

TROUBLESHOOTING GUIDE

Observed Issue	Recommended Solutions
Unit does not respond at all or has delayed response.	- Check all wire connections from the spout into the control box. - Clean and remove any dirt, smudges, or obstructions from the sensor. - Check that the AC adapter is plugged into outlet completely.
Unit activates (green LED indicator flashes once), but no soap is dispensed.	- Check soap level in reservoir tank. Clean reservoir tank if impurities or coagulation are found. - Check and clean spout nozzle, soap supply tube, and valve pump.
LED indicator blinking green.	Low soap warning, refill soap.
Low volume soap dispensed.	Clean the spout nozzle, valve pump and soap tank, then refill with new soap.
Soap leaks at bottom of housing.	- Check if valve pump is not properly seated on connector neck of reservoir. - Check if soap reservoir tank is damaged / punctured. - Check if valve pump or soap tube is damaged or not connected properly.
Green LED indicator stays on (displaying solid green).	- The wrong type of soap may have been used. Change to the appropriate liquid or foam soap. - The soap may have thickened and congealed after long periods of inactivity. Clean the soap tank and add new soap to return to normal function.
No over-fill auditory warning during soap refilling.	- Check all connections. - The soap level sensor may be damaged. Change the soap pump and tank assembly. - The control box may be damaged. Change the control box.

Counter-Mounted, Automatic, Top-Fill Soap Dispensers
INSTRUCTIONS
FOR INSTALLATION, OPERATION, MAINTENANCE & TROUBLESHOOTING
B 8248.91 (Foam Soap Dispenser) / B 8258.91 (Liquid Soap Dispenser)

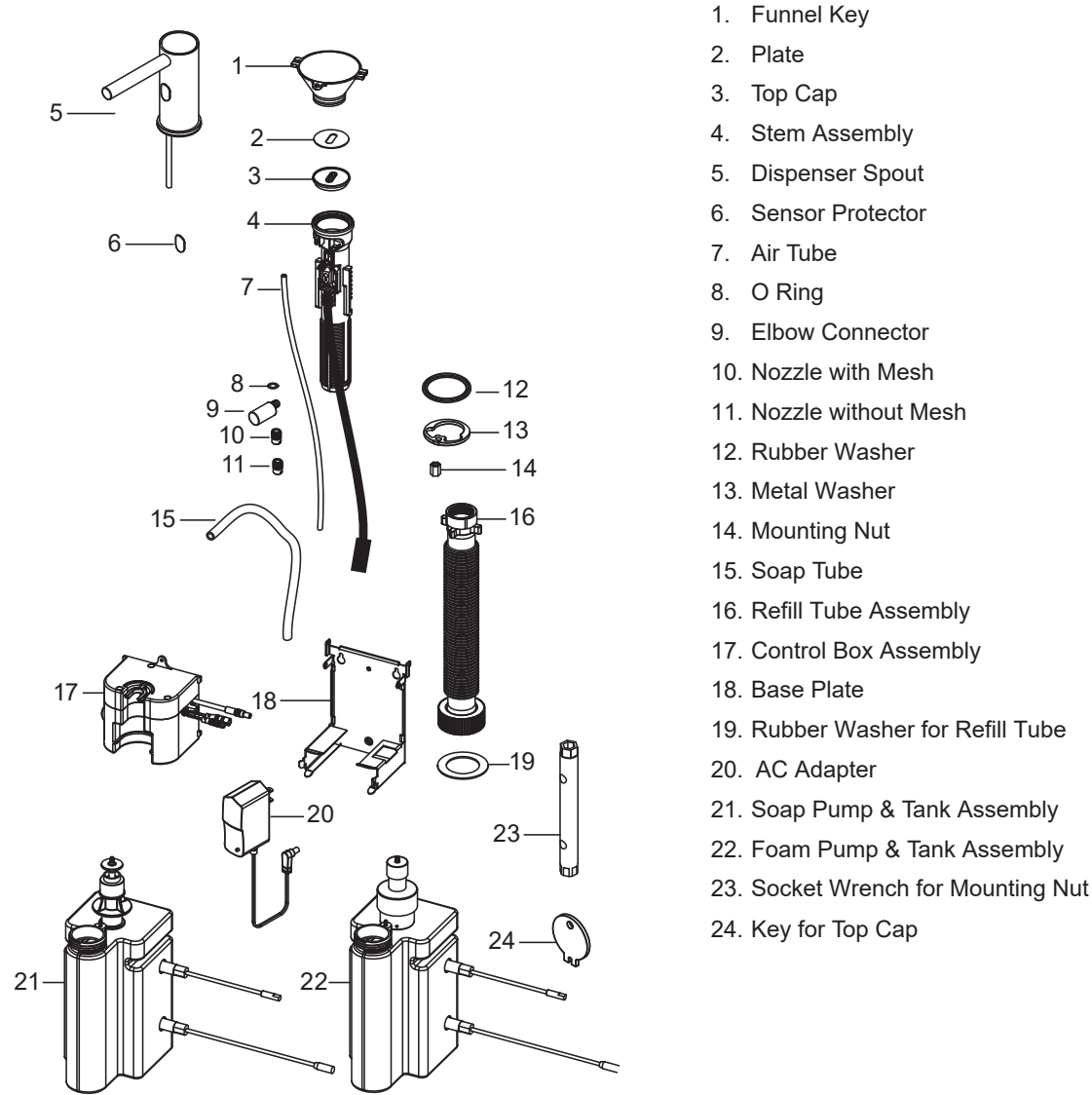
Clearances and Mounting Requirements:

- Designed for installation into countertops with minimum of 0.4" (10 mm) and maximum of 2" (50 mm) thick.
- Requires 1-1/2" (38mm) diameter mounting hole.
- Recommended vertical clearance, from the bottom of the countertop to the mounting screw location for the control box, is minimum of 7.87" (200 mm) and maximum of 11.81" (300 mm).
- Compatible with sink rims up to 0.39" (10 mm) wide and 0.8" (20 mm) tall.
- Recommended spout location is minimum of 1.6" (40 mm) and maximum of 2.7" (70 mm) from inside edge of the sink rim to the center of the mounting hole, and minimum clearance of 1.77" (45 mm) from the center of mounting hole to the back of the wall.

For Retrofit:

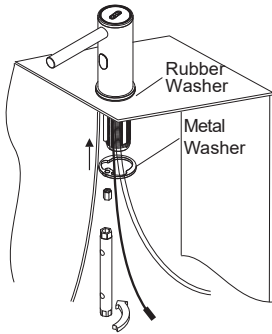
- Remove existing dispenser(s) and clean the installation area.
- Ensure hole is 1-1/2" (38mm) diameter.
- If necessary, enlarge opening using appropriate hole saw. For granite / marble counters, recommend using a diamond hole saw (consult with stone and granite specialist). If needed, mounting hole should be offset to clear the sink rim.

Unit Diagram:

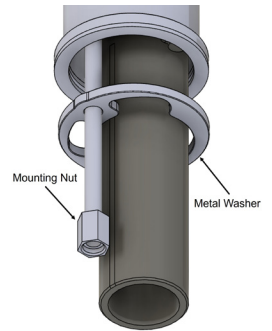


Installation:

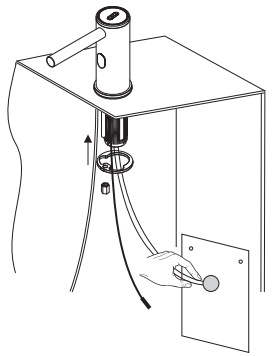
1. Drill 1-1/2" (38mm) diameter mounting hole per recommended Clearances and Mounting Requirements stated above.
2. Place the rubber washer over mounting hole to align with profile of the dispenser.
3. Insert the stem, tubes and cables of the top assembly carefully through the mounting hole.



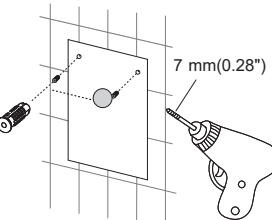
4. Slide the metal washer through the stem, tubes, and cables of the top assembly and secure with the mounting nut.



5. Use the Wall-Mounting Template to determine the best installation location on the rear wall based on the reach of soap tube. Recommended vertical clearance, from the bottom of the countertop to the mounting screw location for the control box, is minimum of 7.87" (200 mm) and maximum of 11.81" (300 mm).

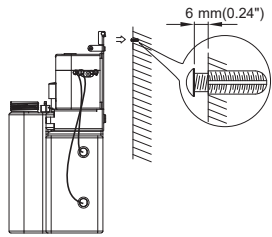


6. Then, tape the Wall-Mounting Template to the wall, drill two 0.28" (7 mm) holes and insert the wall anchors into the holes. A pack of three (3) 5/32" x 3/4" (4x19 mm) screws and three 8x25 mm plastic wall anchors are provided per dispenser unit.

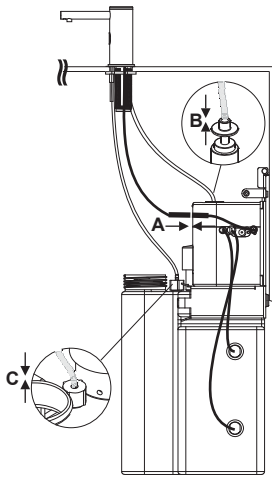


7. Thread the screws into the wall anchors and leave a space of 0.24" (6 mm) from the bottom of the screw head to the wall to hang the wall-mounting bracket on the control box.

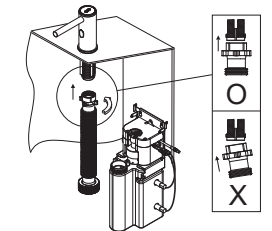
8. Hang the control box on the wall by sliding the keyhole slots on wall-mounting bracket at the back of the control box into the wall screws. Secure both wall screws afterwards.



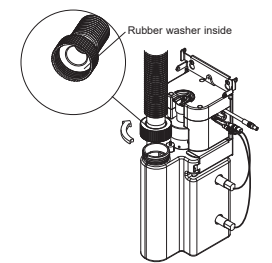
9. Connect the sensor wire (A), the soap tube (B), and the venting tube (C) as shown in the diagram below.



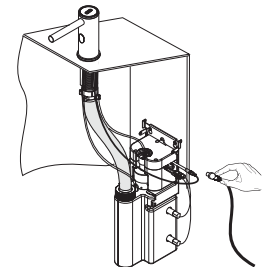
10. Connect and secure the top of the soap tube to the threaded stem of the dispenser assembly.



11. Insert the rubber washer into the bottom nut of the soap tube, then connect threaded opening at the top of the soap tank. Secure the connection while ensuring that the rubber washer remained inside.

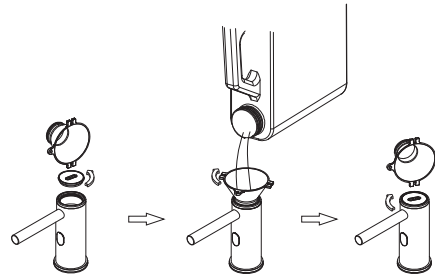


12. Connect the AC adapter into the control box. The LED will flash to signal low soap level as the default setting after installation.



Fill Instructions:

1. Insert the notched edge of the funnel into the key slot on the fill port cap and rotate counterclockwise.
2. Insert the funnel into the opening and rotate clockwise, then pour the soap through the funnel.
3. When the soap tank is filled to 85%, the LED ring light will stop blinking, replaced by intermittent buzzer sound to indicate sufficient soap level. Stop refilling when the warning is heard. During the duration of the buzzer warning, which will last for about 20 seconds, the sensor will be turned off to prevent unwanted activation.



To Operate:

4. Prime Soap Dispenser: Place hand in front of the sensor until soap is dispensed to prime the soap dispenser.
5. Standard Operation: Place hand below spout in front of the IR sensor to dispense controlled amount of soap.

Routine Cleaning and Maintenance:

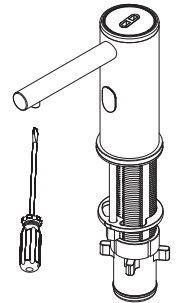
It is recommended to clean the faucet once a week – Wipe the spout above the counter with a soft cleaning cloth. Water or neutral detergent as cleaning solutions would be acceptable. Do not use cleaning solutions that contain acidic, alkalic, corrosive, or abrasive chemicals.

Depending on usage frequency, it is recommended to conduct visual inspection of the soap reservoir tank to check for any impurities or coagulation. To ensure the best performance of the product, remove and clean the soap reservoir tank as needed.

Cleaning the Nozzle (B 8248.91 Foam Dispenser Only):

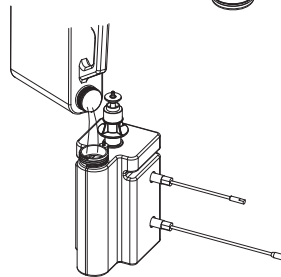
When foam soap volume is reduced, remove the nozzle to clean the mesh screen. It is recommended to clean the nozzle every three months, but may vary depending on usage.

1. Disconnect the power supply from the control box.
2. Use a Philips screwdriver to unscrew the nozzle from the spout.
3. Rinse the foaming mesh screen and nozzle with water and screw the nozzle back into the spout.



Cleaning the Soap Tank:

4. Disconnect the AC adapter plug, all cables, air and soap tubes from the control box and soap tank.
5. Pull to remove the soap tank from the base plate.
6. Rinse the soap tank with water.
7. Push to slide the soap tank back into the base plate.
8. Reconnect the AC adapter plug, all cables, air and soap tubes from the control box and soap tank.



Cleaning the Soap Pump:

1. Disconnect the AC adapter plug, all cables, air and soap tubes from the control box and soap tank.
2. Pull to remove the soap tank from the mounting bracket.
3. Rotate the soap pump counterclockwise and remove it from the soap tank.
4. Place the soap pump under running water and squeeze the soap pump to rinse inside of the soap pump.
5. Insert the soap pump back into the soap tank and rotate clockwise.
6. Insert the soap tank back onto the mounting bracket.
7. Reconnect the AC adapter plug, all cables, air and soap tubes from the control box and soap tank.

