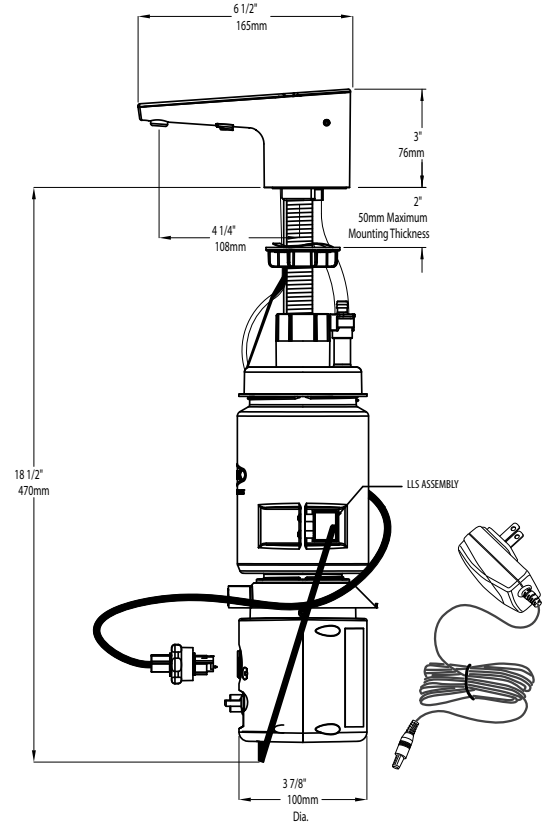
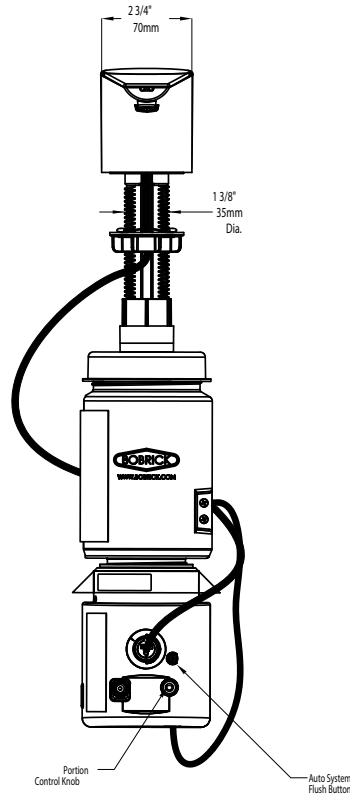


Specify Finish Required: ☐ B-878 Polished Chrome ☐ B-875 Brushed Nickel ☐ B-872 Matte Black



Patented



MATERIALS:

Spout and Stem Assembly — Above the counter - durable die cast zinc, available in three finishes:

Finish Type	Foam
Polished Chrome	B-878
Brushed Nickel	B-875
Matte Black	B-872

Unit equipped with a spring loaded 180° rotatable lid with concealed locking mechanism for top filling. Rotatable lid mechanism consists of metal components. Integrated to Spout are a grey plastic Dispense Tip and Activation Lens Housing. Delrin Stem connects to Plastic Bottle.

Soap Bottle — Translucent, shatter-resistant high-density polyethylene. Capacity: 34-fl oz (1.0-L).

Pump and Soap Delivery System — A plastic Gear Pump submerged in the bottom of the Bottle, pumps the liquid soap through a vinyl tube to spout.

Bottom Housing — Water-resistant, ABS plastic housing attached to the bottom of the Bottle houses the PC Board, motor that drives the Gear Pump, and the Gear Pump Housing. It includes a Portion Control Knob, Flush Button to allow for system cleaning and maintenance, a connector for the Fiber Optic cables, and Power Port.

continued . . .

Electronic Activation/Indication System — Pair of plastic Fiber Optic cables connects the plastic Activation Lenses to an IR Sensor located on a PC Board in the Bottom Housing. A third plastic Fiber Optic cable connects an LED located on the PC Board to an acrylic Lens at the tip of the Spout. All three cables are Integrated into one Fiber Optic Connector Tip for ease of installation.

Low Soap Level Indicator — Sensor attached to bottle determines when unit’s soap level is low. LED light on spout to begin flashing blue when soap level is low with approximately 25% soap capacity remaining.

6V AC Adapter — 6V AC Adapter with U.S. Plug comes standard. For outlets not compatible with U.S. plugs, order Part No. 3974-58.

OPERATION:

To fill dispenser, insert tip of standard BobKey provided into opening of the concealed locking mechanism in the Spout Assembly with spout body to disengage door for quick and easy top filling. Lid will rotate open for filling dispenser with bulk **liquid** hand soap only. Do not fill past midway point in funnel. Rotate door counter-clockwise to close and lock in place.

To activate dispenser, place hand under spout near the sensor for approximately 1/2 second. Spout dispenses adjustable amount (adjustment range approximately 0.4 to 3ml) of liquid hand soap of various viscosities ranging from 100 to 19,000 cP (centipoise).

LED Lights	
Flash Green →	During activation
No Light →	Standby mode and unit contains soap
Flash Blue →	Unit is low on soap
Solid Red →	Object remains in activation zone after single activation

Designers Note: Bobrick liquid soap dispensers are designed to dispense commercially marketed all purpose liquid hand soaps that are not alcohol or iodine based.

INSTALLATION:

Unit is designed for installation into counters up to 2" (50mm) maximum thickness with 1-3/8" (35mm) diameter mounting hole. Unit may be mounted through special hole requisitioned when lavatory is ordered from manufacturer (specify hole location). Recommended mounting location is between 6" to 8" (150 to 205mm) from back wall and 3" (75mm) from the sink rim to the center of the mounting hole. Minimum 18-1/2" (470mm) vertical and 5" (125mm) diameter clearance required for soap bottle and bottom housing below mounting hole. Plug AC Adapter into wall and end plug into power port on bottom housing. Plug in USB cable from Low Soap Level Sensor into bottom of the Bottom Housing.

Designers Note: Unit is not compatible with above the counter sink rims greater than 1-1/2" W x 1" H (25 x 40mm) or 2-1/2" W x 1/2" H (65 x 12.7mm). **Caution:** Sink rim must not come into contact with activation area. For more information refer to Mounting Template included in the Installation Instructions.

SPECIFICATIONS:

Designer Series Counter-Mounted Automatic Liquid Soap Dispenser shall dispense adjustable amount .4 to 3ml of commercially marketed all-purpose bulk liquid hand soaps, do not use iodine based or alcohol based soaps or sanitizers. Spout assembly shall be die cast zinc, with one of three finishes. Stem is integrated with spout and shall be Delrin plastic and accommodate up to 2" (50mm) thick counter tops. Unit shall be equipped with oversized funnel shape opening, covered by a 180° rotatable lid with concealed locking mechanism to allow for top filling. Unit shall have LED indicators to show when unit has been activated and when soap level in the bottle is low. Unit shall have IR Sensor located on PC board housed in a water-resistant plastic housing. Activation Lens shall allow for defined activation range to eliminate chance of false activation during hand washing. Portion Control Knob shall allow field adjustment of desired volume of soap dispensed per hand wash. Unit shall be equipped with an Automatic System Flush Button to allow for cleaning and maintenance. Comes with 6V AC adapter.

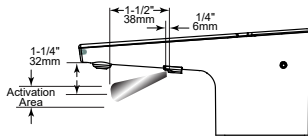
Designer Series Counter-Mounted Automatic Foam Soap Dispenser shall be _____ (insert model number) of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.

To Operate:

1. **Prime Unit** – After filling dispenser, plug in power to start prime. If unit is plugged in prior to filling dispenser, place hand under spout within sensor location to start prime.



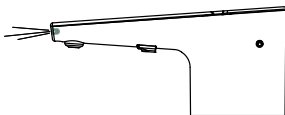
2. **Standard Dispense** – Place hand under spout within the sensor location for approximately 1/2 second to dispense controlled amount of liquid hand soap.



3. **Adjusting amount of soap dispensed** – Depending on viscosity of liquid soap used, unit may dispense between 0.4 ml to 3 ml of soap. To reduce output of liquid soap, rotate Portion Control Knob counter-clockwise. To increase the output of liquid soap, turn the knob clockwise.



4. **LED Light Indicators** – When unit is in standby mode and contains soap, LED will have no light. When activated for dispense, solid green LED will light. If red light is flashing, remove hand to allow unit to reset. Hand must be removed for a second activation. LED will flash blue when unit is low on soap.



Routine Cleaning and Maintenance:

Using a damp cloth, wipe the chrome-plated exterior of the dispenser daily. Periodically (about 3 to 6 months), it is recommended to flush the system with lukewarm water for cleaning and maintenance.



- When minimal amount of soap is left in the bottle, fill dispenser with lukewarm water from top to dilute soap.
- Press the Automatic System Flush Button to flush the system.
- Once unit is flushed, press the Automatic System Flush Button again to stop dispensing.
- Fill unit with fresh soap and dispense as usual.

Troubleshooting:

- Soap dispenser does not dispense soap, but you can hear motor running. The green LED lights up when hands are under spout.
 - Press the Automatic System Flush Button until soap comes out.
 - Press the Automatic System Flush Button again to turn it off.
- Soap dispenser does not dispense soap and you cannot hear motor running. The green LED does not light up when hands are under spout.
 - Be sure power is supplied to unit.
 - Make sure Fiber Optic Nut is tight on Fiber Optic Port.

Warranty:

SureFlo Automatic Liquid Soap Dispenser is warranted to be free from defects in workmanship and material under normal usage from the date of purchase for a period of 3 years.

Designer Series Automatic, Counter-Mounted Soap Dispenser
INSTRUCTIONS FOR INSTALLATION, OPERATION & MAINTENANCE

BOBRICK MODELS B-878, B-875, B-872 LIQUID SOAP DISPENSER

Clearances and Mounting Requirements:

- 1-3/8" (35mm) diameter mounting hole required.
- Minimum 18-1/2" (470mm) vertical clearance needed below the counter.
- 5" (127mm) diameter clearance needed below the mounting hole to accommodate bottle and bottom housing.
- Minimum 2-1/4" (57mm) diameter clearance needed for Mounting nut directly below the counter to clear sink rim.
- Recommend drilling mounting hole 6" to 8" (152 to 203mm) from the wall, and 2-1/2" to 3" (64 to 76mm) from sink rim.



Scan For SureFlo Installation and Maintenance Instructions.

For New Installation:

- Refer to mounting template for drilling locations.

For Retrofit:

- Remove existing dispenser(s).
- Clean area.
- Ensure hole is 1-3/8" (35mm) 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. The Mounting Nut requires 2-1/4" (57mm) diameter clearance directly below the counter.

Unit Diagram:

Item	Description
1	Top Assembly with Spout, Door and Stem
2	LED Light Pipe
3	Liquid Nozzle Tip
4	Fiber Optic Insert with Sensor Lenses
5	Rubber Counter Gasket
6	Wave Washer
7	Mounting Nut
8	Stem Mounting Nut
9	Duckbill Housing
10	Bottom Housing Assembly (includes Soap Bottle)
11	(3) Fiber Optic Cables for Sensor and LED Light Pipe
12	Fiber Optic Connector Tip Assembly
13	Fiber Optic Nut
14	Portion Control Knob
15	Automatic System Flush Button
16	Key Hole
17	BobKey
18	Low Soap Level Sensor
19	A/C Adapter Kit with U.S. Plug. For outlets not compatible with U.S. plugs, order Part No. 3974-58.



BUILDING VALUE SINCE 1906

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Form No. 878-91 8-1-24

In the United States: **BOBRICK WASHROOM EQUIPMENT, INC.**
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or email customerservice@bobrick.com

In Canada: **BOBRICK WASHROOM EQUIPMENT COMPANY**
45 Rolark Drive, Scarborough, Ontario M1R 3B1 • Eastern Canada: Tel: (877) 423-6555 • Fax: (877) 423-8555
• Western Canada: Tel: (877) 423-6444 • Fax: (877) 423-8444 or email customerservice@bobrick.com

Installation:



1. Place Counter Gasket over mounting hole to align with profile of dispenser.



2. Insert Stem with tube and all Fiber Optic Cables carefully through mounting hole.



3. Place the Wave Washer on top of the Mounting Nut. Install Mounting Nut on Stem and thread upwards. (Minimum 2-1/4" (55mm) diameter clearance needed below mounting nut).

NOTE: The outer diameter of the Mounting Nut may need to be dremeled down if space under the counter is tight.

NOTE: Make sure Fiber Optic Cables and Tubing are **INSIDE** Mounting Nut. Do not tighten completely until end of installation.



4. Thread the Stem Locking Nut onto the Stem. The ribs on the Nut are to be towards the top. Once it goes past the two red o-rings, the nut will automatically stop threading.



5. Attach the tubing to the top barb of the Duckbill Housing.



6. The Bottle Cap can only be placed onto the Stem in one orientation.

The flat section on the Stem is to be aligned with the flat section on the Bottle Cap.



7. Rotate the Bottle back and forth to align the flat section of the Stem to the flat section on the Bottle.



8. Push the Bottle Assembly up onto the Stem while also inserting the Duckbill Housing into the hole in the post on the Bottle Cap.

Fully insert the Bottle Assembly over the Stem until it stops. Both red o-rings must be inside the Bottle Cap.



9. While pushing upwards on the Bottle, Thread the Stem Locking Nut down onto the Bottle Cap threads.

NOTE: After assembly, hold the Stem and lightly rotate the Bottle back and forth and tug down to be sure it is on tight. If it is loose, repeat Steps 7 and 8.

NOTE: Tug Tubing on Duckbill Housing down from under the counter to straighten out the tubing.



10. Insert Fiber Optic Connector Tip into Bottom Housing. Keyed feature on Connector Tip ensures Fiber Optic Cables are always located correctly.



11. Thread Fiber Optic Nut onto Connector Port and hand snug only. Do not over-tighten.

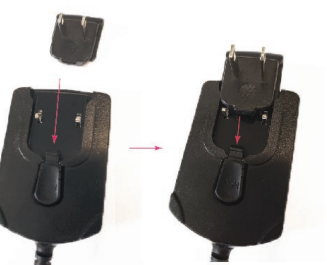
NOTE: DO NOT bend or kink Fiber Optic Cables.



Apply a bead of Silicone around the base of the Top Housing above the counter to prevent spilled soap from going through the mounting hole.



12. Align the Top Assembly above the counter to the desired position and tighten the Mounting Nut against the bottom of counter so the Top Assembly does not easily rotate. Make sure Fiber Optic Cables are not between the underside of the counter and top of Mounting Nut. See Steps 3 and 4.



14. Place US plug into AC Adapter and slide down until it clicks into place.

For international installations use appropriate adapter from 3974-58.



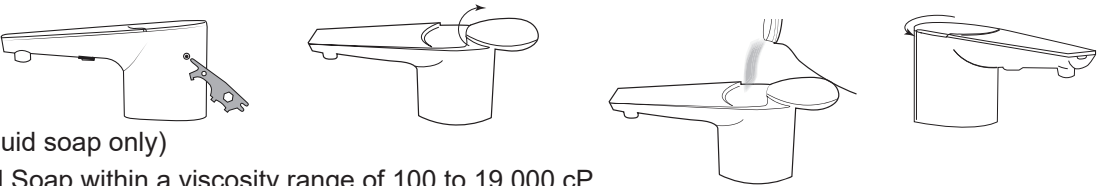
15. Plug Power Supply into Bottom Housing base.

Replacement Parts List

Part Name	Part No.
- A/C Adapter	3974-57
- International AC Adapter Plug Kit (U. K., Europe, Australia)	3974-58
- Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
- External A/C Multi Adapter Kit	824-201
- Nozzle Tip Replacement Kit Liquid	824-210
- Duckbill Housing	824-322
- Installation Hardware Packet (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Mounting nut)	824-443

Part Name	Part No.
- Top Housing Assembly Liquid, Matte Black	872-25
- Top Housing Assembly Liquid, Brushed Nickel	875-25
- Top Housing Assembly Liquid, Polished Chrome (Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing)	878-25
- Bottom Housing Assembly Liquid	878-250
- Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws, and Installation Instructions)	858-163

TOP FILL ONLY !



Filling Instructions: (use liquid soap only)

Unit will dispense Bulk Liquid Soap within a viscosity range of 100 to 19,000 cP.

1. Insert tip of BobKey provided into opening of concealed locking mechanism to disengage door.
2. Door will disengage and rotate clockwise for filling from the top. (Do not fill past midway point in funnel)
3. Fill dispenser with commercially marketed bulk liquid hand soap. (**Do not use foam liquid**)
4. Close door counter-clockwise to lock in place.

MOUNTING TEMPLATE
SureFlo® Automatic Counter-Mounted Soap Dispenser
Bobrick Models B-868, B-865, B-862 Foam
B-878, B-875, B-872 Liquid

Required Clearances:

Mounting Hole: 1-3/8" (35mm) diameter

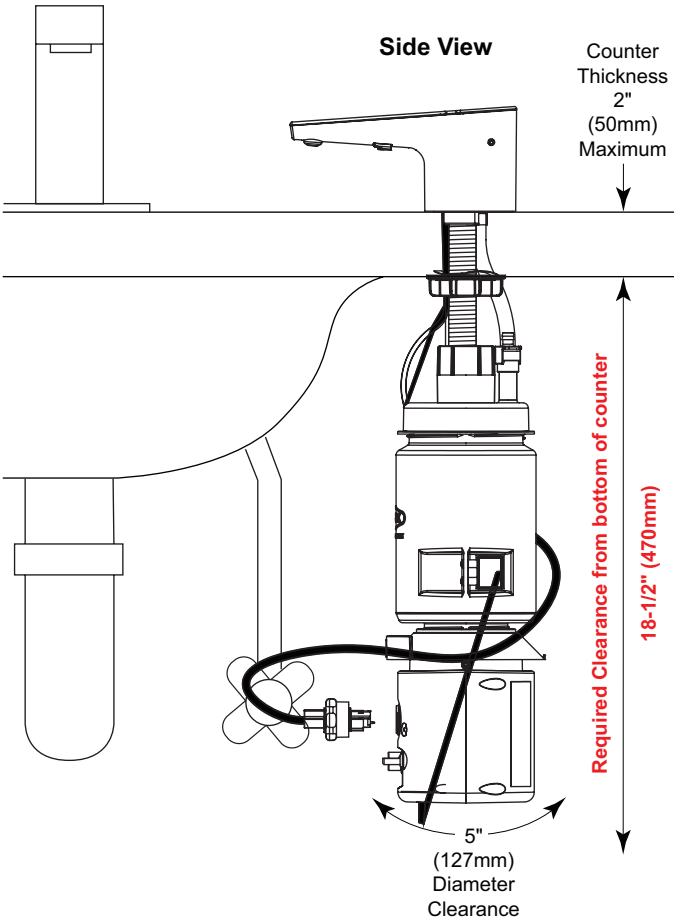
Maximum Counter Thickness: 2" (50mm)

Below Counter:

18-1/2" (470mm) vertical clearance

5" (127mm) diameter directly below mounting hole for bottle and bottom housing.

2-1/4" (57mm) diameter needed for mounting nut directly below mounting hole. If sink rim below the counter is within the clearance area, use a spacer to ensure mounting nut is firmly tightened against, bottom of the counter.



Instructions:

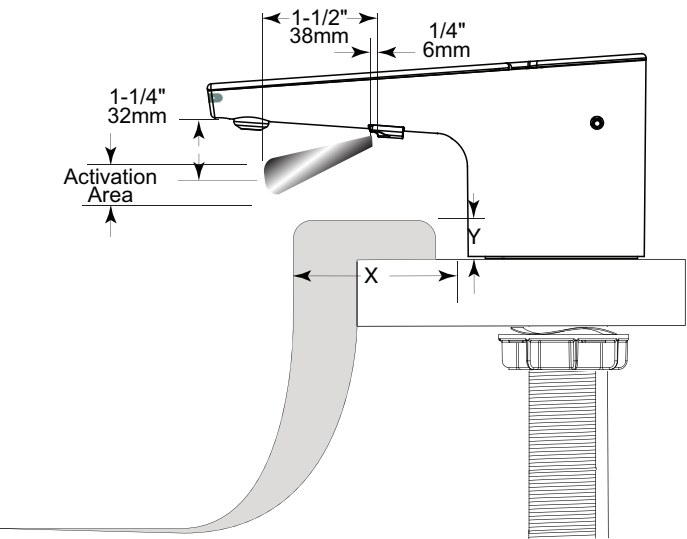
1. Using template, locate mounting hole position (on left or right side). Ensure sink and plumbing fixtures **DO NOT** interfere with dispenser above or below the counter (refer to clearances).
2. Drill 1-3/8" (35mm) diameter hole.

Sinks with Rim Over the Counter Area:

Unit is not compatible with a sink rim greater than the maximum dimensions listed below:

Option A X = 1-1/2" (38mm) Maximum
Y = 1" (25mm) Maximum

Option B X = 2-1/2" (63mm) Maximum
Y = 1/2" (12mm) Maximum



CAUTION:

Rim must not come into contact with activation area.



BUILDING VALUE SINCE 1906

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Form No. 868-107 i07/26/24

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• Western Canada: Tel: (877) 423-6444 • FAX: (877) 423-8444 or e-mail: customerservice@bobrick.com

MOUNTING TEMPLATE

LEFT SIDE

RIGHT SIDE

View from Top of Counter

View from Top of Counter

Recommended Mounting Distance
to Finish Face of Wall

Between 6" to 8" (154 to 203mm)

Recommended Mounting Distance
to Finish Face of Wall

Between 6" to 8" (154 to 203mm)

Drill
1-3/8" (35mm)
Diameter Hole

Drill
1-3/8" (35mm)
Diameter Hole

2-1/2" to 3"
(64 to 76mm)
from Sink Rim
to center
of Mounting Hole

2-1/2" to 3"
(64 to 76mm)
from Sink Rim
to center
of Mounting Hole

6 1/2"
(165mm)

6 1/2"
(165mm)

6"
(152mm)

7"
(178mm)

8"
(203mm)

6"
(152mm)

7"
(178mm)

8"
(203mm)

Advisory Bulletin

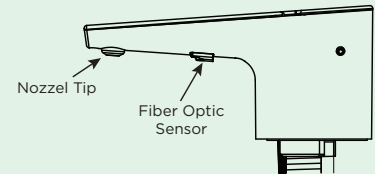


BUILDING VALUE SINCE 1906

TB-114 Cleaning and Maintenance For Bobrick B-878, B-875, B-872 Designer Series Automatic Counter-Mounted Liquid Soap Dispensers

Quality soap dispensers require good quality soap and periodic maintenance to properly operate. For reliable long-term use, perform regular maintenance for each unit. Most soap dispenser problems are caused by soap that is too thick or corrosive, or by a lack of maintenance. If proper soap is being used, problems can still arise if dispensers have never been cleaned. Bobrick recommends a viscosity of 100 to 19,000cP. With proper maintenance and soap, Bobrick dispensers will provide long term, trouble free operation.

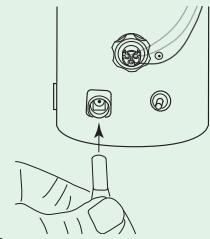
Deactivate the soap dispenser by placing your finger over the Fiber Optic Sensor area while you clean. The sensor is located just behind the Nozzle Tip. Once dispenser is cleaned, remove finger from the sensor area. Or un-plug the Power Supply located on the bottom of the housing (LED will not light).



DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean Spout, as it may dull the luster and attack the finished exterior. Use ONLY mild soap and water, then wipe dry with clean cloth. While cleaning the bathroom counter top, protect the Spout from any splattering of cleaner. Acids and cleaning fluids will discolor or remove the finish.

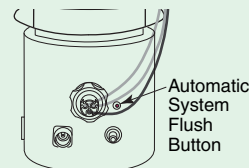
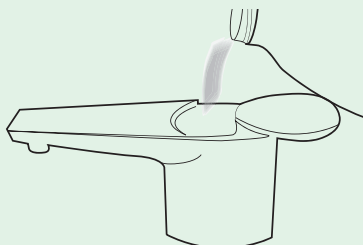
Daily cleaning:

- Using a soft, dry cloth wipe the exterior.
- If dispenser is really dirty gently wipe the dispenser with a cloth moistened with warm water and a diluted neutral detergent. Remove the detergent with a soft damp cloth and then rub with a second soft, dry cloth.



Periodic cleaning (3 to 6 months)

- Place hand under Nozzle Tip to be sure soap is properly dispensed
- Gently wipe the dispenser with a cloth moistened with warm water and a diluted neutral detergent
- Clean area between Lid and Spout to keep Lid swing free of soap residue
- Flush the system when minimal amount of soap is left in the bottle
 - Open the top-fill door using the BobKey, rotate door clockwise
 - Fill the dispenser with warm water.
 - Press the Automatic Flush Button located on the bottom housing assembly, just above the Portion Control Knob.
 - Once unit is flushed, Press the Automatic Flush Button again to stop dispensing.
 - Fill unit with fresh soap.
- Place hand under Nozzle Tip to be sure soap is properly dispensed.





BUILDING VALUE SINCE 1906

Troubleshooting Guide

for Bobrick B-878, B-875, B-872

Designer Series Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

Step 1: To determine cause: Unplug unit and reconnect unit and listen for sound of motor. Activate soap dispenser continually five times.

Unit Not Dispensing	When hand is in the sensor activation zone, the green LED does not light up and there is no motor sound.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	No power to unit.	Check A/C adapter connection.	Confirm outlet has power. If power confirmed and A/C adapter is not working, replace A/C adapter. If power and A/C adapter are both confirmed working, continue to next troubleshooting step.	3974-57
	Sensor not detecting hand.	All steps above completed and green LED does not light up when sensor is activated.	Contact Bobrick Customer Service.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	When hand is in the sensor activation zone, the green LED lights up and you hear the motor running.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	824-210
	Soap may be too viscous.	Ensure that soap meets specified viscosity range. Viscosity range of 100 to 19,000cP. Adjust portion control knob to get desired amount of soap.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill inside Duckbill Housing may be stuck open. If no liquid dispensed after multiple activations, Duckbill inside Duckbill Housing may be stuck closed.	Squeeze and release the tubing above Duckbill Housing, then press the purge button to prime the unit with soap.	If still requires multiple activations, order new Duckbill Housing.	824-322
	When hand is in the sensor activation zone, the green LED lights up, but you do not hear the motor running.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
Unit Leaking	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Loose Stem connection to Bottle Cap.	Unscrew Stem Locking Nut.	Push the Bottle Assembly up onto the Stem until it stops. Ensure both red o-rings are installed on stem and must be fully inserted inside Bottle Cap. While pushing upwards on the Bottle, thread Stem Locking Nut down onto the Bottle Cap threads. Reference Installation Instructions.	n/a
	Leaking from Bottom Housing Assembly.	Confirm source of the leak is the Bottom Housing Assembly.	Unit needs to be returned. Replace with Bottom Housing Replacement Kit.	878-250
Low Soap Level Sensor Incorrect Flashing	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Low Soap Level Sensor needs to be recalibrated to installed environment.	Recalibrate Low Soap Level Sensor.	1. Use purge button to remove soap from unit. 2. Unplug AC adapter barrel plug from unit. 3. Press and hold purge button. 4. Plug AC adapter barrel plug into unit. 5. Release purge button. 6. All steps above completed and issue is not resolved, replace 858-163 Low Soap Level Sensor.	n/a
	Soap leaked down from counter when re-filling and soap is now on Low Soap Level Sensor window.	Clean Low Soap Level Sensor and Bottle.	1. Unscrew Low Soap Level Sensor from bottle. 2. Clean Low Soap Level Sensor and bottle pocket with paper towel and water. 3. Confirm parts are dry. 4. Screw Low Soap Level Sensor back onto bottle. 5. Recalibrate Low Soap Level Sensor. (See instructions above.)	n/a
	Low Soap Level Sensor connector or port broken.	Confirm if Low Soap Level Sensor USB connector or port is broken. If only USB connector is broken, replace 858-163 Low Soap Level Sensor. If USB port is broken, replace with 878-250 Bottom Housing Replacement Kit.	Contact Bobrick Customer Service.	n/a



BUILDING VALUE SINCE 1906

Troubleshooting Guide

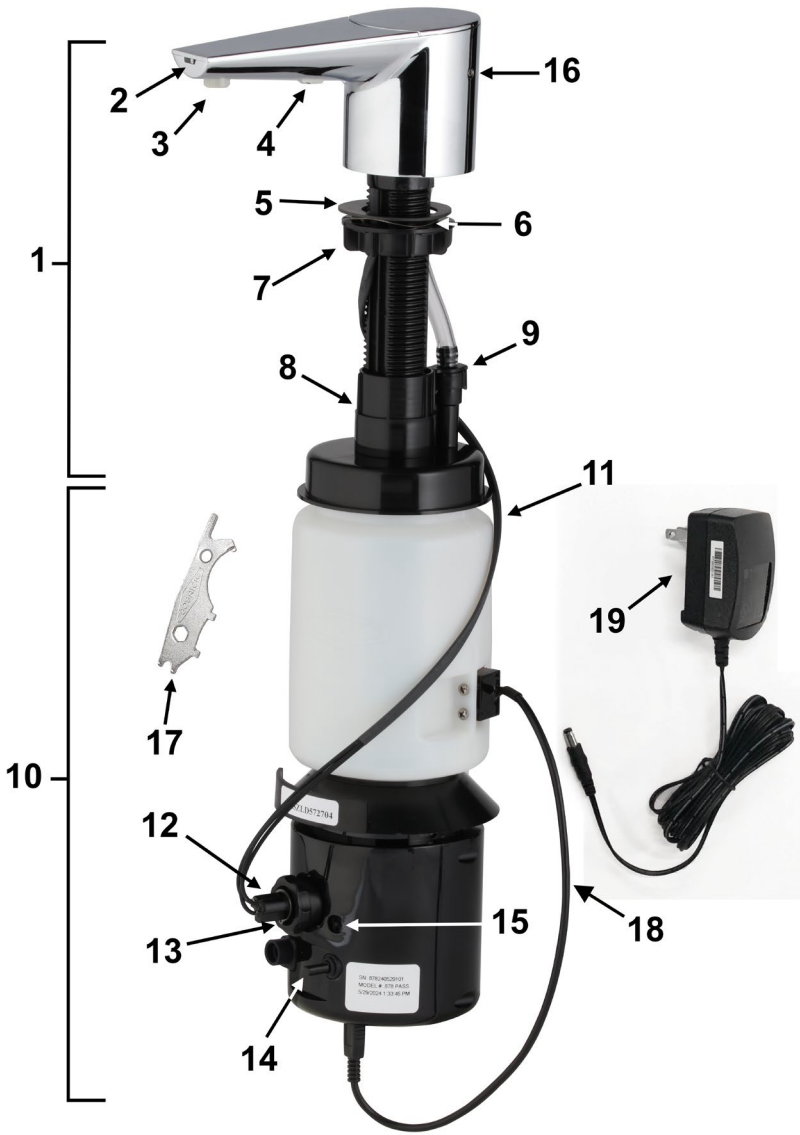
for Bobrick B-878, B-875, B-872

Designer Series Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

Step 1: To determine cause: Unplug unit and reconnect unit look for Green LED light and sound of motor. Activate soap dispenser continually five times.				
Unit Not Dispensing	If motor running and LED does not stop flashing consistently when hand is in the activation zone.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Fiber Optic Nut may be thread too tight onto connector port in the Bottom Housing.	Check Fiber Optic Nut to see if nut has been overtightened	Tighten Fiber Optic Connector Nut hand tight and then rotate nut counterclockwise by 1/4 turn (90°).	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor running and LED stops flashing when hand is in the activation zone.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	824-210
	Soap may be too viscous (i.e. Soap may be too thick).	Ensure that soap meets specified viscosity range. Viscosity range of 100 to 19,000cP (cP = centipoise). Adjust portion control knob to get desired amount of soap.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill inside Duckbill Housing missing or not installed properly.	Replace Duckbill Housing	Contact Bobrick Customer Service.	824-322
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor not running and LED stops flashing when hand is in the activation zone.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor not running No LED light.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	No power to the unit	Check A/C adapter connection.	If LED lights up then follow the steps listed under "If motor not running and LED stops flashing when hand is in the activation zone"	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
Unit Leaking	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Stem O-rings not fully inserted into the Bottle Cap.	Unscrew Stem Locking Nut.	Ensure both O-rings are installed on the Stem. Re-install and ensure both O-rings are fully inserted into the Bottle Cap.	n/a
	Leaking from bottom of the Bottle	1. Disconnect fiber optic cables and power supply from the Bottom Housing. 2. Locate leak if from bottom of Bottom Housing.	Ensure that the bottom of the Bottle is properly tightened.	n/a
	No change	All steps above completed.	Replace with Bottom Housing Assembly.	878-250
Low Soap Level Sensor Incorrect Flashing	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Low Soap Level Sensor needs to be recalibrated to installed environment.	Recalibrate Low Soap Level Sensor.	1. Use purge button to remove soap from unit. 2. Unplug AC adapter barrel plug from unit. 3. Press and hold purge button. 4. Plug AC adapter barrel plug into unit. 5. Release purge button.	n/a
	Soap leaked down from counter when re-filling and soap is now on Low Soap Level Sensor window.	Clean Low Soap Level Sensor and Bottle.	1. Unscrew Low Soap Level Sensor from bottle. 2. Clean Low Soap Level Sensor and bottle pocket with paper towel and water. 3. Confirm parts are dry. 4. Screw Low Soap Level Sensor back onto bottle. 5. Recalibrate Low Soap Level Sensor. (See instructions above.)	n/a
	No change	All steps above completed.	6. Replace Low Soap Level Sensor.	858-163

Parts List:

Item	Description
1	Top Assembly with Spout, Door and Stem
2	LED Light Pipe
3	Liquid Nozzle Tip
4	Fiber Optic Insert with Sensor Lenses
5	Rubber Counter Gasket
6	Wave Washer
7	Mounting Nut
8	Stem Locking Nut
9	Duckbill Housing
10	Bottom Housing Assembly (includes Soap Bottle)
11	(3) Fiber Optic Cables for Sensor and LED Light Pipe
12	Fiber Optic Connector Tip Assembly
13	Fiber Optic Nut
14	Portion Control Knob
15	Automatic System Flush Button
16	Key Hole
17	BobKey
18	Low Soap Level Sensor
19	A/C Adapter Kit with U.S. Plug. For outlets not compatible with U.S. plugs, order Part No. 3974-58



Replacement Parts List	
Description	Part #
A/C Adapter	3974-57
International A/C Adapter Plug Kit (U. K., Europe, Australia)	3974-58
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Liquid	824-210
Installation Hardware Packet (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	824-443
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
Duckbill Housing	824-322
Bottom Housing Assembly Liquid	878-250
Top Housing Assembly Liquid, Polished Chrome (Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing)	878-25
Top Housing Assembly Liquid, Brushed Nickel	875-25
Top Housing Assembly Liquid, Matte Black	872-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws, and Installation Instructions)	858-163

Recommended Liquid Soaps
MAINTEx EZ Wash
Entral Pink Deluxe Soap
GOJO® Lotion Hand Cleaner
Softsoap® Moisturizing Hand Soap
Dial® Basics HypoAllergenic Liquid Hand Soap
Genlabs Strike Bac® Antibacterial Handsoap
CARROLL ULTREX Antimicrobial Luxury Hand Soap
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