

# HAND SANITIZER DISPENSER TROUBLE SHOOTING QUESTIONS AND ANSWERS

## Dispenser is not functioning

- ❖ Confirm the batteries are properly installed and the batteries are new, 4 “C” batteries.
  - ❖ Confirm the unit’s reservoir has been filled with hand sanitizer **Gel**.
  - ❖ Confirm unit switch is in the “On” position.
1. Move hand under the unit while on.
    - a. If there is a purple light showing, please move to step #3
    - b. If no purple light is showing, please proceed to step #2.
      - i. After completing step #2, please retry the unit. If the unit is still not working, please proceed to troubleshooting steps.
  2. Reopen the battery compartment on the unit and ensure batteries are installed properly with the negative side of the battery facing the springs on each of the cells.
    - a. Ensure the springs in the battery compartment are not bent and the springs are contacting the batteries negative side.
    - b. Ensure the positive side of the battery is contacting the metal plate.
  3. Both lights are working but there is no pump motor noise
    - a. The pump motor assembly likely needs to be replaced. Please request that your dealer request us to send you a black box unit to switch out
  4. Dispenser turns on, green and purple lights are working, motor is making noise.
    - a. Exit nozzle of reservoir may be clogged. Open reservoir cap and visually check to see if anything is blocking the exit nozzle.
    - b. If yes, remove reservoir carefully, disconnect hose making sure that the tube doesn’t fall into the black box. Use a toothpick or some other thin instrument to dislodge the clog. Check if gel runs through the nozzle smoothly prior to reconnecting.
  5. Power is on, functions are working, no visible clogs.
    - a. Remove reservoir as instructed above, carefully remove black box as outlined in trouble shooting steps #1-4
    - b. Inspect to see if tubes are kinked or creased inside.
      - i. If yes, straighten out and replace parts
    - c. If no, inspect the pump unit on top of the motor
    - d. Identify arrows etched into the white disk cap on the top of the motor unit
      - i. They will be facing opposite ways
    - e. Make sure the tubing coming from the reservoir is attached to the arrow pointing into the black box and the tubing leaving the black box is attached to the nozzle at the bottom of the black box
      - i. If the above tubes are in the wrong positions, disconnect and reconnect into the correct position. Replace the components and turn the unit on. This could take 3-6 times after activating the sensor to allow for the gel to begin flowing.
  6. The green sensor light goes on, but the purple sensor light does not

- a. The circuit board needs to be replaced. Please request that your dealer request us to send you a black box unit to switch out

### **Troubleshooting the Unit**

**Tools needed:** Small Phillips head screwdriver

1. Open the front of the dispenser unit as if you were going to fill the reservoir or insert the batteries.
  - a. Gently hold the reservoir with both hands while lifting straight up.
2. Carefully disconnect the tubing from the reservoir by squeezing the small metal clamp together and sliding the tubing off the nozzle. (If possible, try to keep the metal clip on the tube that is extending from the black box by simply sliding it further onto the tube, so it is not misplaced).
  - a. With the reservoir in your hands, ensure you cover the small hole at the bottom to avoid any spilling of sanitizer inside and place the reservoir with the small hole side up.
3. There are two white tabs on the body of the unit holding the black battery box in place. Push the two white tabs down while sliding the black box to remove it from the unit.
  - a. You will hear a click as the black box is moved beyond the white plastic tabs.
  - b. Grab the box from the side opposite of the on/off switch to remove from the unit.
4. With the small Phillips head screwdriver, unscrew the (4) screws from the backplate on the black box.
  - a. Remove the plate carefully, keeping the screws in a safe location to reassemble.
5. Inside of the box you should see 2 small white plugs with red and black wires attached to them
  - a. Confirm the red and black wires are attached to the plugs and the plugs are tightly connected to the receptacles.
    - i. 1 Plug → On/Off switch circuit board.
    - ii. 1 Plug → receptacle on sensor circuit board
  - b. If any of these are not connected, carefully plug them into the above locations without bending the metal prongs.
  - c. The wires coming from the on/off switch and wire coming from the motor are both attached to the same plug → circuit board
  - d. These plugs have a ridge and the receptacles have a slot so they can only slide in the correct way
6. Replace the back panel by making sure the 2 longest black posts on the inside hold the sensor circuit board in place and the shorter post holds the motor in place
  - a. If anything is out of place the cover will not fit back onto the black box.
7. Ensure the reservoir tube is exiting from the large U-shaped hole at the top of the black box adjacent to the motor
8. Carefully insert the on/off switching into the small opening on the side of the unit
  - a. Once the on/off switch is in place, slide the black box down along the unit until you hear a click.
  - b. The panel that was screwed in should be facing the back of the unit and should be firmly in place

9. Reconnect the tubing to the reservoir ensuring the metal clamp is on the tube with enough space to slide the tubing over the reservoir
10. Carefully twist the tubing over the reservoir nozzle and slide the clip over the tubing that covers the nozzle
11. Slowly slide the reservoir back into place with the circular part of the nozzle along the slot in the black box.
  - a. The reservoir lid should be close to the front of the unit

**Your Unit should now work properly**

If the above troubleshooting did not work, the most common issue is a circuit board problem. We can replace the whole black box at this point which will be very simple to install into the unit.

If none of the above options work, we will plan to return your product for a replacement product.