

Advisory Bulletin



BUILDING VALUE SINCE 1906

TB-119 Cleaning and Maintenance For Bobrick B-960, B-961, B-962, B-965, B-968 Automatic Counter-Mounted Top-Fill Bulk Foam Soap Dispensers



Scan for Automatic Foam Soap Dispenser
Cleaning and Maintenance Video

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 less than 100cP. With proper maintenance and soap, Bobrick dispensers will provide long term, trouble free operation.

Warning: Only use soap designed specifically for foaming on the B-960, B-961, B-962, B-965, B-968 foam dispenser. Not doing so will result in unit not operating properly, or can lead to total product failure.

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 unplug the Power Supply located on the bottom of the housing (LED will not light).

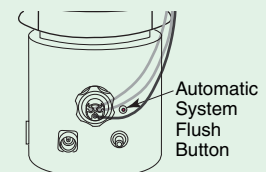
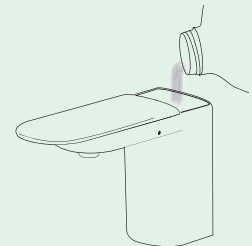
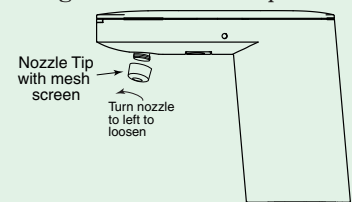
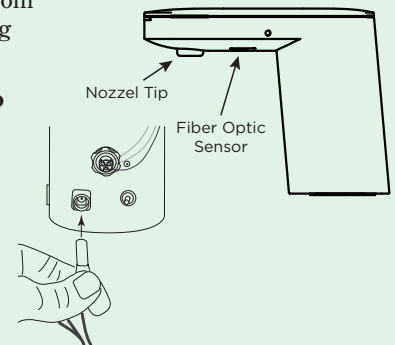
DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean Spout, as it may dull the luster and attack the finished exterior. Use ONLY mild soap and water, then wipe dry with clean cloth. While cleaning the bathroom counter top, protect the Spout from any splattering of cleaner. Acids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

- Remove Nozzle Tip with mesh screen and run under warm water.
 - To remove Nozzle Tip for cleaning, cover the Sensor area with your finger to prevent dispensing of soap. Turn Nozzle to the left to loosen. Rinse Nozzle under hot water to loosen any soap residue and replace. Turn Nozzle to the right to tighten.
- 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, slide door open forward.
 - 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.





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Troubleshooting Guide

for Bobrick B-960, B-961, B-962, B-965, B-968

Counter-Mounted Automatic, Top Fill Bulk Foam 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.		
	Likely Cause	Action	Instruction
	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.
	Sensor not detecting hand.	All steps above completed and green LED does not light up when sensor is activated.	Contact Bobrick Customer Service.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
	When hand is in the sensor activation zone, the green LED lights up and you hear the motor running.		
	Likely Cause	Action	Instruction
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.
	Soap may be too viscous.	Ensure that soap meets specified viscosity range. <i>Viscosity less than 100cP.</i>	Flush whole system. Replace with soap that is within recommended viscosity range.
	If unit requires multiple (more than 5) activations to dispense foam. Duckbill inside Foam Mixer Housing may be stuck open. If no foam dispensed after multiple activations, Duckbill inside Foam Mixer Housing may be stuck closed.	Squeeze and release the tubing above Foam Mixer Housing, then press the purge button to prime the unit with soap.	If still requires multiple activations, order new Foam Mixer Housing.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
	When hand is in the sensor activation zone, the green LED lights up, but you do not hear the motor running.		
	Likely Cause	Action	Instruction
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
Unit Leaking	Likely Cause	Action	Instruction
	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 the Bottle Cap. While pushing upwards on the Bottle, thread the Stem Locking Nut down onto the Bottle Cap threads. Reference Installation Instructions.
	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.
Soap	Likely Cause	Action	Instruction
	Foam Soap too Airy.	Adjust portion control knob. Also check Nozzle Tip Mesh Screen.	Turn knob clockwise for less air in foam. Clean Mesh Screen and/or replace.
	Foam Soap too Liquidy/Watery.	Adjust portion control knob. Also check Nozzle Tip Mesh Screen.	Turn knob counter clockwise. If Mesh Screen is torn replace.
Low Soap Level Sensor Incorrect Flashing	Likely Cause	Action	Instruction
	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.
	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.)
	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 868-250 Bottom Housing Replacement Kit.	Contact Bobrick Customer Service.

Item	Description
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Replacement Parts List	
Description	Part #
A/C Adapter	3974-57
International A/C 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 Foam	828-310
Foam Mixer Housing	828-322
Installation Hardware Packet with Foam Mixer Housing (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	968-84
Bottom Housing Assembly Foam	868-250
Top Housing Assembly Foam, Brushed Brass (Top Housing Assemblies include Installation Hardware Packet and Foam Mixer Housing)	960-25
Top Housing Assembly Foam, Polished Graphite	961-25
Top Housing Assembly Foam, Matte Black	962-25
Top Housing Assembly Foam, Brushed Nickel	965-25
Top Housing Assembly Foam, Polished Chrome	968-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws and Installation Instructions)	858-163

Recommended Foam Soaps
Kutol Foaming Luxury Hand Soap
Kutol Foaming Antibacterial Handsoap
Chemcor Foaming Antibacterial Handsoap
State Chemical Gentle Fresh Foaming Hand Soap
State Chemical Gentle Fresh Defense Foaming Antibacterial Hand Soap
SCJ Professional - Refresh Azure Foam
Hillyard Cucumber-Melon, Premium Foam Soap
Hillyard Green Select, Foaming Hand Soap
Total Solutions, Green Apple Foam Soap
Novo Antibacterial Foaming Hand Soap, Lemon Scented
Spartan Lite'n Foamy, Citrus Fresh
Germ-X Antibacterial Foaming Hand Wash
Germ-X Green Foaming Hand Soap
Betco Pink Foaming Skin Cleanser
BETCO Green Earth Clear Foaming Skin Cleanser
Enviro-Chem Foam Care Hand Soap
DAYCON Foaming Hand Soap
<i>Recommended soaps are for reference only and do not constitute an endorsement of named manufacturer(s). All registrations and trademarks are the sole property of manufacturer.</i>



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