

# stern

STERN ENGINEERING LTD.



**TOUCH FREE DECK MOUNTED SOAP DISPENSERS**

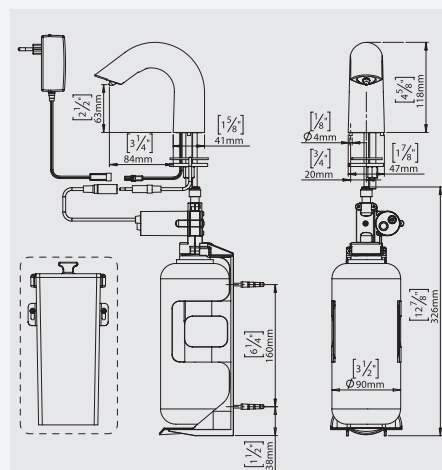
INSTALLATION AND MAINTENANCE GUIDE

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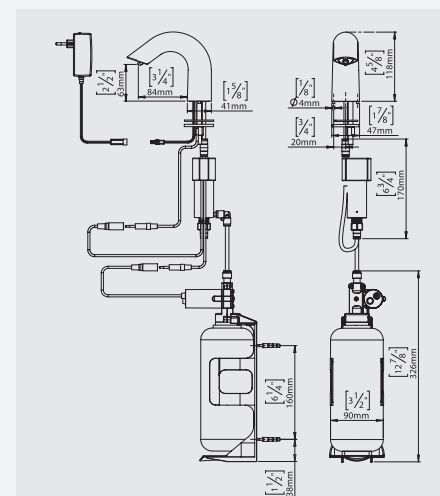
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# TECHNICAL DATA - INDIVIDUAL SOAP/FOAM DISPENSERS



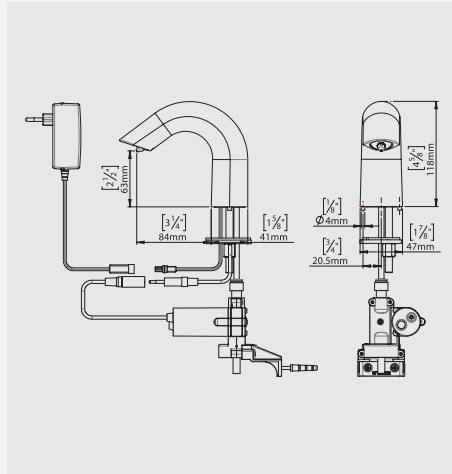
<b>CLASSIC SOAP DISPENSER B</b>	292400
<b>CLASSIC SOAP DISPENSER E</b>	292410



<b>CLASSIC FOAM E</b>	292300
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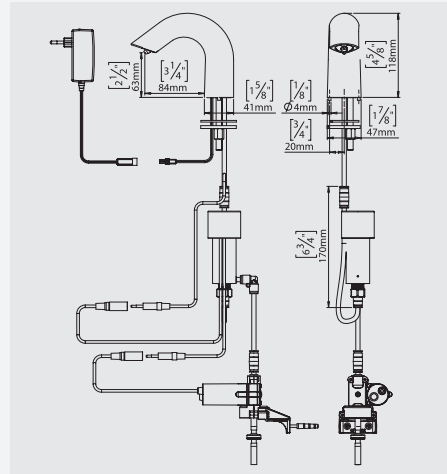
<b>Capacity</b>	1 Liter / 33.8 oz.
<b>Power Supply liquid soap dispenser</b>	<ul style="list-style-type: none"> <li>Battery box for 6xD batteries</li> <li>12V transformer</li> </ul>
<b>Power Supply foam soap dispenser</b>	12V transformer
<b>Soap viscosity Classic Soap dispenser B/E</b>	100-3800 cPs
<b>Soap viscosity Classic Foam E</b>	up to 100 cPs
<b>Standard discharge Classic Soap dispenser B/E</b>	1.4cc, Adjustable
<b>Standard discharge Classic Foam E</b>	Varies according to viscosity and soap consistency
<b>Sensor range</b>	30-100 mm +/- 10 mm

## TECHNICAL DATA - MF SOAP/FOAM DISPENSERS



MF CLASSIC SOAP DISPENSER

07292177



MF CLASSIC FOAM DISPENSER

07292207

Capacity	6 Liters / 203 oz
Power Supply	12V transformer
Soap viscosity MF Classic Soap dispenser	100-3800 cPs
Soap viscosity MF Classic Foam	Up to 100 cPs
Sensor range	30-100 mm +/- 10 mm

## PRE-INSTALLATION INFO

### Check contents

Separate all parts from the packaging and check each part with the "Pack contents" section.

Make sure all parts are accounted for before discarding any packaging material.

If any parts are missing, do not attempt to install your touch free soap dispenser until you obtain the missing parts.

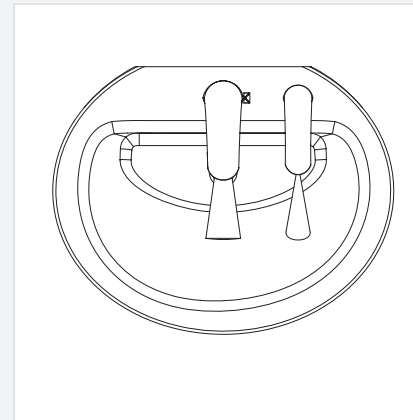
### Warnings

Do not install the system facing a mirror or any electronic system operated by an infrared sensor.

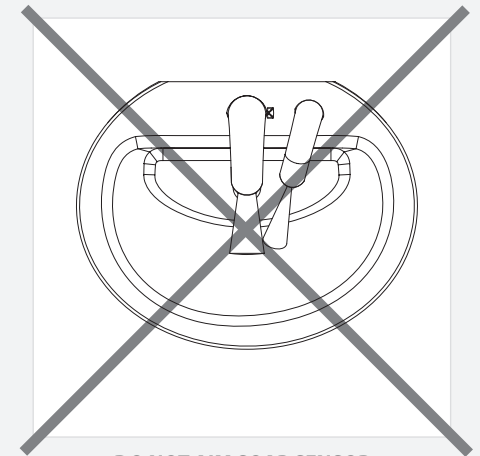
To prevent reflection problems, it is recommended to keep a minimum distance of 1.50 meters between the soap dispenser and any other objects.

**IMPORTANT:** Keep in mind that when using the faucet installed next to the soap dispenser, the user hands should not interfere with the soap dispenser sensor detection area.

### CORRECT INSTALLATION



### INCORRECT INSTALLATION

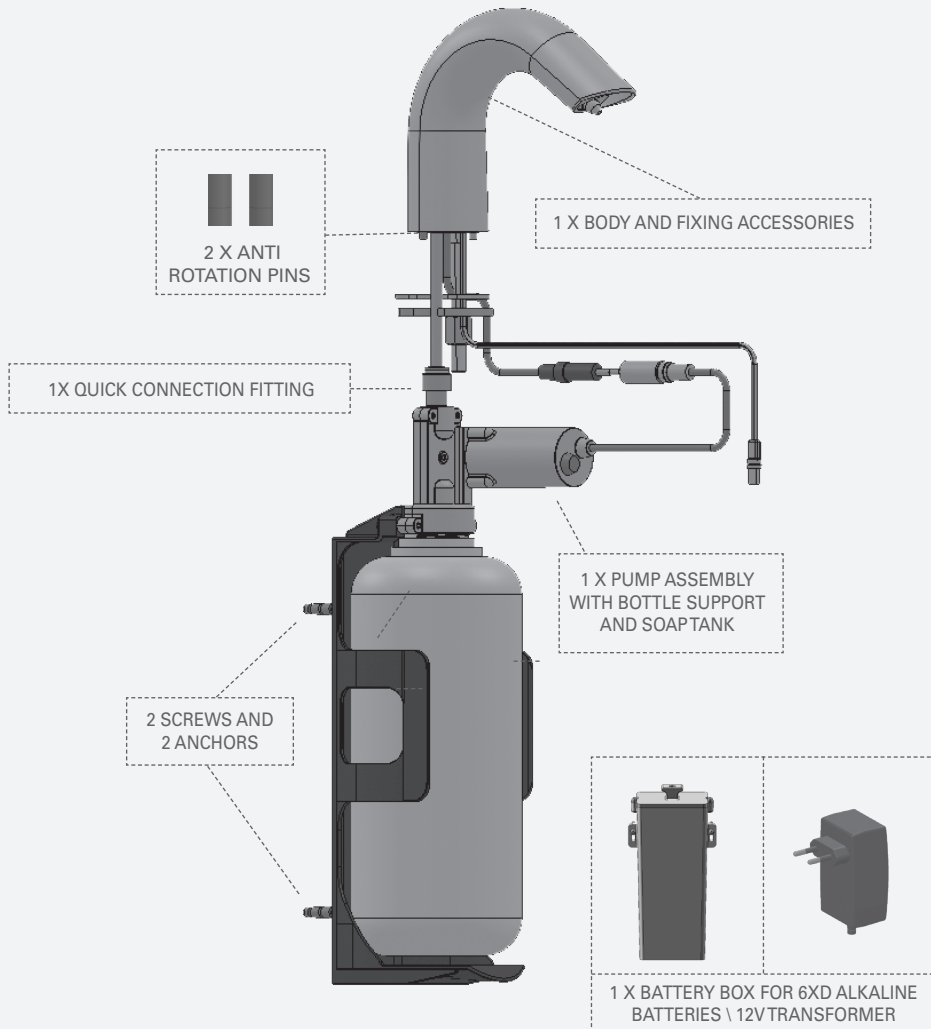


**DO NOT AIM SOAP SENSOR AT WATER STREAM**

## PACK CONTENTS

### LIQUID SOAP DISPENSERS

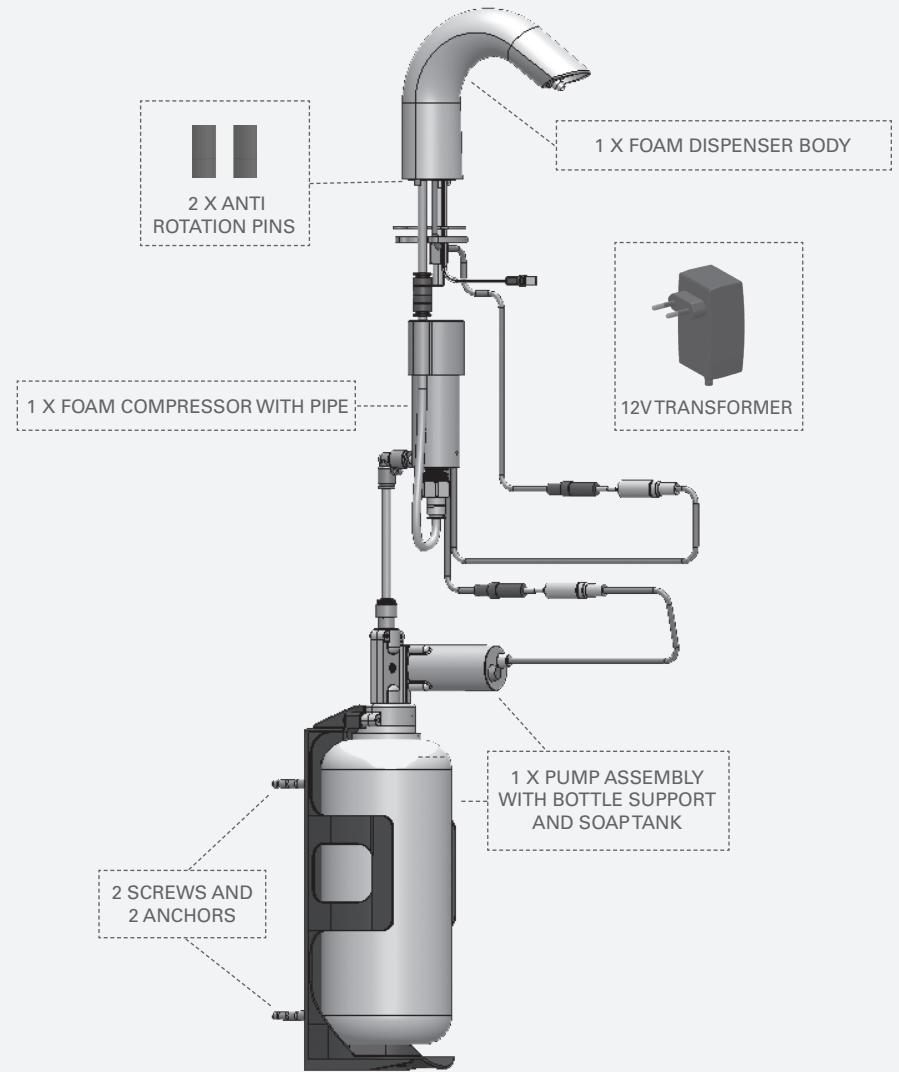
Familiarize yourself with the part names and ensure that all the parts are included in your package.



## INSTALLATION

### FOAM SOAP DISPENSERS

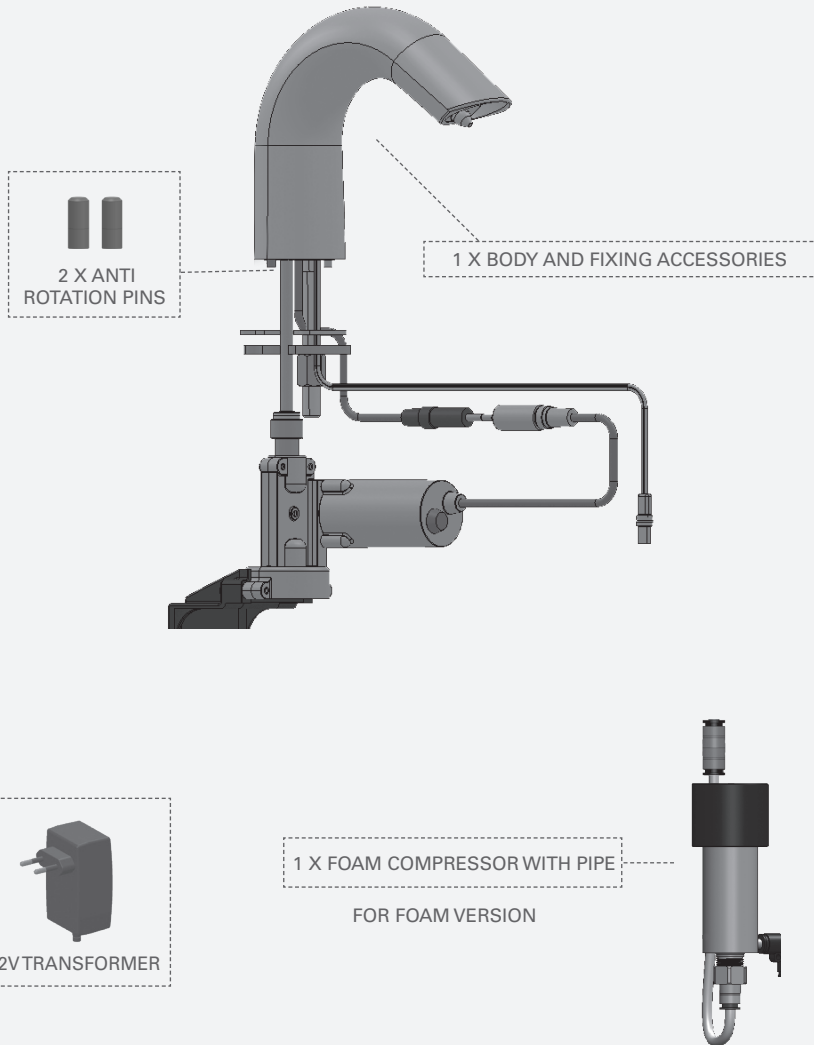
Familiarize yourself with the part names and ensure that all the parts are included in your package.



## PACK CONTENTS

### MF SOAP/FOAM DISPENSER

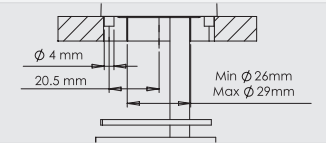
Familiarize yourself with the part names and ensure that all the parts are included in your package.



## INSTALLATION

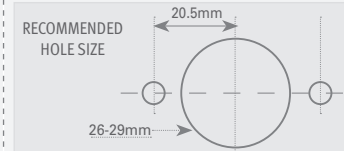
### STEP 1 – PREPERATION

Drill a hole (26-29 mm) at the designated installation location of the soap dispenser body.



Drill 2 small holes (4 mm) on each side of the main installation hole. Consult the diagram.

**IMPORTANT:** Make sure the anti rotation 4mm holes are drilled accurately.

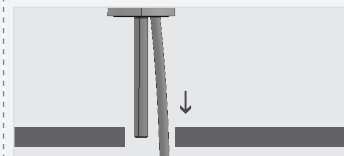


Remove the nut, disk and gasket from the base of the soap dispenser body.

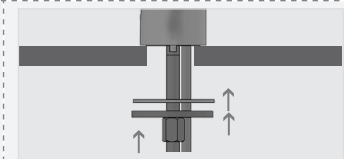


### STEP 2 – INSTALLING THE SOAP DISPENSER

**1** Insert the soap dispenser body and the anti rotation pins along with the rosette into the drilled holes.



**2** Under the deck, secure the gasket, disk and nut over the soap dispenser body nipple.



**3**

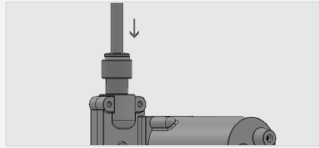
- For an individual soap dispenser installation:*  
Fix the bottle support to the desired location. The pump **MUST** be within reach range of the Com cable and black supply tube.
- For multiple soap dispensers installation:*  
Fix the soap pumps of each MF dispenser with the pump support to the desired location.



# INSTALLATION

## FOR LIQUID SOAP DISPENSER MODELS

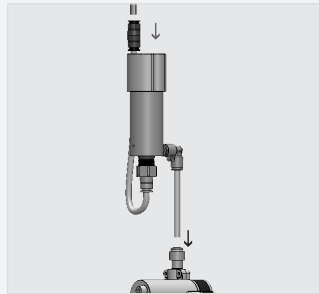
Connect the soap tube extending from the soap dispenser body to the quick connector at the top of the soap dispenser pump assembly by snapping it in.



## FOR FOAM SOAP DISPENSER MODELS

4

Connect the soap tube extending from the soap dispenser body to the quick connection fitting at the top of the soap dispenser compressor unit by snapping it in.



Connect the second soap tube provided in the packaging from the compressor to the quick connection fitting at the top of the soap dispenser pump assembly by snapping it in.

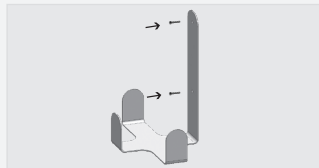
**IMPORTANT:** Make sure to cut the soap tube to the minimum required length

## FOR MULTIFEED MODELS

5

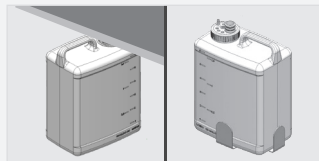
If you are using the soap tank support fix it to the desired location.

**NOTE:** Keep in mind the maximum distance between the Multifeed dispenser pump and the Multifeed Kit should not exceed 3 meters.



6

Place the soap tank under the deck or into the tank support.



7

Cut the soap pipe coming from the MF soap dispenser to the right length as required by the installation.

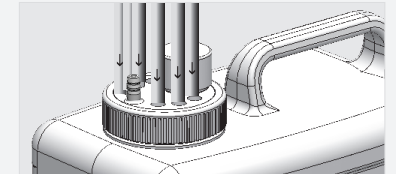
*In order for the pipe to reach the bottom of the tank, make sure that the end of the pipe is approximately 2 cm longer than the tank inner base.*



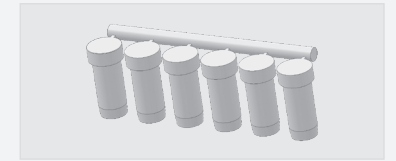
# INSTALLATION

8

Insert the MF soap dispensers' pipes to the holes in the soap tank cap. Ensure the soap pipe reaches the bottom of the soap tank and is not bent or curved.



**NOTE:** The Top filling Multifeed Kit enables installing up to 6 soap dispensers simultaneously. When installing less than 6 soap dispensers, make sure to plug the remaining holes with the provided plugs.



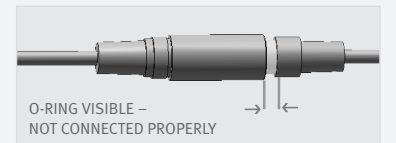
## STEP 3 – CONNECTING THE POWER SOURCE

1

Connect the matching 4 contact connector extending from the soap dispenser body to the pump connector.

For FOAM version, connect the matching connector from the foam dispenser body to the compressor unit, and the compressor unit to the pump connector.

Please note that since the connector is water proof, some pressure must be applied for a perfect seal.

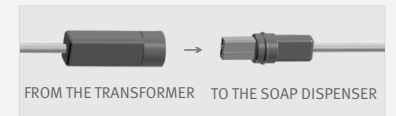


**IMPORTANT:** The 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

**PAY ATTENTION:** If the 4 contacts connectors are not connected properly, the pump will not operate properly.

2

Connect the transformer connector to the matching connector from the sensor and plug the transformer into the electricity socket.



3

Wait about 10 seconds before placing your hands within the sensor range to avoid adjustment mode.



## FILLING THE SOAP TANK

1	Unscrew the soap tank from the pump assembly and pull it out from the bottle support.	
2	Fill the bottle with liquid soap to the top line. Make sure the bottle is clean before filling it with soap.	
3	Insert the bottle back into the bottle support.	
4	Screw the soap tank back into the pump assembly. Make sure the tank is firmly secured into place.	
5	<p>Press and hold the refill button located at the back of the pump assembly until soap is dispensed from the soap dispenser spout.</p> <p>Release the button once soap begins dispensing from the spout.</p> <p>Alternately, use the FILL function on the remote control (if available). see page 14/15.</p> <p>Note: When the soap in the soap tank reaches the bottom line, the tank needs to be refilled. To refill the soap tank please refer to steps 1-5.</p>	 

## REMOTE CONTROL FUNCTIONS

### LIQUID SOAP DISPENSERS

If available, the soap dispenser remote control can adjust the dispenser's settings. To use the remote control hold it in front of the sensor at a distance of 10-15cm (4-6").

Attention: The remote control will not operate out of the recommended range (too close or too far).

The remote control can be used to adjust the following functions:

#### 1-SOAP QUANTITY

The 1-4 drop keys allow the user to choose the desired soap quantity.

① 0.7 to 0.9cc    ② 1.2 to 1.6 cc    ③ 1.6 to 1.9 cc    ④ 2.1 to 2.3 cc \*

Indication: continuous blinking of the light in the sensor eye.

#### 2-ADJ

This function resets the sensor back to factory settings.

Indication: 2 blinks of the light in the sensor eye.

#### 3-TEMPORARY OFF FUNCTION

This function temporarily disables the dispenser. Use this function to perform maintenance in front of the sensor without activating the system (for example: cleaning). The soap dispenser will shut off for one minute after this button is pressed once.

To return to normal operation before the minute is over, press the On/Off button again. Indication: OFF – 2 fast blinks, ON – 4 fast blinks

#### 4-FILL THE SOAP TANK

Once the soap tank has been filled \ refilled, press the FILL button. The pump will run for one minute, priming the piping with soap. Once soap begins dispensing from the spout, priming is complete. Press the FILL button again to stop the priming before the minute is over.

Indication: continuous solid light in the sensor eye.



## REMOTE CONTROL FUNCTIONS

### FOAM SOAP DISPENSERS

If available, the foam dispenser remote control can adjust the dispenser's settings. To use the remote control hold it in front of the sensor at a distance of 10-15cm (4-6").

Attention: The remote control will not operate out of the recommended range (too close or too far).

The remote control can be used to adjust the following functions:

#### 1-SOAP QUANTITY

Press the + sign on the SOAP button to increase the soap quantity by increasing the dispensing time. Press the - button to decrease it.

Indication: continuous blinking blue light in the sensor eye.

#### 2-AIR QUANTITY

To improve soap consistency ("foamability") change the amount air to be mixed. Press the + sign on the AIR button to increase the air quantity and the - to decrease it.

Indication: 2 blinks of the blue light in the sensor eye.

#### 3-RES

This function resets the sensor back to its factory settings.

#### 4-TEMPORARY OFF FUNCTION

This function temporarily disables the dispenser. Use this function to perform maintenance in front of the sensor without activating the system (for example: cleaning). The soap dispenser will shut off for one minute after this button is pressed once.

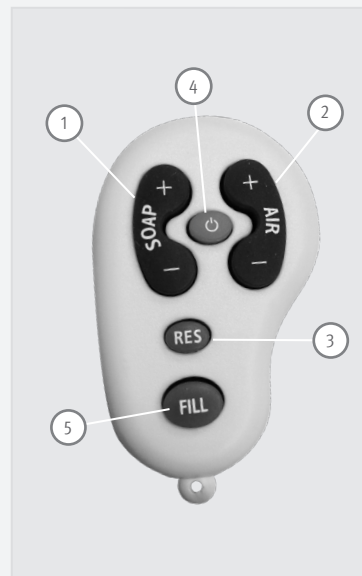
To return to normal operation before the minute is over, press the On/Off button again.

#### 5-FILL THE SOAP TANK

Once the soap tank has been filled \refilled, press the FILL button. The pump will run for one minute, priming the piping with soap.

Once soap begins dispensing from the spout, priming is complete. Press the FILL button again to stop the priming before the minute is over.

Indication: continuous solid blue light in the sensor eye.



## BATTERY REPLACEMENT FOR LIQUID SOAP DISPENSER

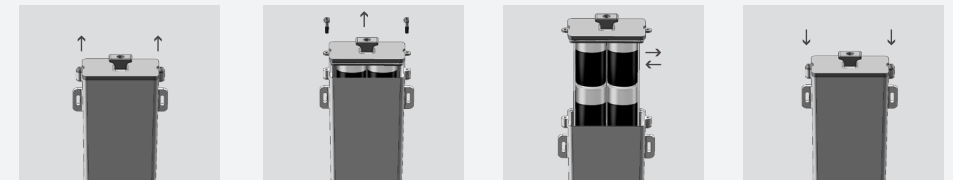
### Battery models only

When the battery weakens, the red indicator light will blink at a constant rate when the user's hands are within the sensor range. The battery must be replaced within two weeks.

To replace the battery in battery models:

1. Carefully open the battery box, use a 2.5 mm Allen key
2. Replace the used batteries with new D batteries
3. Close the box.

NOTE: Do not mix used batteries with new ones.



Important: Spent batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.



## MAINTENANCE

### Care and cleaning of chrome and special finishes

DO NOT use steel wool or cleansing agents containing alcohol, acid, abrasives, or their like. Use of any prohibited cleaning or maintenance products or substances could damage the surface of the soap dispenser. For surface cleaning use ONLY soap and water, then wipe dry with a clean cloth or towel. When cleaning bathroom tiles, the soap dispenser should be protected from any splattering of harsh cleansers.

### Disassemble of the soap pipe from the pump

The soap pipe can be disconnected from the soap pump by a simple slide & pull action. The sliding ring of the quick connection fixation nipple on the pump should be pulled down. It releases the open end of the soap pipe which can then be easily pulled out.

### Filter cleaning instructions (foam dispenser only)

This soap dispenser is provided with a foam filter. It is recommended to clean the filter every six (6) months.

If the soap supply has decreased, this may be caused by the clogged filter. The filter can be cleaned as follows:

1. Use a wrench to unscrew the quick connection fitting from the foam compressor and pull out the filter housing.
2. Remove the filter from the housing.
3. Replace the filter (recommended) or wash it under running water for a temporary fix.
4. Reassemble the parts.



## LIMITED WARRANTY

Y. Stern Engineering Ltd. warrants that its electronic products will be free of defects in material and workmanship during normal use for two years from the date the product is purchased.

If a defect is found in normal use, Y. Stern Engineering Ltd. will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty. Proof of purchase (original sales receipt) must be provided to Stern Engineering Ltd. with all warranty claims.

Stern Engineering Ltd is not responsible for labor charges, installation, or other incidental or consequential costs other than those noted above. In no event shall the liability of Stern Engineering Ltd. exceed the purchase price of the product.

If you believe that you have a warranty claim, contact your Stern Distributor, Dealer or Plumbing Contractor. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from whom the product was purchased and the installation date. Also include your original invoice.

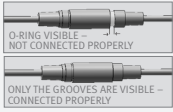
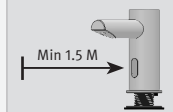
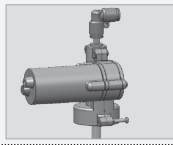


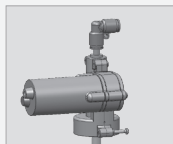
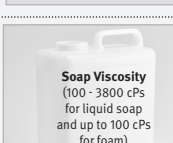
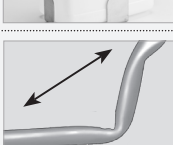
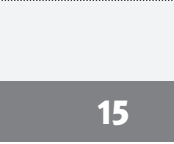
Y. STERN ENGINEERING AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty excludes product damage due to installation error, incorrect maintenance, wear and tear, battery, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer. This warranty does not cover product damage caused by the following:

- Incorrect installation.
- Inversions of supply pipes.
- Pressures or temperatures exceeding recommended limits.
- Improper manipulation, tampering, bad or lapsed maintenance.
- Foreign bodies, dirt or scale introduced by the water supply or sanitizer tank.
- Use of the soap or sanitizer outside of viscosity specifications.
- Alteration of the original soap/foam/sanitizer dispenser components (including pipes).

Failure to adhere to the safety precautions and/or installation recommendations outlined in this Installation Guide will void the warranty.

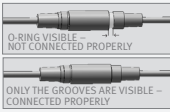
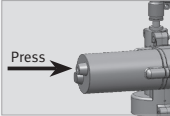
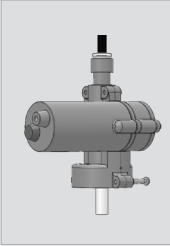
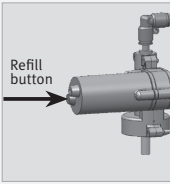
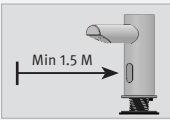
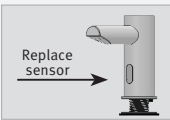
## TROUBLESHOOTING

### LIQUID SOAP DISPENSERS

Indication	Investigation	Cause	Solution	Illustration
False activation: Soap/Foam dispensing	Continuous discharge from the nozzle	AUX connector not fully inserted	The connector should be inserted fully until white o-ring is not visible. Remove the o-ring if necessary	
	Random discharge from the nozzle	Reflection issue from basin or other object	Eliminate any cause of reflection and if necessary use appropriate remote control to shorten detection range.	
	Soap discharging from pump housing.	Damaged pump due to high viscosity or debris in pipes	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
Soap/ Foam not dispensing	Pump and/or compressor making sounds when sensor is activated	Soap tank is empty	Fill with soap with correct viscosity (100 - 3800 cPs for liquid soap and up to 100 cPs for foam) and prime pipes using the fill button on remote control.	
		Soap dispenser has not been primed	Prime the soap dispenser by pressing the fill button on the remote or by pressing the refill button located at the bottom of the pump, until soap exits the nozzle.	
		Damaged pump (discharge from housing)	Replace the Pump	
		Debris or dried soap in the pipe or tank	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity.	
		High viscosity soap (> 3800 cPs for liquid soap or > 100 cPs for foam)	NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
		Bent pipes	Unbend or straighten pipes.	


# TROUBLESHOOTING

## FOAM SOAP DISPENSERS

Indication	Investigation	Cause	Solution	Illustration	
Soap/ Foam not dispensing	Pump is not making sound when the sensor is activated	Sensor is blinking when hand is placed in front	AUX connector not fully inserted	The connector should be inserted fully until the white o-ring is not visible. Remove the o-ring if necessary	
		Refill button on pump does not activate the pump.	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.		
		Damaged pump (discharge from housing).	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity.  NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.		
		Debris or dried soap in the tank or tubing			
	Sensor is not blinking when hand is placed in front	Refill button on pump does not activate the pump.	Transformer: Check operation with functioning transformer. Where necessary replace with appropriate transformer. For part numbers see spare parts list.  Battery: Check operation with functioning battery pack. Where necessary, replace batteries or replace the battery pack: Battery pack (without batteries)		
		Reflection issue from basin or other object	Eliminate any cause of reflection and use appropriate remote control to shorten detection range.		
		Damaged sensor	If the above two solutions have not resolved this issue replace with appropriate sensor. For part numbers see spare parts list.		

# TROUBLESHOOTING

## FOAM SOAP DISPENSERS

Indication	Cause	Solution	Illustration
Foam not dispensing	Liquid rather than foam is being dispensed out of the nozzle	<ol style="list-style-type: none"> <li>1. Increase the air to soap ratio.</li> <li>2. Verify that the filter is clean.</li> <li>3. Replace compressor (supplied with pump). For part numbers see spare parts list.</li> </ol>	
Foam is dispensing	Foam dosage is too large	Use remote to decrease soap volume by pressing the "- Soap" key.	
	Foam dosage is too small	Use remote to increase soap volume by pressing the "+ Soap" key.	
	Foam is too dense	Use remote to decrease the amount of air in the foam by pressing the "- Air" Key.	
	Foam is too liquefied	Use remote to increase the amount of air in the foam by pressing the "+ Air" key.	

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