SUPRATECH

HYGIENE ON THE MOVE!



AKSA



ONE



TOUCH FREE



ELITE

ELECTRONIC FOAM SOAP DISPENSERS

INSTALLATION AND MAINTENANCE GUIDE

Foam soap dispensers

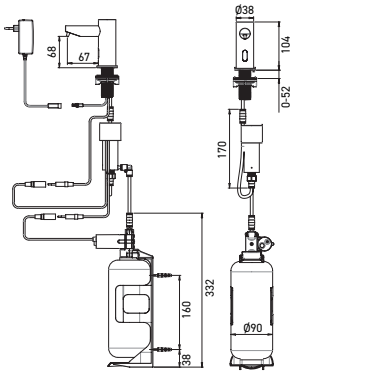
Ref. **RES-55M / RES-56M / RES-72M / RES-84M**

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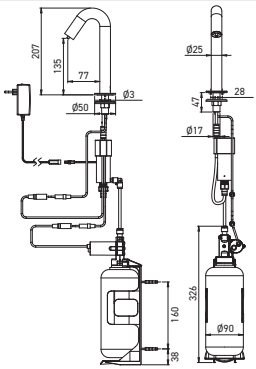
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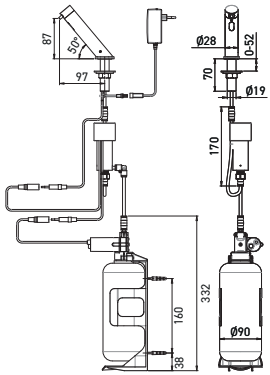
TECHNICAL FEATURES



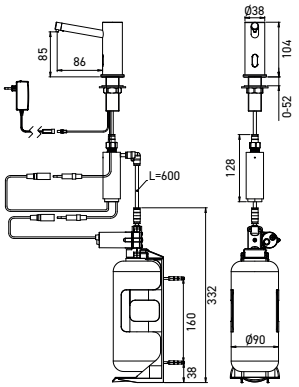
AKSA	**RES-55M**



ONE	**RES-56M**



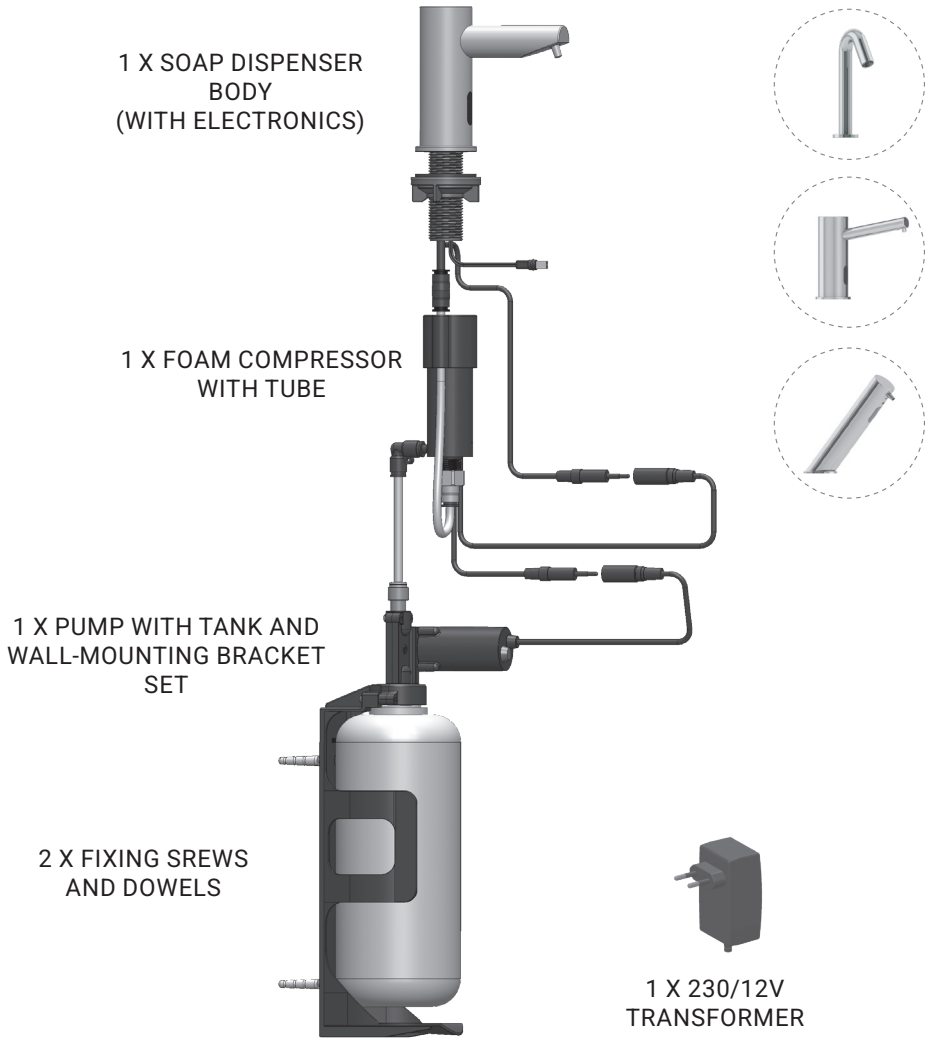
TOUCH-FREE	**RES-84M**



ELITE	**RES-72M**

Power supply	230/12V transformer
Soap capacity	1L (6L optional)
Soap viscosity	0 - 100 cP
Soap dosage	Variable depending on viscosity and “foaming effect”
Sensor range	30 - 100 mm +/- 10 mm (adjustable with remote control, optional)

COMPONENTS



PRE-INSTALLATION

CHECKING THE PACKAGE CONTENTS

Remove all the parts from the package and check that they are all present, as listed in the COMPONENTS section.

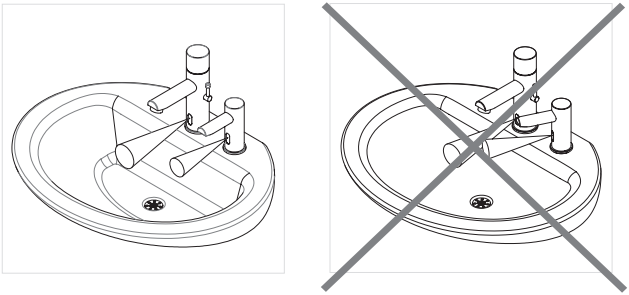
If any part is missing, DO NOT attempt to install the soap dispenser. Wait until the missing part has been received.

CAUTION

For models designed with a downward-facing sensor, to avoid reflection issues, they are not intended to be installed on a washbasin made of reflective material, such as polished stainless steel, or a chrome-plated drain.

IMPORTANT

When installing the faucet next to the soap dispenser, the user's hand must not interfere with the soap dispenser detection area.



DO NOT POINT THE SOAP SENSOR TOWARDS THE WATER JET

With appropriate maintenance, SUPRATECH soap dispensers will provide long-term satisfaction.

Quality foaming soap, with the recommended viscosity and pH level, is the main factor for proper operation.
If necessary, use a viscosimeter to check soap viscosity.
The recommended viscosity for foaming soap is between 0 and 100 cP.
A thicker soap flows more slowly and clogs the pump, causing early wear.
The pH of the soap used must be between 6.5 and 8.5.
A lower pH level may cause corrosion of the soap dispenser, and damage its rubber and plastic components. A higher pH level may cause the rubber components to swell and damage the plastic components over time.

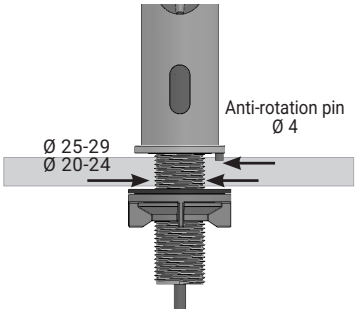
Installation must comply with applicable local standards and regulations.

STEP 1 – SUPPORT PREPARATION

AKSA and ELITE models
Drill a hole (Ø 25-29 mm) in the countertop or washbasin for the soap dispenser body, and a second hole (Ø 4 mm) for the anti-rotation pin.

TOUCHE-FREE model
Drill a hole (Ø 20-24 mm) in the countertop or washbasin for the soap dispenser body.

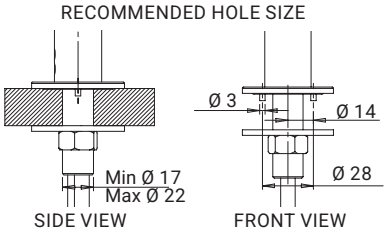
Remove the nut, disk and seal from the soap dispenser base.

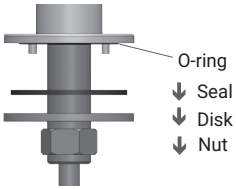


ONE model
Drill a hole in the countertop or washbasin for the soap dispenser body, and two additional holes for the anti-rotation pins, using the recommended diameter.

Remove the nut, disk and seal from the soap dispenser base.

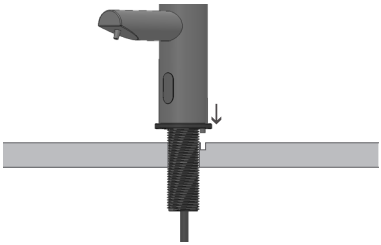
DO NOT remove the O-ring.

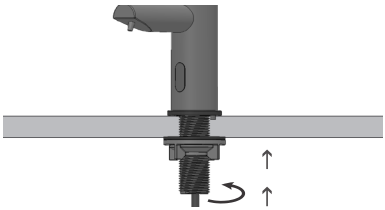
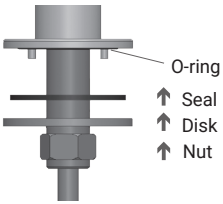




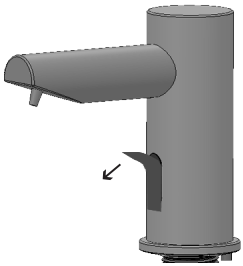
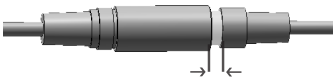
STEP 2 – SOAP DISPENSER INSTALLATION

1. Insert the soap dispenser body, together with the rosette and anti-rotation pin in the previously drilled holes.



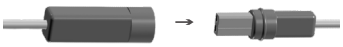
2	**AKSA, ELITE and TOUCH-FREE models :** Place the seal and the disk, then tighten the nut on the base of the soap dispenser underneath the countertop or washbasin.	
3	**ONE model :** Place the seal, disk and nut on the base and secure the soap dispenser in place.	
4	Fix the wall-mounted bracket in the desired location. The pump must be installed near the electric cable and black soap tube of the compressor.	
5	Insert the tube from the soap dispenser into the quick connector of the compressor. Ensure that it is firmly inserted.	
6	Insert the compressor's tube into the quick connector at the top of the pump.	

STEP 3 – ELECTRICAL SUPPLY CONNECTION

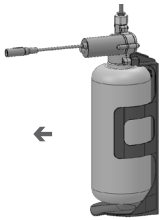
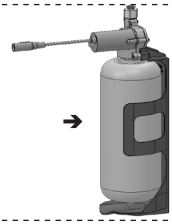
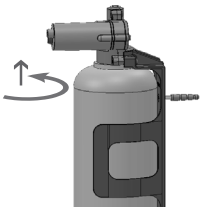
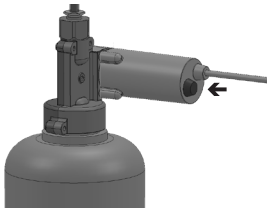
1	Remove the protective adhesive from the sensor.	
2	Connect the pump connector to the sensor connector. **IMPORTANT:** Ensure that the water- proof connectors are properly secured.	 IMPROPRER CONNECTION  PROPER CONNECTION - ONLY LINES ARE VISIBLE

IMPORTANT: The 4 contacts of the connectors must be properly connected so that the O-ring is no longer visible.

WARNING: In case of improper connection, the soap dispenser pump may run continuously.

3	Connect the transformer to the electrical plug and connect the transformer connector to the soap dispenser.	FROM THE TRANSFORMER  TO THE SOAP DISPENSER
4	Self-adjunsting mode will occur. Wait around 10 seconds before placing your hands in the detection area.	 10 SECONDS

SOAP TANK REFILLING

1	Unscrew the soap tank from the pump and remove it from its bracket.	
2	Refill the soap tank until the upper line. Make sure that the soap tank is clean before refilling it.	
3	Place the tank back to its bracket.	
4	Screw the pump to the soap tank. Make sure it is properly secured.	
5	Press the priming button on the back of the pump until soap comes out of the spout. Also possible with the RES-39 remote control.	
NOTE: Refill as soon as the soap level has reached the bottom line, following steps 1 to 5.		

SETTINGS ADJUSTMENT

If necessary, use the **RES-39** remote control to adjust the soap dispenser settings (optional).
Hold the remote control in front of the sensor, at a distance of 10 to 15 cm.

NOTE: Holding the remote control out of the recommended distance (too far or too close) may interfere with its proper operation.

Choose the function to adjust by pressing the setting button as follows:

1 SOAP QUANTITY

Press **(+)** on the **SOAP** button to increase soap quantity, by increasing the dispensing duration, and **(–)** to decrease it.
Indication: continuous flashing of the blue LED on the sensor.

2 AIR QUANTITY

To enhance the soap "foaming effect", modify the air quantity to add to the soap. Press **(+)** on the **AIR** button to increase the air quantity and **(–)** to decrease it.
Indication: 2 flashing blue LED on the sensor.

3 RESET

This function restores the factory settings.

4 TEMPORARY STOP

This function allows any activity in front of the dispenser without activating it (e.g. cleaning). Stops during 1 minute. Wait 1 minute or press the refill button again to reactivate it.
Indication : **OFF** = 2 quick flashing
ON = 4 quick flashing

5 SOAP PRIMING

After refilling the soap tank, press the **FILL** button. The pump will run during 1 minute until soap comes out of the spout.
Press the **FILL** button ugain to stop.



Ref. **RES-39**

CARE AND CLEANING OF THE STAINLESS STEEL SURFACE AND SPECIAL FINISH

DO NOT use steel wool or cleansing agents containing alcohol, acids, abrasives, or the like as they may damage the soap dispenser's body.
For surface cleaning, use ONLY soap and water, then wipe and dry with a clean cloth.
When cleaning bathroom tiles, the soap dispenser should be protected from any splattering of harsh cleansers.

DECONNECTION OF THE SOAP TUBE FROM THE PUMP

Remove the soap tube from the pump by simply pressing the blue ring on the quick connector.
Ensure that it is firmly inserted to prevent leaks.

CLEANING OF THE SOAP CIRCUIT

Clean the soap tank first and then fill it with hot water. Circulate the water through the tubes by activating the pump until clean water comes out of the spout (with the priming button on the back of the pump or the FILL button on the RES-39 remote control).

ADVISE: keep a spare tank on hand to carry out this procedure quickly and hygienically.

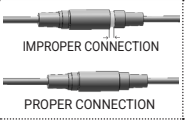
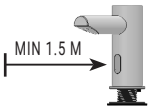
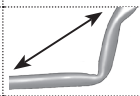
FILTER CLEANING

This soap dispenser is supplied with a soap filter on the air compressor. It is recommended to clean the filter every 6 months.

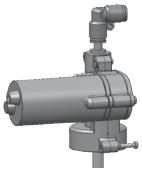
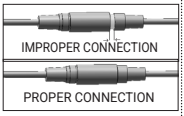
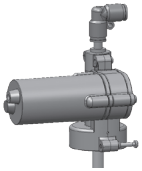
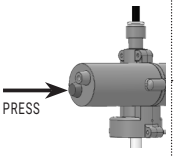
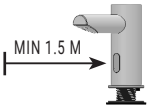
A decrease in soap dispensing may result from a clogged filter.
The filter can be cleaned as follows:

1. Unscrew the chromed quick connector on the top of the soap compressor.
2. Remove the white filter and clean it under running water.
3. Reassemble the parts.

TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION	ILLUSTRATION
Soap flows	Continuous flow from the spout	Improper connection	Connectors should be fully inserted for the o-ring to be no longer visible. Remove the o-ring if necessary.	
	Random flow from the spout	Reflection issue with an object	Remove the reflection source, and if necessary, use the RES-30 or RES-31 remote control to shorten the detection range.	
	Soap comes out from the pump body	Damaged pump because of soap with high viscosity or dirt inside the tubes	Replace the pump. Rince the tubes with hot water until clean water comes out of the spout.	
Soap does not flow	The pump and/or compressor makes sound when the sensor is activated	Soap tank is empty	Refill the tank with soap of correct viscosity (0-100 cP) and prime the tubes by pressing the FILL button on the remote control or the prime button on the back of the pump.	
		The soap tank has not been primed	Prime the soap dispenser by pressing the FILL button on the remote control or the prime button on the back of the pump, until soap comes out from the spout.	
		Damaged pump (soap flows from the body)	Replace the pump.	
		Dirt or hardened soap in the tank or tubes	Run hot water through the tube, pump and dispenser till the spout. Refill with soap with proper viscosity.	
		High viscosity soap (>100 cP)	NOTE: Using high-viscosity soap may damage the pump and shorten its service life.	
		Deformed tubes	Straighten the tubes.	
		The end of the soap tube is not completely immersed in the soap	Make sure that the end of the tube remains immersed in the soap. Do not insert it too deeply as this could cause it to rise above the soap level.	

TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION	ILLUSTRATION
Soap does not flow	The pump and/or compressor makes sound when the sensor is activated	6 mm tube between the pump and the dispenser is disconnected	Check that all the tubes are correctly connected to the pump. If necessary, remove the tube, cut 7 mm and firmly reconnect.	
		8 mm tube between the pump and tank is disconnected		
	The pump makes sound when the sensor is activated but not the compressor	Damaged pump	Replace the pump.	
	The compressor makes a sound when the sensor is activated but not the pump	Improper connection between the connectors	Connectors should be fully inserted for the o-ring to be no longer visible. Remove the o-ring if necessary.	
	The pump makes no sound when the sensor is activated and the sensor blue LED flashes when hand is detected	Dirt or hardened soap in the tank or tubes	Run hot water through the tube, pump and dispenser till the spout. Refill with soap with proper viscosity. NOTE: Using high-viscosity soap may damage the pump and shorten its service life.	
		The priming button does not activate the pump	Replace the pump. Run hot water through the tube, pump and dispenser till the spout.	
		Damaged pump (soap flows from the body)		
	The pump makes no sound when the sensor is activated and the sensor blue LED do not flash when hand is detected	Reflection issue with an object	Remove the reflection source, and if necessary, use the RES-30 or RES-31 remote control to shorten the detection range.	

TROUBLESHOOTING

PROBLEM	INDICATION	CAUSE	SOLUTION	ILLUSTRATION
Soap does not flow	The pump makes no sound when the sensor is activated and the sensor blue LED do not flash when hand is detected	The priming button does not activate the pump	Transformer: check whith another operating transformer. If necessary, replace the transformer.	
			Batteries: replace batteries. If necessary, replace the battery box.	
	Soap coming out of the nozzle is liquid and not foamy		Increase the ratio air/soap using the RES-39 or RES-30 remote control.	
			Check that the filter on the compressor is clean (under the chromed nut).	
			Replace the compressor (supplied with the pump).	
Soap flows	The foaming soap dosage is too high.		Use the RES-39 remote control to decrease the soap volume by pressing the (-) SOAP button.	
	The foaming soap dosage is too low.		Use the RES-39 remote control to increase the soap volume by pressing the (+) SOAP button.	
	The foam is too dense		Use the RES-39 remote control to decrease the foam air ratio by pressing the (-) AIR button.	
	The foam is too liquid		Use the RES-39 remote control to increase the foam air ratio by pressing the (+) AIR button).	

LIMITED WARRANTY

This automatic foam soap dispenser is covered by a 3-year contractual warranty from the date of invoicing by SUPRATECH.

In the event of a material or manufacturing defect occurring during this period, including under normal operating conditions, SUPRATECH shall, at its discretion, repair or replace any parts found to be defective.

This warranty covers parts only. It does not cover labour, removal, reinstallation, travel, installation or any other incidental costs, unless otherwise agreed in writing in advance by SUPRATECH.

Warranty exclusions:
This warranty does not cover malfunctions or damage resulting, in particular, from:
- Incorrect installation or installation that does not comply with the manufacturer's instructions;
- Improper use, product modification or lack of maintenance;
- Foreign objects, impurities or deposits in the reservoir, pump or soap supply circuit;
- The use of soaps whose pH or viscosity does not comply with the specifications stated in this guide;
- The use of products incompatible with the dispensing system, particularly soaps containing abrasive particles or substances that may damage the pump and its components;
- Unauthorised modification or replacement of original components, particularly the pump, tubing and connections, where such intervention causes the defect;
- Normal wear and tear, batteries and other consumables;
- Impact damage, deliberate damage or vandalism.

Failure to comply with the safety precautions and the installation, operating and maintenance recommendations described in this guide may result in exclusion from the warranty where such failure is the cause of the reported malfunction.

Warranty claims:
For any warranty claim, please contact your installer, distributor or SUPRATECH.
Please provide the following information to enable us to process your claim:
- A detailed description of the malfunction;
- The product reference and serial number;
- Proof of purchase and, if available, the installation date;
- The reference or specifications of the soap used, if required for diagnostic purposes.

SUPRATECH may request the return of defective parts for inspection before approving the warranty claim.

This contractual warranty applies without prejudice to any applicable statutory warranties.

SUPRATECH

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11.2026