

stern
STERN ENGINEERING LTD.



LOTUS TOPFILL E
SOAP DISPENSER
WITH SOAP LEVEL INDICATOR

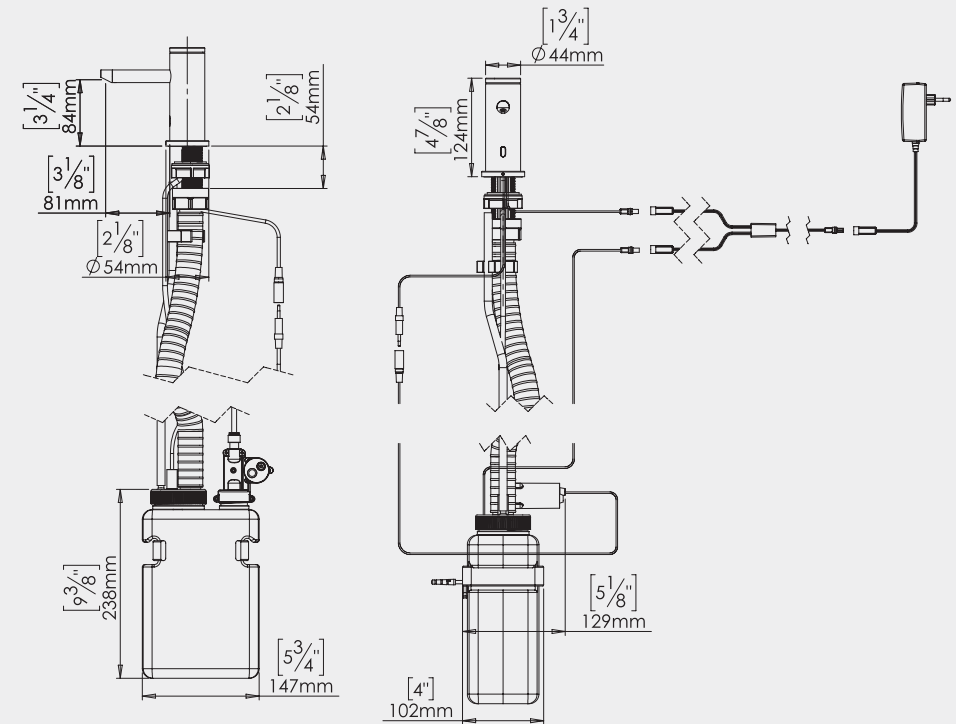
TOUCH FREE DECK MOUNTED SOAP DISPENSER
INSTALLATION AND MAINTENANCE GUIDE

INDEX

- 1 TECHNICAL DATA
- 2 PRE-INSTALLATION INFO
- 3 PACK CONTENTS
- 4-5 INSTALLATION
- 6 FILLING THE SOAP TANK
- 7 SETTINGS ADJUSTMENT
- 8 MAINTENANCE
- 9 LIMITED WARRANTY
- 10-13 TROUBLESHOOTING

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TECHNICAL DATA



LOTUS TOP FILL SD E
CODE NUMBER: 230850

Capacity	2L / 0.44 Gallons
Power Supply	12V transformer
Soap viscosity	100 – 3800 cPs
Standard discharge	1.4cc (customizable by optional remote control)
Sensor range	20-140 mm +/- 10 mm / 0.80-5.51" (customizable by optional remote control)

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 other 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.

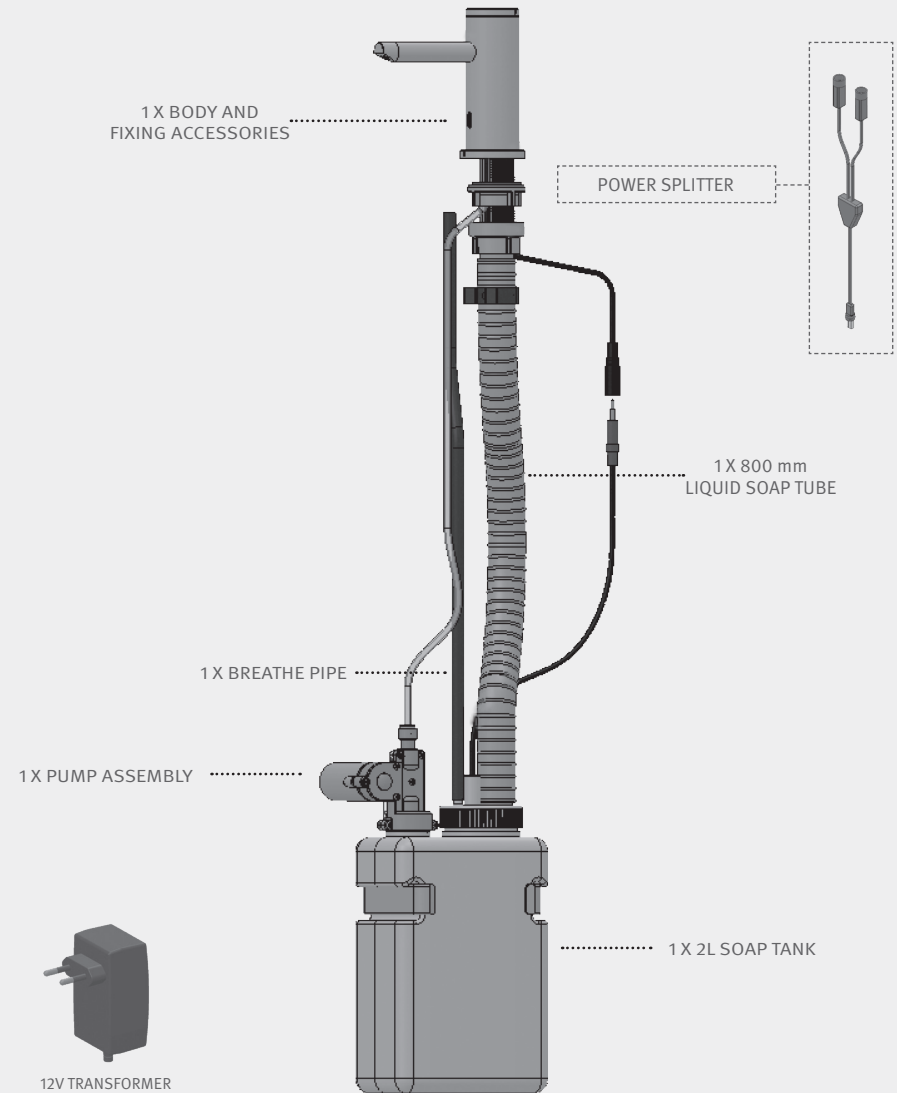
IMPORTANT: Keep in mind that when using the faucet installed next to the soap dispenser, the user hands should not interfere with the soap dispenser sensor detection area.

STERN liquid soap dispensers, with proper care, will provide long term trouble free service. Quality liquid soap of recommended viscosity and pH levels are the main factors for smooth operation of your dispenser. If needed, use a viscometer to verify the viscosity of your soap to ensure maximum benefit. The recommended range for liquid soap viscosity is 100-3800 cPs. Thicker liquid soap flows slower and inhibits the pump valve, causing strain and damage.

STERN liquid soap dispensers are suitable for use with any generic liquid soap of the correct viscosity and pH. The pH level of all soap used in STERN liquid soap dispensers should be between 6.5 to 8.5. Lower levels will cause corrosion to the metal dispenser and even the rubber and plastic components. Higher pH levels will cause swelling to rubber parts and degradation of plastic components over time.

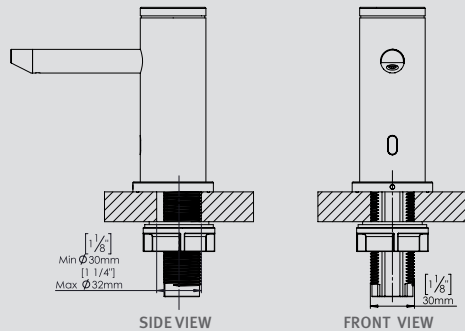
PACK CONTENTS

Familiarize yourself with the part names and confirm that the parts are included.



INSTALLATION

RECOMMENDED HOLE SIZE

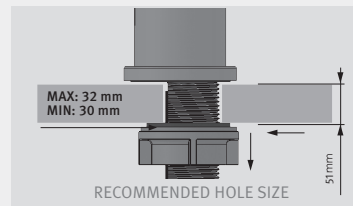


Keep a distance (DISTANCE = 210 mm / 9-3/4") from the wall to prevent difficulty, while opening cap to fill soap.

STEP 1 – REMOVE ALL MOUNTING HARDWARE

Drill a hole in the deck or lavatory according to the recommended hole size.

Place the tube connector nut on the shank in the correct position. Thread the tube connector nut to the shank until it is secure. Make sure that the black gasket is located inside. This can be done by hand, no tools are necessary.

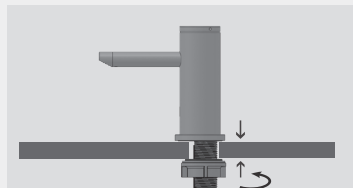


STEP 2 – INSTALLING THE SOAP DISPENSER

1

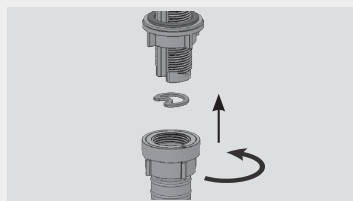
Place the soap dispenser body along with the bottom ring into the hole in the deck or lavatory.

Slide the gasket, disk and nut over the soap dispenser body nipple and secure it.



2

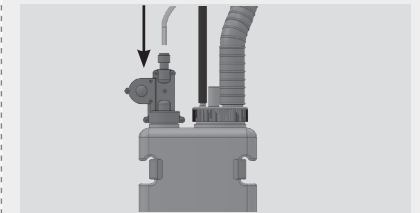
Attach the Soap Dispenser to the tube and rotate the dispenser until its secure. Do not forget to slide the gasket in between the dispenser and tube.



INSTALLATION

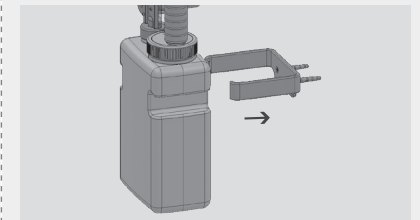
3

Connect the soap pipe from the dispenser body into the quick connection fitting of the pump.



4

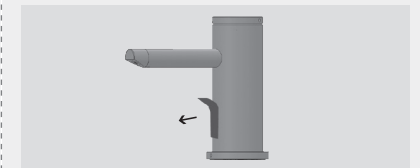
Fix the tank with bottle support to the desired location.



STEP 3 – CONNECTING THE POWER SOURCE

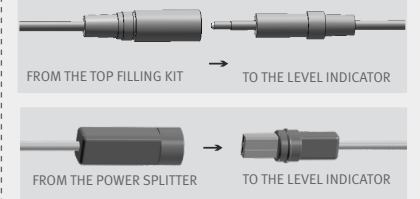
1

Remove the protective sticker covering the sensor. Keep away from the sensor range.



2

Connect the 4-contacts connector to the matching connector from the top filling mechanism. Then, connect the power connector to the matching connector of the power splitter.



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

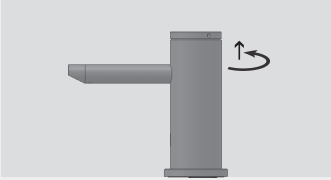
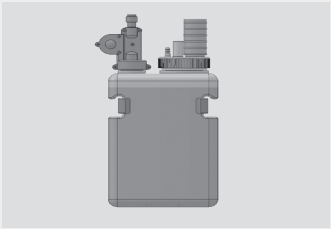
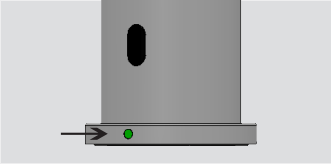
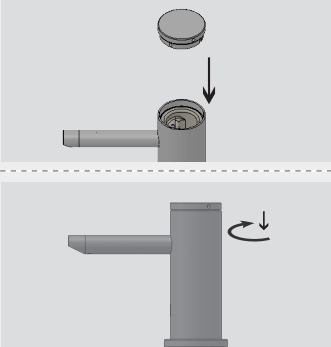
PAY ATTENTION: If the 4 contacts connectors is not connected properly, the motor will work continuously.

3

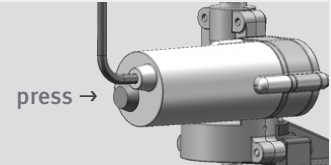
Wait about 10 seconds before you put your hands within the sensor range.



FILLING THE SOAP TANK

<p>1</p>	<p>Release the cap from the soap dispenser by turning it clockwise, until there is a click. Proceed by lifting the cap from the Soap Dispenser and filling the soap tank with the appropriate amount of liquid soap through the hole. Once you begin filling the soap tank, the LED light on the level indicator will switch from red to green. Once you reach the appropriate soap level amount, the green LED light will start to flash for a few seconds, and then stop, signaling a full soap tank.</p>	
<p>2</p>	<p>Fill the soap tank with liquid soap until it is full. Warning: Do NOT OverFill</p>	
<p>3</p>	<p>When the soap tank is full there should be a flashing green LED light on the level indicator in the base of the dispenser. When the level indicator shows red, the tank is empty.</p>	
<p>4</p>	<p>Return the cap to the soap dispenser and rotate counter clockwise until there is a click.</p> <ol style="list-style-type: none"> 1) Keep in mind to clear the cap area from all soap particles, before returning the cap . 2) To avoid difficulty in releasing the cap again afterwards DO NOT seal the cap on any soap particles. 	

FILLING THE SOAP TANK

<p>5</p>	<p>To prime the soap, you have two options, you can 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>6</p>	<p>Alternately, press the FILL button on the soap or foam dispenser remote control (if available).</p>	

MAINTENANCE

Care and cleaning of chrome and special finishes

DO NOT use steel wool or cleansing agents containing alcohol, acid, abrasives, or the 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.

Clean the soap tank

Clean out the tank prior to refill by flushing warm water through the hoses and pump until clean water is released from the spout. TIP: Keeping a spare tank will enable this process to be completed in a speedy and hygienic manner with minimal downtime.

SETTINGS ADJUSTMENT WITH A REMOTE CONTROL

If desired, use the remote control to adjust the soap dispenser settings.
Hold the remote control straight in front of the sensor in a distance of about 4-6” (10-15cm).

Attention: Holding the soap dispenser remote control out of the recommended range (too close or too far) may interfere with the remote activation.

Choose the function you want to adjust by pressing on the function button as following:

1-SOAP QUANTITY

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

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

Indication: continues blink of the LED in the sensor eye.

* The exact soap dosage depends on the soap viscosity.

2-ADJ

This function allows getting back to the soap quantity factory settings.

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

3-TEMPORARY OFF FUNCTION

This function is ideal to perform any kind of activity in front of the sensor without operating the system (for example, cleaning). The soap dispenser will remain shut for one minute when this button is pressed once. To cancel this function and to return to normal operation press the On/Off button again or wait one minute.

Indication: OFF – 2 fast blinks, ON – 4 fast blinks

4-FILL THE SOAP TANK

Once the soap tank has been filled \ re-filled press the FILL button. The pump would work for one minute in order for the soap to start coming out of the soap dispenser spout.

To stop this activity press the FILL button again. If the soap has not started coming out of the spout, press the Fill button again.



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.

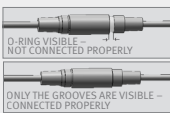
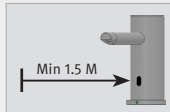
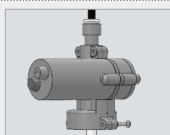


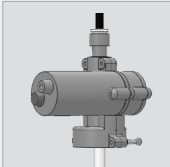



If you believe that you have a warranty claim, contact your Stern Distributor, Dealer or Plumbing Contractor. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from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

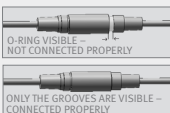
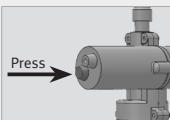
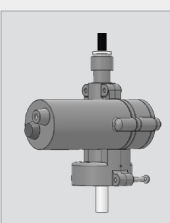
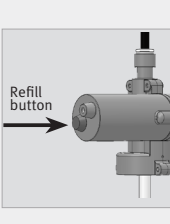
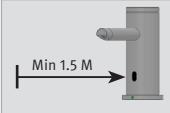
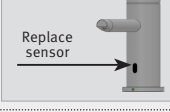


- Incorrect installation.
- Inversions of supply pipes.
- Pressures or temperatures exceeding recommended limits.
- Improper manipulation, tampering, bad or lapsed maintenance.
- Foreign bodies, dirt or scale introduced by the water supply or sanitizer tank.
- Use of the soap or sanitizer outside of 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

Problem	Indicator	Cause	Solution	Illustration
False activation: Soap 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 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 not dispensing	Pump is making sounds when sensor is activated	Soap tank is empty	Fill with soap with correct viscosity (100 - 3800 cPs) 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)	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

Problem	Indicator	Cause	Solution	Illustration
Soap not dispensing	Pump not making sound when the sensor is activated and 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).	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
		Debris or dried soap in the tank or tubing	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.	
		Pump not making sound when the sensor is activated and 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)	
The Cap is stuck and cant be released	Remnants of soap particles around cap area.	Soap overflowed and caused cap to harden itself shut.	Use Allen key on hole a few centimeters below the cap to release it. Afterwards thoroughly clean the cap area from the hardened soap with Hot Water (50/60C°)	
		Reflection issue from 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

SOAP LEVEL INDICATOR

PROBLEM	INDICATOR	CAUSE	SOLUTION
No soap is coming out of the spout	Led light flashes (once) in the sensor and the soap pump operates	Soap has run low or is completely out.	Refill the soap tank. <i>Refer to page 6</i>
		The soap tank has been filled, but soap has not reached the spout.	Press the refill button located at the bottom of the pump to prime the soap to the spout. Alternatively, remote control FILL button can be used for priming. <i>Refer to page 6</i>
		The connectors between the pump and the electronic unit are not connected properly.	Connect the connectors properly so that the white o-ring is not visible.
		Soap solidification in the pipe.	Fill the tank with hot water (50/60C ⁹) and run the pump continuously for a short time until the pipe is cleansed.
		The pipe for the specific dispenser is bent or curved and does not reach the bottom of the soap tank.	Make sure the pipe is adjusted inside the tank for an ideal soap intake.
No soap is coming out of the spout	Led light in the sensor does not flash (once) when user's hands are within the sensor range	Sensor is picking up reflections from the washbasin or another object.	Eliminate cause of reflection.
		Connectors between the electronic unit and power source are disconnected or not properly connected.	Connect the electronic unit connectors to the power source connector.
Soap coming out from the spout does not stop		The connectors between the pump and the electronic unit are not connected properly.	Connect the connectors properly so that the white o-ring is not visible.

TROUBLESHOOTING

SOAP LEVEL INDICATOR

PROBLEM	INDICATOR	CAUSE	SOLUTION
The level indicator is red, but the tank is full, or the level indicator is green, but the tank is empty		The floaters are stuck	Open the coupling nut, unscrew the cover and take the sleeve with the level indicator assembly out. Rinse the floaters in the running water and assemble back in the tank.
The LED indicator is off		The connectors between the soap dispenser pump and the top filling mechanism, or the power connectors are not connected properly.	The connectors between the soap dispenser pump and the top filling mechanism, or the power connectors are not connected properly.
The tank still has soap in it, but the soap is not coming out		The pipes of the Multifeed Soap Dispensers were not inserted properly and do not reach the bottom of the tank.	Insert the pipes. Make sure that the end of the pipe is approximately 2 cm longer than the tank inner base.
		No priming was performed.	Press the refill button located at the bottom of the pump to prime the soap to the spout. Alternatively, remote control FILL button can be used for priming. <i>Refer to page 6.</i>

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