

Advisory Bulletin



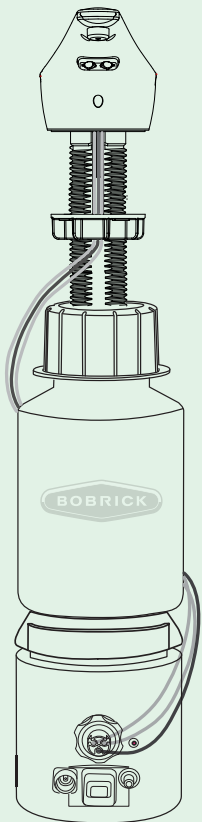
BUILDING VALUE SINCE 1906

TB-99 Cleaning and Maintenance For Bobrick B-824 or B-828 Automatic Counter-Mounted Soap Dispensers

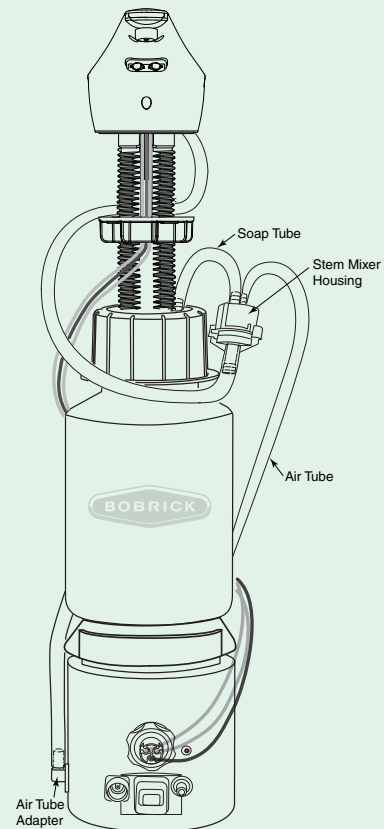
Quality soap dispensers require good quality soap and periodic maintenance to properly operate. For reliable long-term use, perform regular maintenance for each unit. Most soap dispenser problems are caused by soap that is too thick or corrosive, or by a lack of maintenance. If proper soap is being used, problems can still arise if dispensers have never been cleaned. Bobrick recommends a viscosity of 100cps. 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-828 foam dispenser. Not doing so will result in unit not operating properly, or can lead to total product failure.

Determine which unit you have:



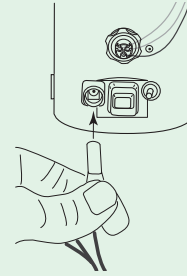
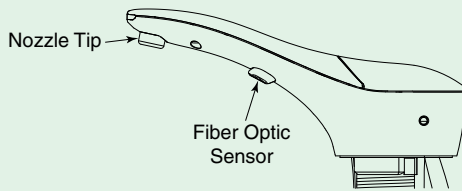
B-824



B-828

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.

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).

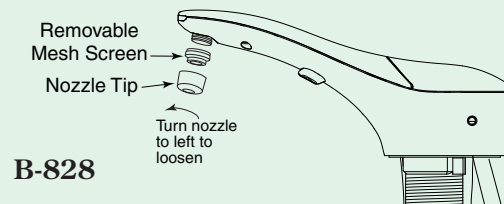
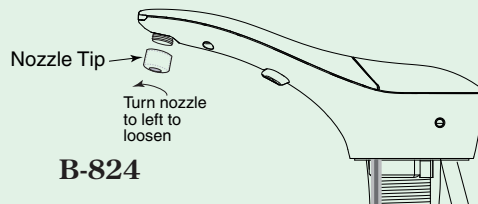


Daily cleaning:

- 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 natural detergent. Remove the detergent with a soft damp cloth and then rub with a second soft, dry cloth.

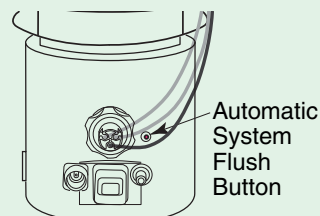
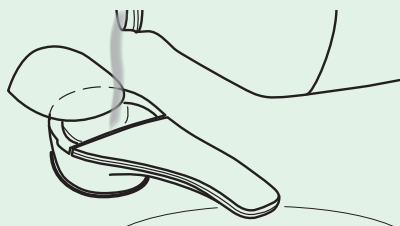
Monthly cleaning

- For Liquid or Foam soap dispenser remove Nozzle Tip 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.



Periodic cleaning (3 to 6 months)

- Gently wipe the dispenser with a cloth moistened with warm water and a diluted natural 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 Portition 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.



Trouble Shooting Guide

for Bobrick B-824 SureFlo® Automatic, Top Fill Bulk Liquid Soap Dispenser

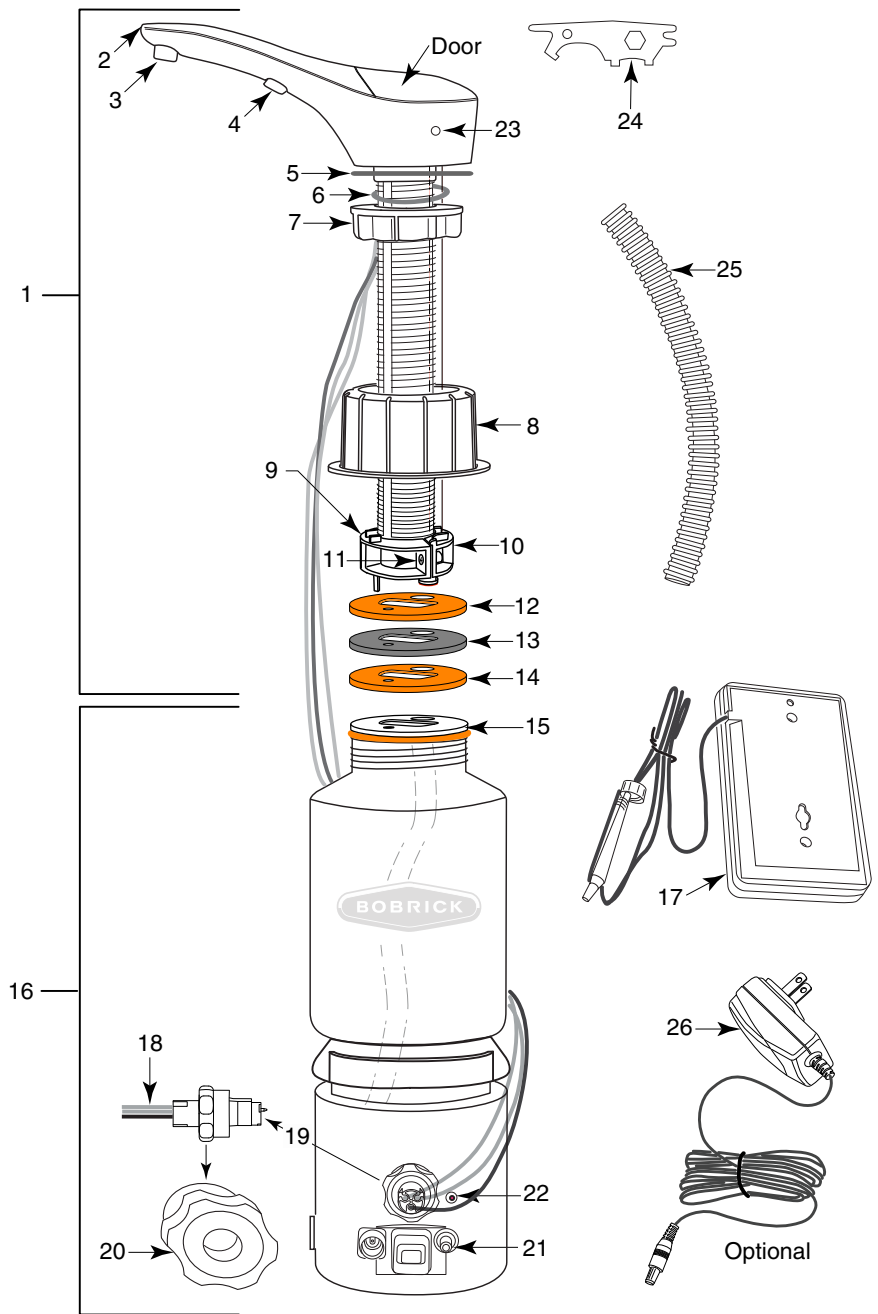
Step 1: To determine cause: Unplug unit and reconnect unit look for Green LED light and sound of motor. Activate soap dispenser continually five times.

Unit Not Dispensing	If motor running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Clogged Nozzle Tip and Mesh Screen.	Remove Nozzle Tip.	Clean Nozzle by soaking in 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. <i>Viscosity less than 100cps (CPS = centipoise)</i> Adjust viscosity and Flush system.	Replace with new soap.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill or O-Ring missing or not installed properly.	1. Unscrew Bottle Cap and remove Bottle. 2. Check Duckbill Valve and O-Ring are in correct location. 3. Disconnect fiber optic cables from Bottom Housing.	1. Re-Insert Duckbill Valve and O-Ring. Found in Retainer Back #10 on parts list. Refer to step 7 on installation instructions. 2. Screw Bottle Cap back on Bottle. #8 on parts list. 3. Re-connect fiber optic cables from Bottom Housing. #19 on parts list.	824-101 824-70 824-204
	No change.	All steps above completed.	Return entire unit to manufacturer.	B-824
	If motor not running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Issue with Power Source this is determined by Flasing RED LED.	Check batteries. Check A/C adapter connection.	Replace with new batteries. Reconnect A/C adapter connection. If problem persists, send unit back to manufacturer.	n/a
	Gear jamming.	Check for dried soap. Purge system.	Open Cover and pour warm water and then purge.	n/a
	Flashing green LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	824-207
	No change.	All steps above completed.	Return entire unit to manufacturer.	B-824
	If motor not running No LED light.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
No power to the unit	Replace with new batteries. Check A/C adapter connection.	If problem persists, send unit back to manufacturer.	n/a	
No change.	All steps above completed.	Return entire unit to manufacturer.	n/a	
Unit Leaking	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Loose bottle connection to Bottom Housing.	Unscrew bottle.	Ensure the gaskets and washer are installed properly see page 2. Re-install and tighten bottle cap.	n/a
	Leaking from bottom of Bottom Housing.	Locate leak if from bottom of Bottom Housing.	Unit needs to be returned. Replace with Bottom Housing Replacment Kit.	824-350

B-824 Parts List:

Item Description

- | | | |
|----|---|---------|
| 1 | Top Assembly with Spout, Door, Shank, and fiber optics | 824-251 |
| 2 | LED Light Pipe | |
| 3 | Liquid Nozzle Tip | 824-234 |
| 4 | Fiber Optic Insert with Sensor Lenses | 824-229 |
| 5 | Rubber Counter Gasket | 824-74 |
| 6 | Wave Washer | 824-109 |
| 7 | Mounting Nut | 824-68 |
| 8 | Bottle Cap | 824-70 |
| 9 | Retainer | 824-155 |
| 10 | Retainer Back | 824-101 |
| 11 | Screw | 824-162 |
| 12 | Rubber QC Gasket | 824-110 |
| 13 | Stainless Steel Washer | 824-480 |
| 14 | Rubber QC Gasket | 824-110 |
| 15 | Adapter | 824-137 |
| 16 | Bottom Housing Assembly (includes Soap Bottle) | 824-204 |
| 17 | Battery Pack (Requires (4) "D" cell alkaline batteries not included) | 824-45 |
| 18 | (3) Fiber Optic Cables for Sensor and LED Light Pipe | |
| 19 | Fiber Optic Connector Tip Assembly | |
| 20 | Fiber Optic Nut | |
| 21 | Portion Control Knob | |
| 22 | Automatic System Flush Button | |
| 23 | Key Hole | |
| 24 | BobKey | 24-17 |
| 25 | Fiber Optic Cable Cover | |
| 26 | Mounting Template | 824-207 |
| 27 | Optional: A/C Adapter Kit with U. S. Plug | 3974-57 |
| | Optional: A/C Adapter Kit with U. S. Plug for UK, Europe and Australia, order additional plug kit | 3974-58 |



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Trouble Shooting Guide

for Bobrick B-828 SureFlo® Automatic, Top Fill Bulk Foam Soap Dispenser

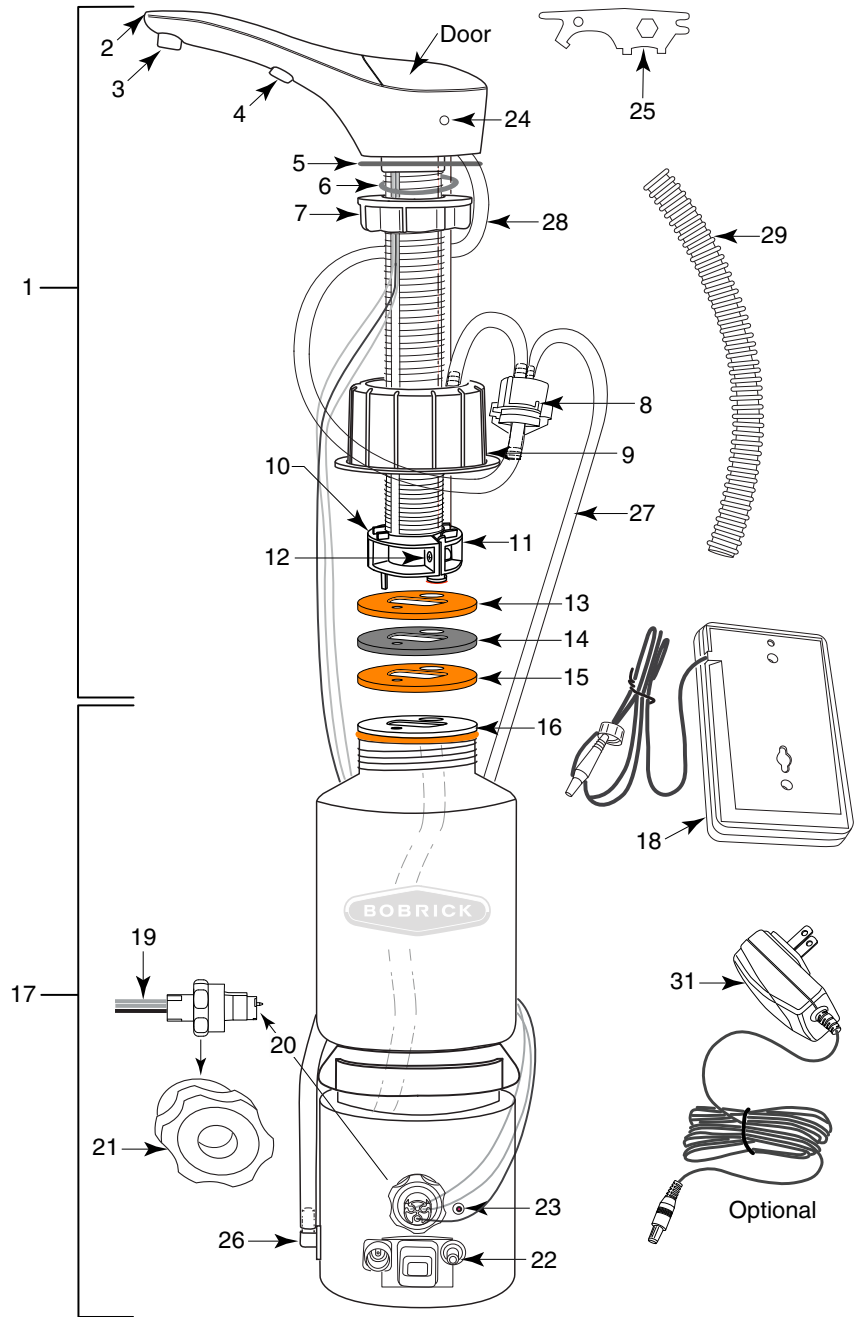
Step 1: To determine cause: Unplug unit and reconnect unit look for Green LED light and sound of motor. Activate soap dispenser continually five times.

If motor running and LED lights up.			
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
Clogged Nozzle Tip and Mesh Screen.	Remove Nozzle Tip.	Clean Nozzle by soaking in warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	828-210
Stem Mixer is cracked leaking.	Stem Mixer needs to be replaced.	Return Stem Mixer to manufacturer.	828-215
Soap may be too viscous.	Ensure that soap meets specified viscosity range. <i>Viscosity less than 100cps (CPS = centipoise)</i> Adjust viscosity and Flush system.	Replace with new soap.	n/a
Kinked tubing from Top Assembly.	Remove Tubing.	Straighten and re-install around the unit as shown on page 2. If tubing shows cracks, tears, holes replace with Top Assembly.	828-325
If unit requires multiple (more than 5) activations to dispense foam. Duckbill inside Stem Mixer missing or not installed properly.	Replace Stem Mixer.	Return Stem Mixer to manufacturer.	828-215
No change.	All steps above completed.	Return entire unit to manufacturer.	B-828
If motor not running and LED lights up.			
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
Issue with Power Source this is determined by Flasing RED LED.	Check batteries. Check A/C adapter connection.	Replace with new batteries. Reconnect A/C adapter connection. If problem persists, send unit back to manufacturer.	n/a
Gear jamming.	Check for dried soap. Purge system.	Open Cover and pour warm water and then purge.	n/a
Flashing green LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	824-207
No change.	All steps above completed.	Return entire unit to manufacturer.	B-828
If motor not running No LED light.			
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
No power to the unit	Replace with new batteries. Check A/C adapter connection.	If problem persists, send unit back to manufacturer.	n/a
No change.	All steps above completed.	Return entire unit to manufacturer.	B-828
Unit Not Dispensing			
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
Loose bottle connection to Bottom Housing.	Unscrew bottle.	Ensure the gaskets and washer are installed properly see page 2. Re-install and tighten bottle cap.	n/a
Leaking from bottom of Bottom Housing.	Locate leak if from bottom of Bottom Housing.	Unit needs to be returned. Replace with Bottom Housing Replacment Kit.	828-350
Soap			
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
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.	828-210
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.	828-210

B-828 Parts List:

Item Description

1	Top Assembly Spout, Door, Shank and Fiber Optics	828-251
2	LED Light Pipe	
3	Foam Nozzle Tip with Mixer Cartridge	828-46
4	Fiber Optic Insert with Sensor Lenses	
5	Rubber Counter Gasket	824-74
6	Wave Washer	824-109
7	Mounting Nut	824-68
8	Stem Mixer Housing with Mesh Ring	828-30
9	Bottle Cap	824-70
10	Retainer	824-155
11	Retainer Back	824-101
12	Screw	824-68
13	Rubber QC Gasket	824-110
14	Stainless Steel Washer	824-480
15	Rubber QC Gasket	824-110
16	Adapter	824-137
17	Bottom Housing Assembly (includes Soap Bottle)	
18	Battery Pack (Requires (4) "D" cell alkaline batteries not included)	
19	(3) Fiber Optic Cables for Sensor and LED Light Pipe	
20	Fiber Optic Connector Tip Assembly	
21	Fiber Optic Nut	
22	Portion Control Knob	
23	Automatic System Flush Button	
24	Key Hole	
25	BobKey	24-17
26	Air Tube Adapter	
27	Air Tube	828-32
28	Soap Tube	828-92
29	Fiber Optic Cable Cover	
30	Mounting Template	824-207
31	Optional: A/C Adapter Kit with U. S. Plug	3974-57
	Optional: A/C Adapter Kit with U. S. Plug for UK, Europe, Australia, order additional plug kit	3974-58



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