

# Advisory Bulletin

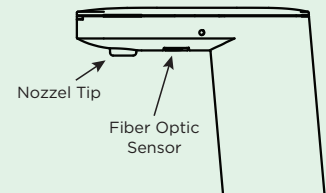


BUILDING VALUE SINCE 1906

## TB-118 Cleaning and Maintenance For Bobrick B-950, B-951, B-952, B-955, B-958 Automatic Counter-Mounted Top-Fill Bulk 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.

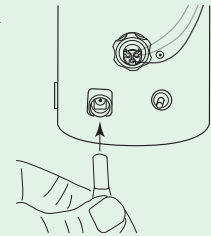
Deactivate the soap dispenser by placing your finger over the Fiber Optic Sensor area while you clean. The sensor is located just behind the Nozzle Tip. Once dispenser is cleaned, remove finger from the sensor area. Or un-plug the Power Supply located on the bottom of the housing (LED will not light).



**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.**

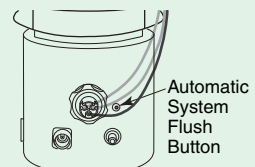
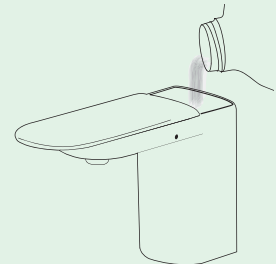
### Daily cleaning:

- 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.



# Troubleshooting Guide

## for Bobrick B-950, B-951, B-952, B-955, B-958

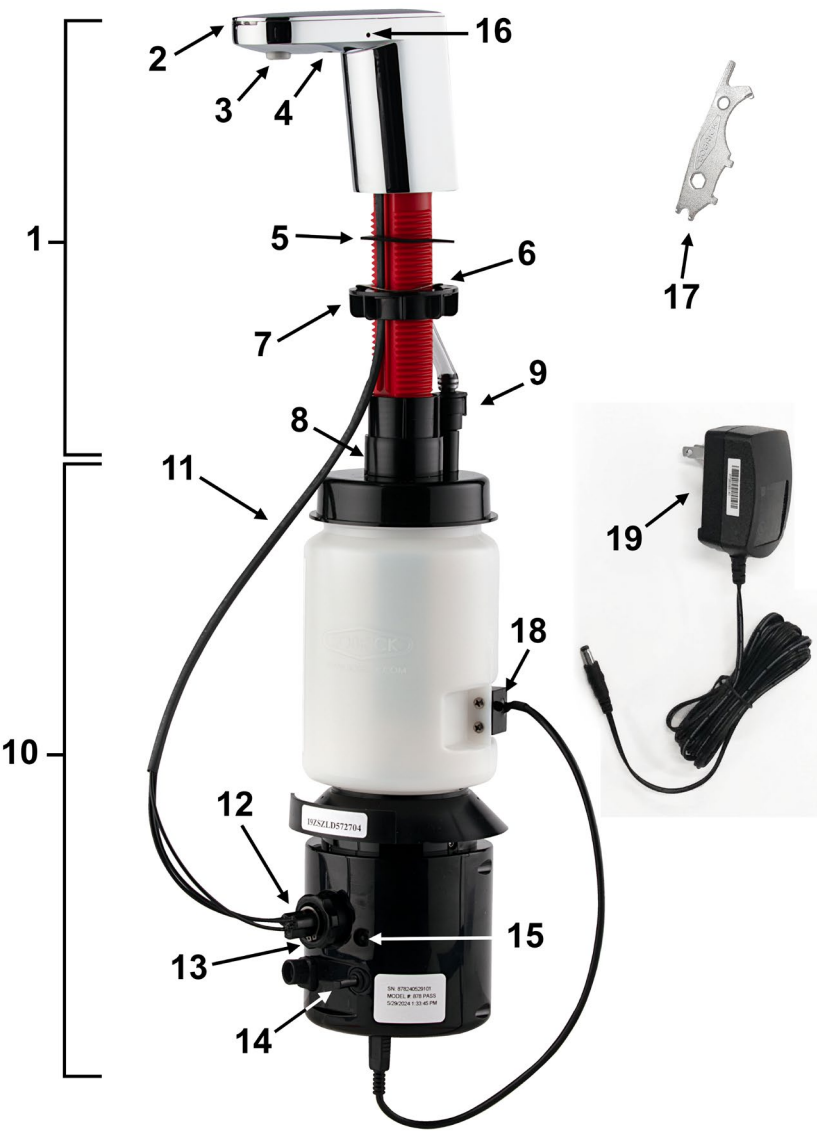
### Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

**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	<b>When hand is in the sensor activation zone, the green LED does not light up and there is no motor sound.</b>			
	<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
	<b>When hand is in the sensor activation zone, the green LED lights up and you hear the motor running.</b>			
	<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
	<b>When hand is in the sensor activation zone, the green LED lights up, but you do not hear the motor running.</b>			
	<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

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)	958-84
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, Brushed Brass (Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing)	950-25
Top Housing Assembly Liquid, Polished Graphite	951-25
Top Housing Assembly Liquid, Matte Black	952-25
Top Housing Assembly Liquid, Brushed Nickel	955-25
Top Housing Assembly Liquid, Polished Chrome	958-25
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
<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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