

SUPRATECH

HYGIENE ON THE MOVE!



TRIMEO

**TOUCH FREE SOAP DISPENSER
WITH SOAP LEVEL INDICATOR**

INSTALLATION AND MAINTENANCE GUIDE

TRIMEO top fill soap dispenser

Ref. RES-781

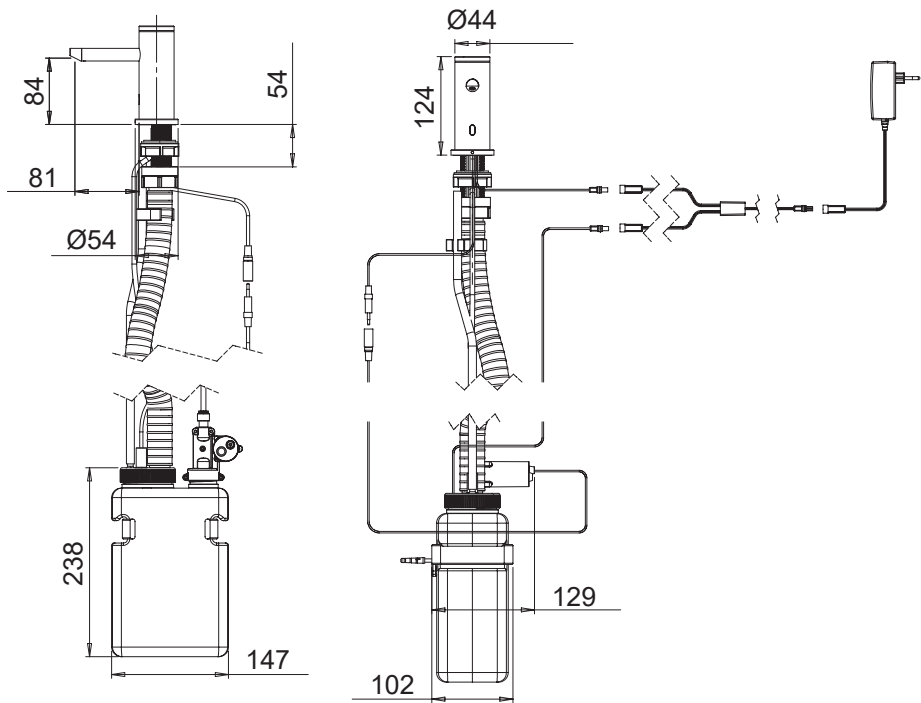
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Technical Characteristics

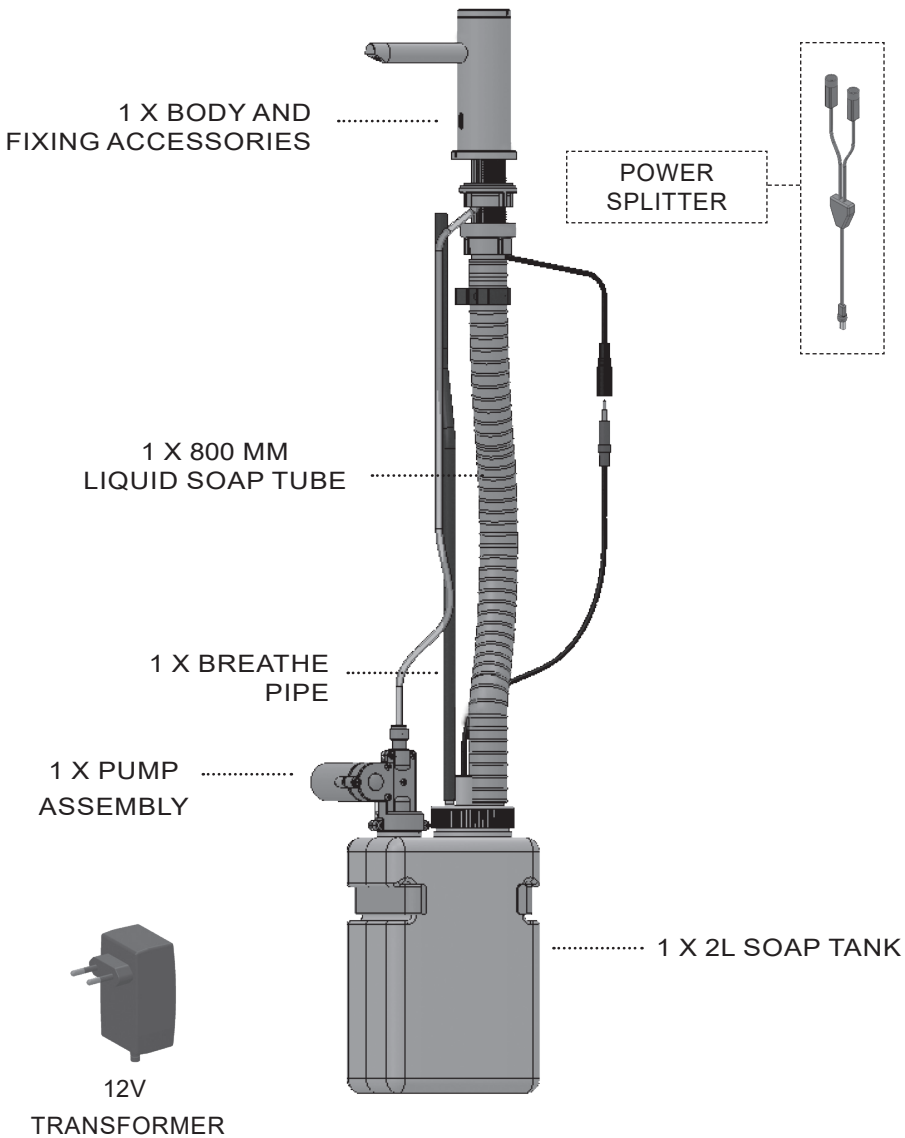
Ref. RES-781



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

Pack contents

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



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 have obtained 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 1500 mm 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.

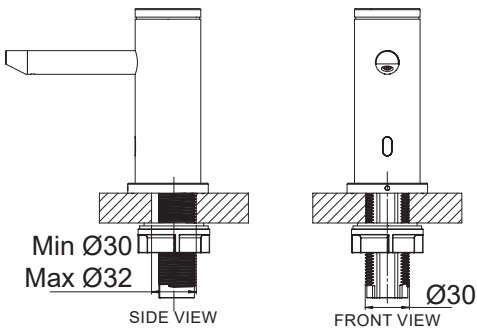
SUPRATECH liquid soap dispensers, with proper care, will provide long-term trouble-free service. Quality liquid soap of recommended viscosity and pH levels are the main factors for smooth operation of your dispenser. If needed, use a viscometer to verify the viscosity of your soap to ensure maximum benefit.

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.

SUPRATECH 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 SUPRATECH 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.

RECOMMENDED HOLE SIZE



Keep a distance (DISTANCE = 210 mm) from the wall to prevent difficulty, while opening cap to fill soap.

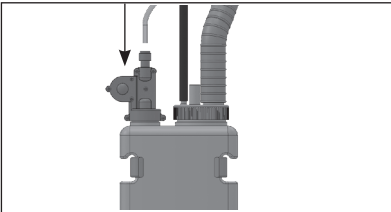
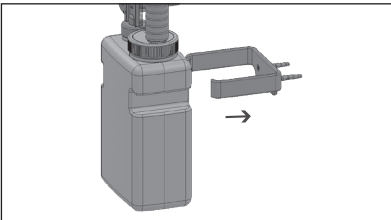
STEP 1 – REMOVE ALL MOUNTING HARDWARE

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.	The diagram shows a side view of the tube connector nut being threaded onto a shank. It specifies the hole size as 'Min Ø30' and 'Max Ø32'. A dimension line indicates a distance of '51' from the top of the nut to the surface. RECOMMENDED HOLE SIZE
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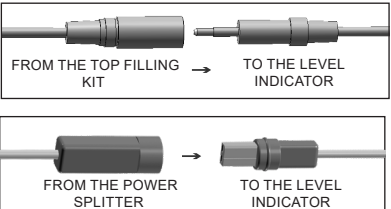
STEP 2 – INSTALLING THE SOAP DISPENSER

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.	The diagram shows the soap dispenser body being inserted into the hole. Arrows indicate the direction of insertion and the rotation of the bottom ring.
2	Attach the Soap Dispenser to the tube and rotate the dispenser until it is secure. Do not forget to slide the gasket in between the dispenser and tube.	The diagram shows the soap dispenser being attached to the tube. Arrows indicate the rotation of the dispenser and the insertion of the gasket.

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

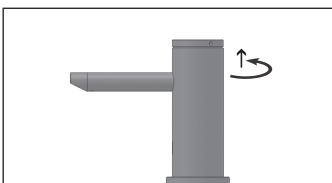
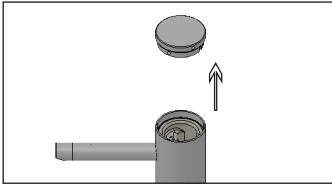
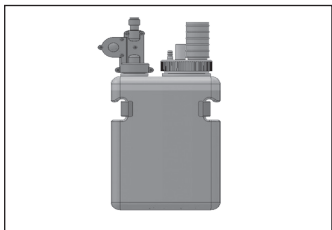
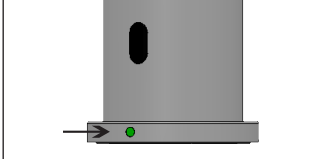
1	Remove the protective sticker covering the sensor. Keep away from the sensor range.	
2	Connect the 4-contacts connector to the matching connector from the top filling mechanism. Then, connect the power connector to the matching connector of the power splitter.	 FROM THE TOP FILLING KIT → TO THE LEVEL INDICATOR FROM THE POWER SPLITTER → TO THE LEVEL INDICATOR

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

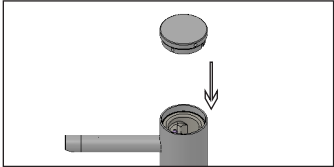
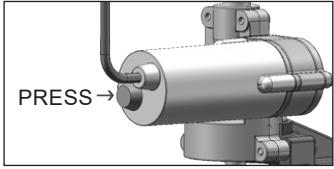
PAY ATTENTION: If the 4 contacts connectors is not connected properly, the motor will work continuously.

3	Wait about 10 seconds before you put your hands within the sensor range.	
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Filling the soap tank

1	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, signalling a full soap tank.	
2	Fill the soap tank with liquid soap until it is full. Warning: Do NOT overfill	
3	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.	
		

Filling the soap tank

4	Return the cap to the soap dispenser and rotate counter clockwise until there is a click. 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.	
5	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.	
6	Alternately, press the FILL button on the soap or foam dispenser remote control (if available).	

Settings adjustment with a remote control

If necessary, use the (optional) RES-38 remote control to adjust the soap dispenser's settings. To use the remote control, hold it straight in front of the sensor, at a distance of about 10-15 cm.

Warning: Holding the remote control out of the recommended range (either too close or too far) may affect its operation.

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: continuous blinking of the LED in the sensor eye.

*The exact soap dosage depends on the soap viscosity.

2- ADJ

This function resets the soap quantity back to its 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 will operate for one minute to initiate the soap flow through the dispenser spout. To stop this activity, press the FILL button again. If the soap has not started dispensing from the spout, press the FILL button again.



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.

DISASSEMBLY OF THE SOAP PIPE FROM THE PUMP

The soap pipe can be disconnected from the soap pump by a simple slide and 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.

CLEANING 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 (with priming button on pump or FILL button on RES-38 remote control).

TIP: keeping a spare tank will enable this process to be completed in a speedy and hygienic manner with minimal downtime.

Limited Warranty

SUPRATECH warrants that this soap dispenser will be free of defects in material and workmanship during normal use for 2 years from the date the product is purchased.

If a defect is found in normal use, SUPRATECH will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments. SUPRATECH is not responsible for labor charges, installation, or other incidental or consequential costs other than those noted above. 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 SUPRATECH with all warranty claims.

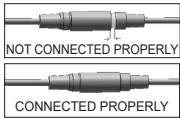
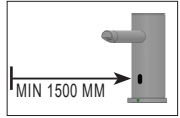
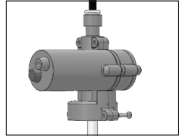
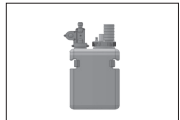
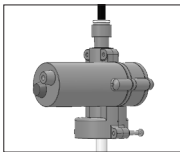
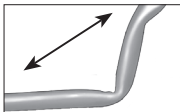
In no event shall the liability of SUPRATECH exceed the purchase price of the product.

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:

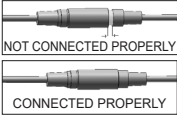
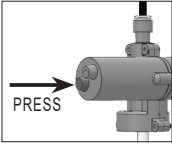
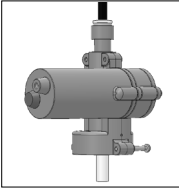
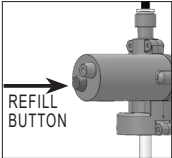
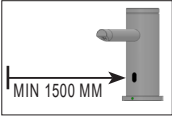
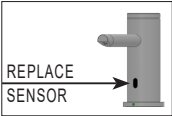
- Incorrect installation.
- Improper manipulation, tampering, bad or lapsed maintenance.
- Foreign bodies, dirt or scale introduced by the soap tank.
- Use of the soap outside of viscosity specifications.
- Alteration of the original soap dispenser components (including pipes).
- Vandalism.

SUPRATECH AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. If you believe that you have a warranty claim, contact your SUPRATECH 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.

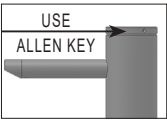
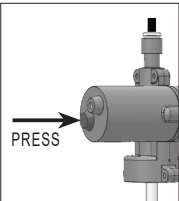
Troubleshooting

PROBLEM	INDICATOR	CAUSE	SOLUTION	ILLUSTRATION
Soap dispensing	Continuous discharge from the spout.	AUX connector not fully inserted.	The connectors should be inserted fully until the white o-ring is no longer visible. Remove the o-ring if necessary.	
	Random discharge from the spout.	Reflection issue from another object.	Eliminate any cause of reflection and /or, if necessary, use the optional RES-30 or RES-31 remote control to shorten detection range.	
	Soap discharging from pump housing.	Pump damaged by high viscosity soap or debris in pipe.	Replace the pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the spout.	
Soap not dispensing	Pump and compressor are making sounds when the 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 or by pressing the refill button located on the pipe.	
		Soap tank has been filled but the soap does not reach the spout.	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 spout.	
		Damaged pump (discharge from housing)	Replace the pump.	
		Debris or solidified soap in the pipe or tank.	Run 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 dispensing	Pump not making sound when the sensor is activated, and the blue indicator light flashes when user's hand is placed in front.	AUX connector not fully connected.	The connectors should be inserted fully until the white o-ring is no longer 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 spout.	
		Damaged pump (debris from housing).		
		Debris or solidified soap in the pipe or tank.	Run warm water through pipe, pump, and body all the way to the spout. 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.	
	Blue indicator light does not flash when user's hand is placed in front.	Refill button on pump does not activate the pump.	Check operation with functioning transformer. If necessary, replace with appropriate transformer. For part numbers see spare parts list.	
		Reflection issue from another object.	Eliminate any cause of reflection and /or, if necessary, use the optional RES-30 or RES-31 remote control to shorten detection range.	
		Damaged detection.	If both solutions above did not resolve the issue, replace the sensor. For part numbers see spare parts list.	
		Connectors between the sensor and transformer are not properly connected.	Connect the sensor connector to the transformer connector.	

Troubleshooting

PROBLEM	INDICATOR	CAUSE	SOLUTION	ILLUSTRATION
The cap is stuck and cannot be released	Remnants of soap particles around cap area.	Soap overflowed and caused cap to harden itself shut.	Use an Allen key on the hole a few centimetres below the cap to loosen it. Thoroughly clean the area around the cap with hot water (50/60C°) to remove the hardened soap.	
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 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.	

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