

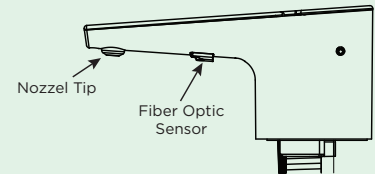
Advisory Bulletin



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.

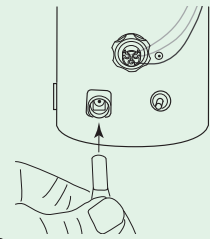
Deactivate the soap dispenser by placing your finger over the Fiber Optic Sensor area while you clean. The sensor is located just behind the Nozzle Tip. Once dispenser is cleaned, remove finger from the sensor area. Or un-plug the Power Supply located on the bottom of the housing (LED will not light).



DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean Spout, as it may dull the luster and attack the chrome-plated 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 chrome plating.

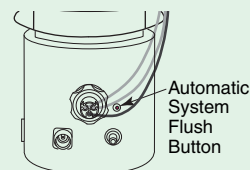
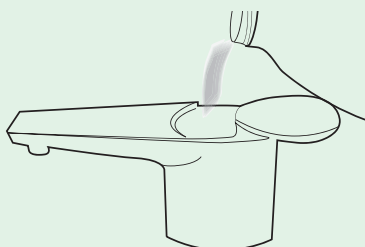
Daily cleaning:

- 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

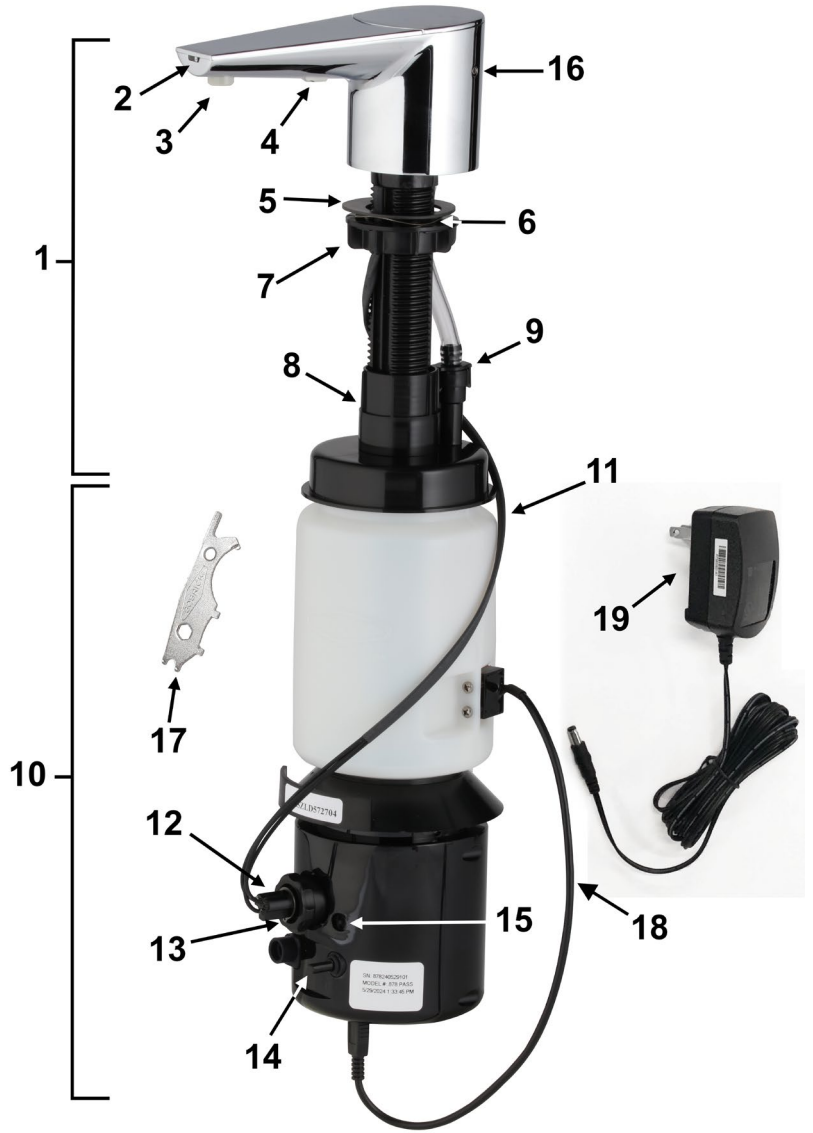
Designer Series Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

Step 1: To determine cause: Unplug unit and reconnect unit 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 = centerpoise). 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
<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>

