabinet

To clean the cabinet, use dishwashing liquid, warm water and a microfiber cloth. Apply a mixture of dish soap and water to the surface using the cloth. As you wipe the surface, rinse your cloth in clean water. Afterwards, wipe away any remaining moisture with a fresh microfiber cloth.

### Disassemble of the pipe from the pump

The pipe can be disconnected from the 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 pipe which can then be easily pulled out.

### Clean the sanitizer 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.



## SPARE PARTS LIST

SENSOR CSABA HAND SANITIZER	08007021
SENSOR CLASSIC HAND SANITIZER	08007518
SENSOR ELITE HAND SANITIZER	08002484
SANITIZER DISPENSER PUMP ASSEMBLY	07222028
6-PACK BOTTLE 1L	07100035
6-PACK BOTTLE 1L SUPPORT KIT	07100037
6L TANK	07100023
GLASS TRAY FOR STAND	03300048
BATTERY BOX FOR 6 X D ALKALINE BATTERIES	06530041
12V SWITCHING TRANSFORMER (EU/UK/US/AU PLUG)	06522082
REMOTE CONTROL FOR SANITIZER DISPENSER (OPTIONAL)	07100008

## LIMITED WARRANTY

Y. Stern Engineering Ltd. 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, Y. Stern Engineering Ltd. 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 Stern Engineering Ltd. with all warranty claims.

Stern Engineering Ltd 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 Stern Engineering Ltd. exceed the purchase price of the product.

If you believe that you have a warranty claim, contact your Stern 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.

Y. STERN ENGINEERING 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 sanitizer tank.
- Use of the soap or sanitizer outside of viscosity specifications.
- Alteration of the original soap/foam/sanitizer dispenser components (including pipes).

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration
False activation: Sanitizer 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 other object	Eliminate any cause of reflection and if necessary use appropriate remote control to shorten detection range.	
	Sanitizer 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 sanitizer dispenser all the way to the nozzle.	
Sanitizer not dispensing	Pump is making sounds when sensor is activated	Sanitizer tank is empty	Fill with sanitizer with correct viscosity (0-3800 cPs) and prime pipes using the fill button on remote control.	
		Sanitizer dispenser has not been primed	Prime the sanitizer dispenser by pressing the fill button on the remote or by pressing the refill button located at the bottom of the pump, until sanitizer exits the nozzle.	
		Damaged pump (discharge from housing)	Replace the Pump	
		Debris or dried sanitizer in the pipe or tank	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with sanitizer of correct viscosity.	
		High viscosity sanitizer (> 3800 cPs)	NOTE: Using the sanitizer dispenser with high viscosity sanitizer may cause permanent damage to the pump and shorten the lifecycle.	
		Bent pipes	Unbend or straighten pipes.	

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration	
Sanitizer 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 dispenser all the way to the nozzle.		
		Damaged pump (discharge from housing).	Replace the Pump. Rinse warm water through the pipe and the body of the sanitizer dispenser all the way to the nozzle.		
		Debris or dried sanitizer in the tank or tubing	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with sanitizer of correct viscosity. NOTE: Using the sanitizer dispenser with high viscosity sanitizer 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 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.		

# stern

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