| PROJECT |  | REF |  | REV | ITEM <br> CODE |  |
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## SANITARY WARE SPECIFICATION SHEET

| Item Descriptions | Stern (Israel) "Green SD" Chrome plated <br> liquid soap dispenser with built-in sensor in <br> AC Supply with 5m wire AC 110-240 Vac <br> $50 / 60 \mathrm{~Hz}$ to 12V 2.5A IP68 waterproof <br> switching transformer |
| :--- | :--- |
| Model |  |
| Code Number | Green Soap Dispenser E |
| Finish | 225840 |
| Supplier | Chrome Plated |
| Contact Tel/Fax | Acme Sanitary Ware Co. Ltd <br> Mr. Eric Wong/ Mr. Don Yuen <br> E-mail <br> Website |
| 852) 2388-7171 / (852) 2710-8012 |  |
| acme@acmesanitary.com.hk |  |
| www.acmesanitary.com.hk |  |


(UK plug or wire fuse)
$\stackrel{\infty}{\infty}$
Installation:
Lavatory mounted
Power source:
12 V transformer
Stern Soap \& Water:
Green matching faucet
Default soap dosage:
1.4 cc

Soap viscosity:
$100-3800 \mathrm{cPs}$
Multifeed Version:
Ref \# 07292062


* All information of the above is for the reference only. No prior notice is made if any changes.

Acme Building, 22-28 Nanking Street, Kowloon, Hong Kong
Tel: 23887171 Fax: 27108012
E-mail: acme@acmesanitary.com.hk
Website: www. acmesanitaryware.com.hk

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## SPARE PARTS LIST



Note: In order to locate the relevant spare part, please check the corresponding parts and part mumber in the drawing. Minimum order quantity will be required.

## INSTALLATION

## STEP 1 - REMOVE ALL MOUNTING HARDWARE

For TRENDY, ELITE, EXTREME, SMART, GREEN, GREEN 28 Soap Dispensers:
Drill a hole in the deck or lavatory according to the recommended hole size.

Remove the nut, the disk and the gasket from the base of the soap dispenser body.


If your dispenser is supplied with anti-rotation solution, drill an additional hole for anti-rotation pin.


## For CSABA Soap Dispenser:

Remove the hexagonal nut, disk and washer. Do not remove the 0 -ring from the base of the faucet.


Drill a hole in the counter for the mixing handle. Remove the nut, disk and seal.


STEP 2 - INSTALLING THE SOAP DISPENSER
For TRENDY, ELITE, EXTREME, SMART, GREEN, GREEN 28 Soap Dispensers: Place the soap dispenser body along with the bottom ring into the hole in the deck or lavatory.
Slide the gasket, disk and nut over the soap dispenser body nipple and secure it.


## For CSABA Soap Dispenser:

Slide the washer, disk and hexagonal nut over the flexible hose and secure the faucet into place.


## INSTALLATION



## INSTALLATION

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.

For battery versions: install the battery box on the wall underneath the sink and connect the battery connector.
Caution: make sure to connect the connectors according to the indication on the battery box sticker.


## For transformer versions:

plug the transformer into the electricity socket and connect the transformer connector

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


## TROUBLESHOOTING

| Indication | Investigation | Cause | Solution | Illustration |
| :---: | :---: | :---: | :---: | :---: |
| False <br> activation: <br> Soap <br> 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 0 -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. |  |
|  | 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 ( $100-3800$ (Ps) 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 <br> ( 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. |  |

$\square$

## 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 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. |  |

$\square$

