



# FOR MODEL No 20365 INSTALLATION INSTRUCTIONS



## 1. SPECIFICATIONS:

Dimensions (W x H x D) inch (mm)	5-15/32 x 10-3/4 x 3-31/32 (139 x 273 x 101)
Soap Tank Refillable Capacity (ml)	1000
Battery Type Required (DC Volts)	1.5V size AA x 4, Alkaline (6V total)
Battery Life Estimated	25,000 cycles, or six (6) months
Unit Net Weight empty {oz (kg)}	24.7 (0.7)
Operation Mode	Automatic from Sensor Trigger
Soap Supply to Foam Dispense Volume Oz(ml)	0.02~0.03 (0.6~0.77) liquid to make 0.24~0.3 (7~9) foam per dispense cycle
Viscosity cp (mPa.s)	5-1500



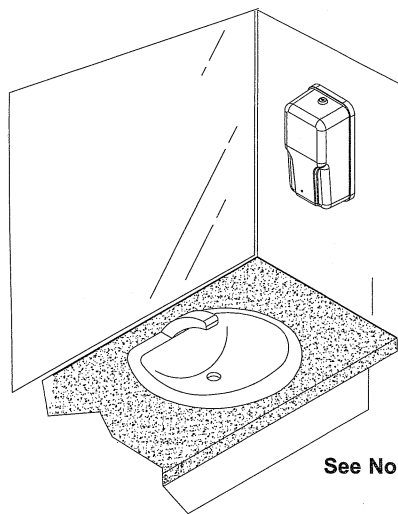
**Surface-mounted**  
**Fully ADA-compliant**



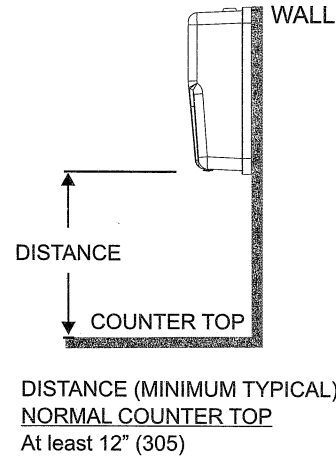
## 3. BEFORE INSTALLATION:

1. Provide vertical, clean and smooth mounting surface.
2. Make sure there is enough room above dispenser to access cover and lock with key.
3. Check operation of unit while holding it in place by hand **BEFORE** permanent installation

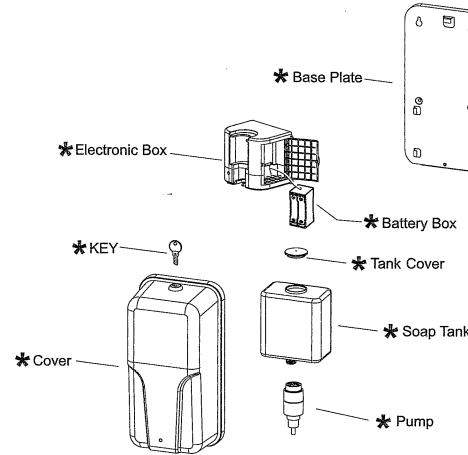
## 4. RECOMMENDED INSTALLATION:



See No.3



## 2. ITEM LIST:



BATTERY WIRE HARNESS NOT SHOWN (Part of Item 11)

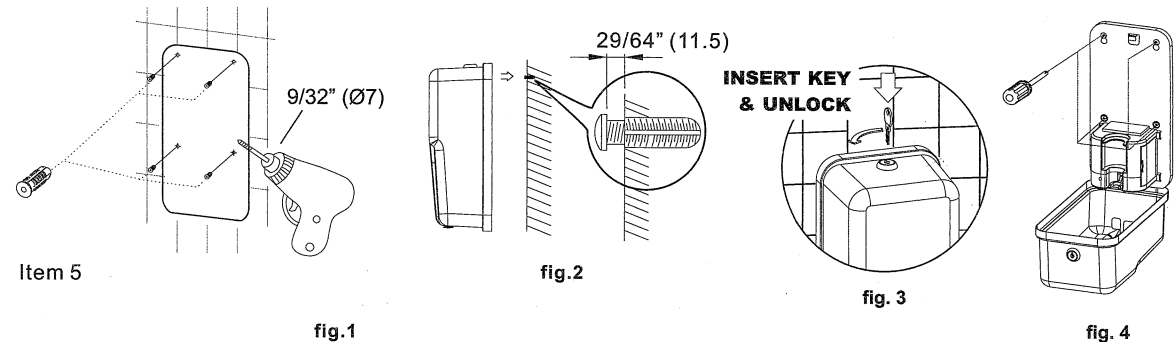
\* Items all included in item 1

\* Base Plate & Cover supplied permanently connected by bottom piano hinge as Housing item 10.

No.	Illustration	Description	Q'ty	No.	Illustration	Description	Q'ty
1		Soap Dispenser	1set	8		Battery box	1
2		Installation Instructions	1	9		Foam Soap Tank	1
3		Installation Template	1	10		Housing & Base Plate	1
4		Key E-114	1	11		Electronic box only w/o battery box	1
5		Plastic Anchor	4	12		Pump	1
6		Tank Cover	1	13		Lock with nut	1
7		Pan head Screw Flat head Screw	2/2				

## 5.1 INSTALLATION STEPS, Tile or Dry Wall, USE TEMPLATE 1001211540

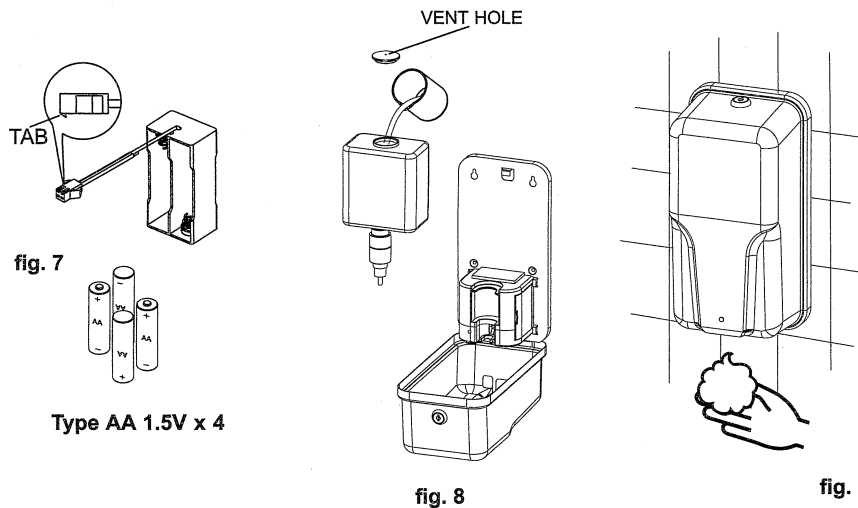
1. Tape the installation template to the appropriate location on the mounting surface.
2. Drill four (4) holes at marked locations 9/32" (Ø7) diameter.
3. Insert four (4) plastic anchors (supplied) into drilled holes; remove template (fig. 1).
4. Insert two (2) pan head screws (supplied) into top plastic anchors and leave 29/64" (11.5) space from the wall under head (fig. 2) for hanging dispenser.
5. Hang the dispenser on the two (2) pan head screws through the keyhole slots at backplate top.
6. Use E-114 key to unlock and pull forward the housing cover (fig. 3).
7. Lock dispenser to wall with remaining two (2) flat head screws (supplied) through the holes at backplate bottom. Tighten all screws (fig. 4).



## 6. INSTALLATION STEPS CHECK TO ENSURE that:

### A. Service Instructions

1. Open housing with included security key previously retained.
2. Open cover on battery compartment, remove battery box and unplug cable; install four (4) new Alkaline Type AA 1.5V batteries with correct polarity (note the +/- indication, fig. 7) to obtain 6.0V DC  $\pm$  10% at the plug.
3. Reinstall battery box (note plug polarity tab) and close compartment cover.
4. Clean out and refill (fig. 8) the included reusable soap reservoir and put it back. Ensure correct foam soap is used (see section 1), cover is closed, air vent is open, nozzle is not clogged, tank is clean and not leaking.
5. Observe that the LED is lit blue and then flashes four (4) times indicating proper operation "stand-by" condition and battery charge level (push up the cover safety interlock switch on bottom to click and hold it).
6. Close the housing cover and lock it with the included security key previously retained.
7. Trigger the sensor with hands or a towel to check proper soap dispensing cycle (fig. 9).



Type AA 1.5V x 4

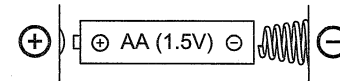
## 7. OPERATION INSTRUCTIONS

### A. Service Instructions

1. Open housing with included key previously retained.
2. Open cover on battery compartment, remove battery box and unplug cable; install four (4) new Alkaline Type AA 1.5V batteries with correct polarity (note the +/- indication, fig. 9).
3. Reinstall battery box (note plug polarity tab) and close compartment cover.
4. Use soap container volume 1000 ml, refill with correct foam soap.
5. Ensure the nozzle is not clogged and the soap container is clean (no spill-over and not leaking) then install it in the dispenser. Always make sure to keep the body inside the cover dry.
6. Observe that the LED is lit blue and then flashes four (4) times indicating proper operation "stand-by" mode (see step 5 in Section 6 above).
7. Sensing range is pre-set by the factory. The sensor is auto-adjusted.
8. Close the housing cover to lock it and keep the key.
9. Trigger the sensor with hands or a towel 3~6 times to check proper soap dispenser cycle.

## B. User's Instructions

1. Place hand below the dispenser spout within the sensing range. The dispenser will automatically release the preset amount of foam from the nozzle spout.
2. Obtain additional foam by withdrawing hand and then again placing hand below the dispenser spout within the sensing range.



Caution : Batteries installed with incorrect polarity may cause malfunction.

## 8. IMPORTANT NOTICE

1. Ensure that no bright light is aimed or reflected at the sensor from below.
2. Use soap and clean the soap container properly before each re-fill. Deposits of old soap will lead to malfunction and jamming. Clean & refill immediately after running dry.
3. Always keep the internal components dry. Rotate the cap gently to make sure it is properly mated to the pump assembly. Leaking or spills may lead to short circuit.
4. Should the dispenser be out of order after replacing the batteries, do not attempt any repair work. Call your dealer for professional assistance.

## 9. BATTERY LOW INDICATION

1. If LED continues to flash blue, replace the batteries.
2. After replacing batteries, observe that the LED is lit blue and then flashes four (4) times indicating proper operation "stand-by" condition.
3. If the LED doesn't work after changing the batteries, it may be due to Electronic Box damage. Call your dealer for professional assistance.

## 10. TROUBLESHOOTING

Problem Symptom	Solution Diagnostic
No foam dispensed on hands	<ul style="list-style-type: none"> <li>• Check soap qualities, properties and level in soap container</li> <li>• Check sensor cover for dirt obscuring the lens</li> <li>• Replace the battery with new to ensure the power input.</li> <li>• If the LED flashes, change the pump (Item 12).</li> </ul>
Battery LED indicator doesn't flash	<ul style="list-style-type: none"> <li>• Replace batteries to ensure the indicator flashes when tested (see step 6 in section 7 on left).</li> <li>• The electronic box may be damaged. Call your dealer for professional assistance.</li> </ul>
Low volume foam dispensed	<ul style="list-style-type: none"> <li>• Check soap qualities, properties and level in soap container</li> <li>• Replace the battery with new to ensure the power input.</li> <li>• Change the pump</li> </ul>
Soap leaks at bottom of housing	<ul style="list-style-type: none"> <li>• Check to ensure the soap container is not damaged/punctured.</li> <li>• Check for over-fill or leaks and/or spills inside the cover.</li> <li>• Change the pump.</li> </ul>