

# **SUPRATECH**

***HYGIENE ON THE MOVE!***



## **RONDEO**

**PANEL MOUNTED AUTOMATIC  
SOAP DISPENSER**

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INSTALLATION AND MAINTENANCE GUIDE

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**RONDEO automatic soap dispenser**

Ref. RES-37 / RES-37P

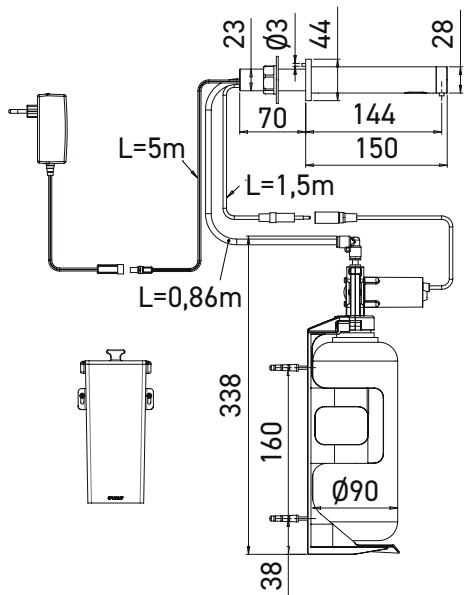
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# TECHNICAL CHARACTERISTICS



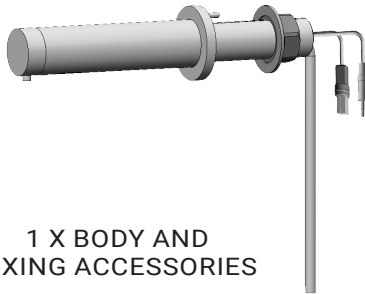
**RONDEO**  
Ref. RES-37  
***transformer***

**RONDEO**  
Ref. RES-37P  
***battery box***

<b>Power supply</b>	RES-37: 230/12v transformer RES-37P: IP67 battery box for 6 alkaline batteries (not supplied)
<b>Soap capacity</b>	1L (6L option)
<b>Soap viscosity</b>	100 – 3800 cPs
<b>Standard soap discharge</b>	1.4 cc (adjustable with optional remote control)
<b>Preset sensor range</b>	80 mm +/- 10 mm (adjustable with optional remote control)
<b>Minimum sensor range</b>	35 mm
<b>Maximum sensor range</b>	155 mm

# PACK CONTENTS

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1 X BODY AND  
FIXING ACCESSORIES

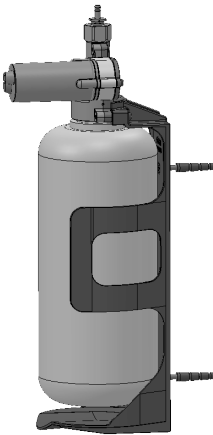
1 X QUICK-CONNECT  
FITTING



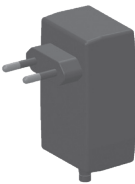
2 X 3.5X1 1/4" SCREWS



2 X M4X4 SCREWS



1 X PUMP ASSEMBLY  
WITH BOTTLE SUPPORT  
AND SOAP TANK



RES-37:  
12V TRANSFORMER



RES-37P:  
IP67 BATTERY  
BOX

# PRE-INSTALLATION

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## CHECK CONTENTS

Separate all parts from the packaging and check each items using 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.

## PRE-INSTALLATION

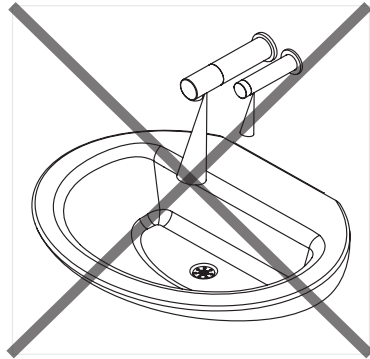
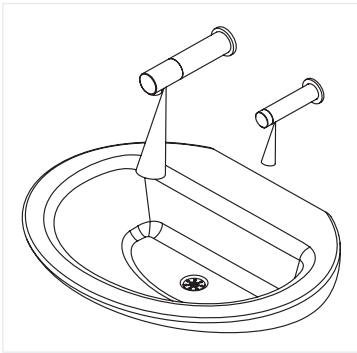
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### WARNING

To prevent reflection problems, it is recommended to keep a minimum distance of 300 mm between the soap dispenser and the bottom of the washbasin.

### IMPORTANT

Make sure that the user's hands do not interfere with the soap dispenser sensor when using the faucet installed next to it.



SUPRATECH liquid soap dispensers will provide long-term, trouble-free service when cared for properly.

Good quality liquid soap of the recommended viscosity and pH levels is the most important factor in the smooth operation of your dispenser. If needed, use a viscometer to check 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.

The pH level of all soaps used in SUPRATECH liquid soap dispensers should be between 6.5 and 8.5.

Lower levels will cause corrosion of the metal dispenser and even the rubber and plastic components. Higher pH levels will cause rubber parts to swell and plastic components to degrade over time.

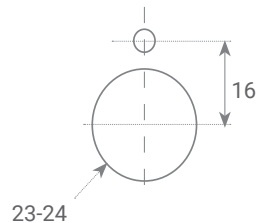
# INSTALLATION

## STEP 1 – PREPARATION

Drill a hole (23-24 mm) at the desired location for the soap dispenser spout installation.

Drill a small hole (2-3 mm) above the previous one for the anti-rotation pin.

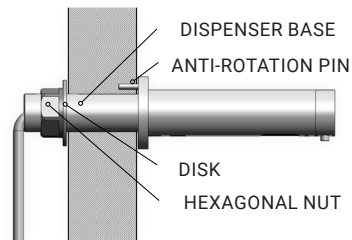
Remove the hexagonal nut and the disk from the base of the soap dispenser spout.



## STEP 2 – INSTALLING THE SOAP DISPENSER

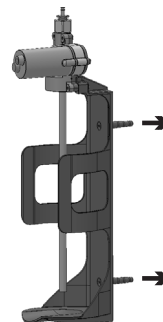
1

Insert the dispenser's base and the anti-rotation pin into their respective holes. Secure the base behind the wall with the disk and hexagonal nut.



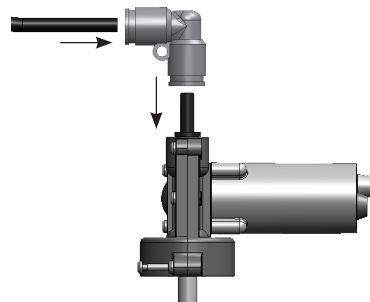
2

Fix the bottle support to the desired location.  
The pump must be within reach of the soap hose and jack cable.






3

Connect the soap hose coming from the soap dispenser to the quick-connect fitting located at the top of the pump by snapping it in. Ensure that it is firmly plugged in.



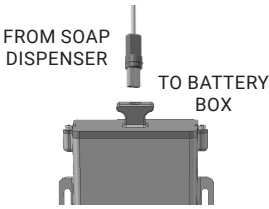
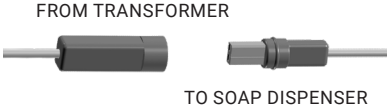

# INSTALLATION

## STEP 3 – CONNECTING THE POWER SOURCE

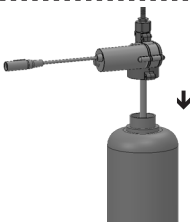


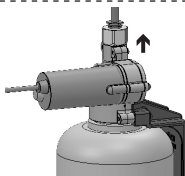
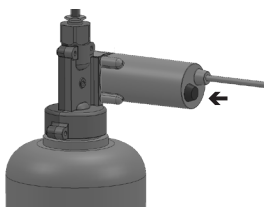

1	Remove the protective sticker covering the sensor and move away from detection range.	
2	Connect the soap pump connector to the matching connector from the sensor.	<div><p>NOT CONNECTED PROPERLY - O-RING VISIBLE</p><p>CONNECTED PROPERLY - ONLY THE GROOVES ARE VISIBLE</p></div>

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

**WARNING:** if the 4-contact connectors are not connected properly, the pump will run continuously.

3	Battery powered: Install or mount the battery box under the washbasin and connect to the soap dispenser.	
4	Transformer powered: Connect the transformer to the soap dispenser and plug into the electricity socket.	
5	Wait about 10 seconds before putting your hands within the sensor range to avoid interfering with its settings.	

# FILLING THE SOAP TANK

1	Unscrew the soap tank from the pump assembly.	
2	Fill the tank up to the top line.	
3	Insert the soap tank along with the tube back into the bottle support	
4	Screw the soap tank back onto the pump. Make sure the tank is firmly secured into place.	
5	Press the refill button located on the back of the pump to prime the soap until it comes out of the spout.  This step can also be completed using the RES-38 remote control.	
<b>NOTE:</b> Refill when the soap level has reached the bottom line of the tank.		

## SETTING ADJUSTMENTS

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 (too close or too far) may affect its operation.

Select the function you want to adjust by pressing the corresponding button as follows:

### 1 SOAP DOSAGE

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 blink 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.



Ref. **RES-38**

### **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 CIRCUIT**

Clean out the tank prior to refill by flushing warm water through the hoses and pump until clean water flows from the spout.

TIP: This process can be completed quickly and hygienically with minimal downtime by keeping a spare tank on hand.

## BATTERY REPLACEMENT

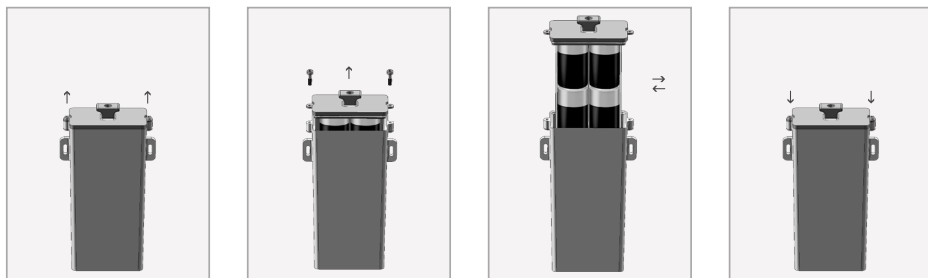
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When the battery weakens, the blue indicator light will blink at a constant rate when user's hands are within the sensor range.

The battery must be replaced within 2 weeks.

To replace the battery, see as follows:

1. Carefully open the battery box with the two screws.
2. Remove the old batteries and replace with new LR20 batteries
3. Close the box.



**NOTE:** Do not mix used batteries and new ones.

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



# SPARE PARTS LIST

RONDEO screws and wall plugs kit	S07210098
Detection kit	S08002195
1 L soap tank	S07100020
Transformer	S06522042
Pump assembly	S07222001
Bottle support	S07120175
<b>Add-ons:</b>	
Remote control	RES-38
IP68 transformer	RES-297
IP 67 battery box for 6 D batteries	RES-293

## LIMITED WARRANTY

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This soap dispenser is warranted for 2 years from the date of purchase.

In the event of a defect during this period of regular use, SUPRATECH will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments.

SUPRATECH will not be responsible for labour, installation or other additional costs or indirect costs other than those specified above. In no event shall SUPRATECH's liability exceed the purchase price of the product.

This warranty does not cover breakdowns due to incorrect installation and maintenance, normal wear and tear, or the battery.

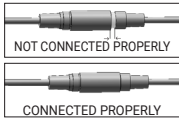
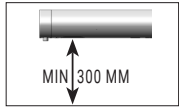
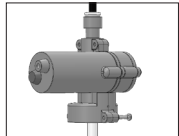


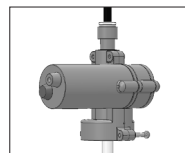

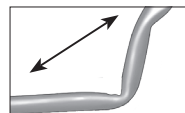
This warranty does not cover product damage caused by the following:

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

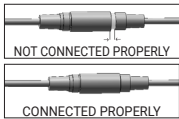
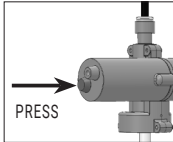
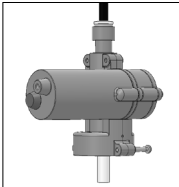
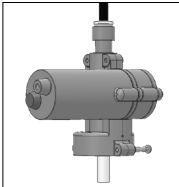
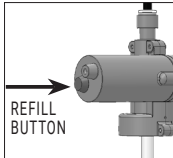
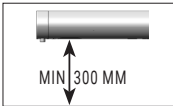
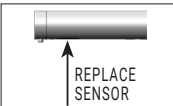
Failure to comply with the safety precautions and/or installation recommendations described in this installation guide will void the warranty. For all warranty claims, contact your Plumbing Contractor, Dealer or SUPRATECH.

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the reference and model number, proof of purchase, and the installation date.

# 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 washbasin or other object.	Eliminate any cause of reflection and /or, if necessary, use appropriate 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 pump.	
		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 dried 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 not 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).	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.	
		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.	Transformer: Check operation with functioning transformer. If necessary, replace with appropriate transformer. For part numbers, see spare parts list.		
		Battery: Replace the batteries. If necessary, replace battery box. 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.		

# SUPRATECH

AUTOMATED SYSTEMS - SANITARY ACCESSORIES - STAINLESS STEEL SANITARY WARE

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