SUPRATECH

HYGIENE ON THE MOVE!

ONE 2IN1
ELECTRONIC SOAP AND WATER FAUCET

INSTALLATION   AND   MAINTENANCE   GUIDE
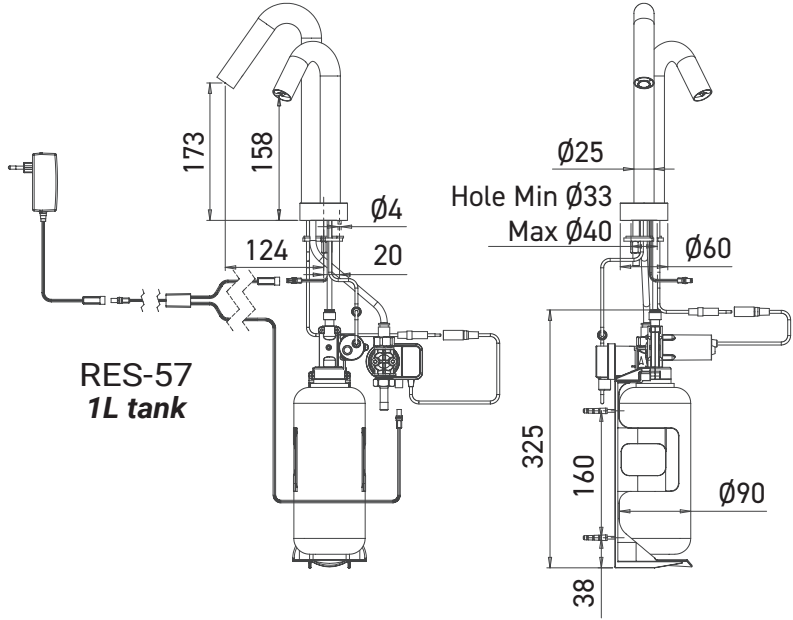
ONE 2IN1 soap and water faucet
Ref. RES-57 / RES-57V

I N D E X

RES-57
1L tank

FAUCET

Power supply	230/12V transformer
Water pressure	0.5 - 8 bars. If the water pressure exceeds 8 bars, use a pressure reducing valve
Preset sensor range	100 mm (adjustable with optional remote control)
Sensor range	30 - 120 mm
Security stop	After 90 seconds of uninterrupted use (adjustable with optional remote control)

SOAP DISPENSER

Soap capacity	1L (6L option)
Power supply	230/12V transformer
Soap viscosity	100 – 3800 cPs
Standard soap discharge	1.4 cc (adjustable with optional remote control)
Sensor range	35 - 155 mm +/- 10 mm
Preset sensor range	80 +/- 10 mm (adjustable with optional remote control)

1 X BODY AND FIXING
ACCESSORIES

1 X POWER
SPLITTER

1 X SOLENOID
VALVE HOUSING
WITH DUAL
POWER SUPPLY
(TRANSFORMER
AND BATTERY)

1 X TRANSFORMER

1 X 1L SOAP TANK
WITH BOTTLE
SUPPORT AND
PUMP ASSEMBLY

1 X ALLEN KEY

RES-57V
6L tank with soap level indicator light
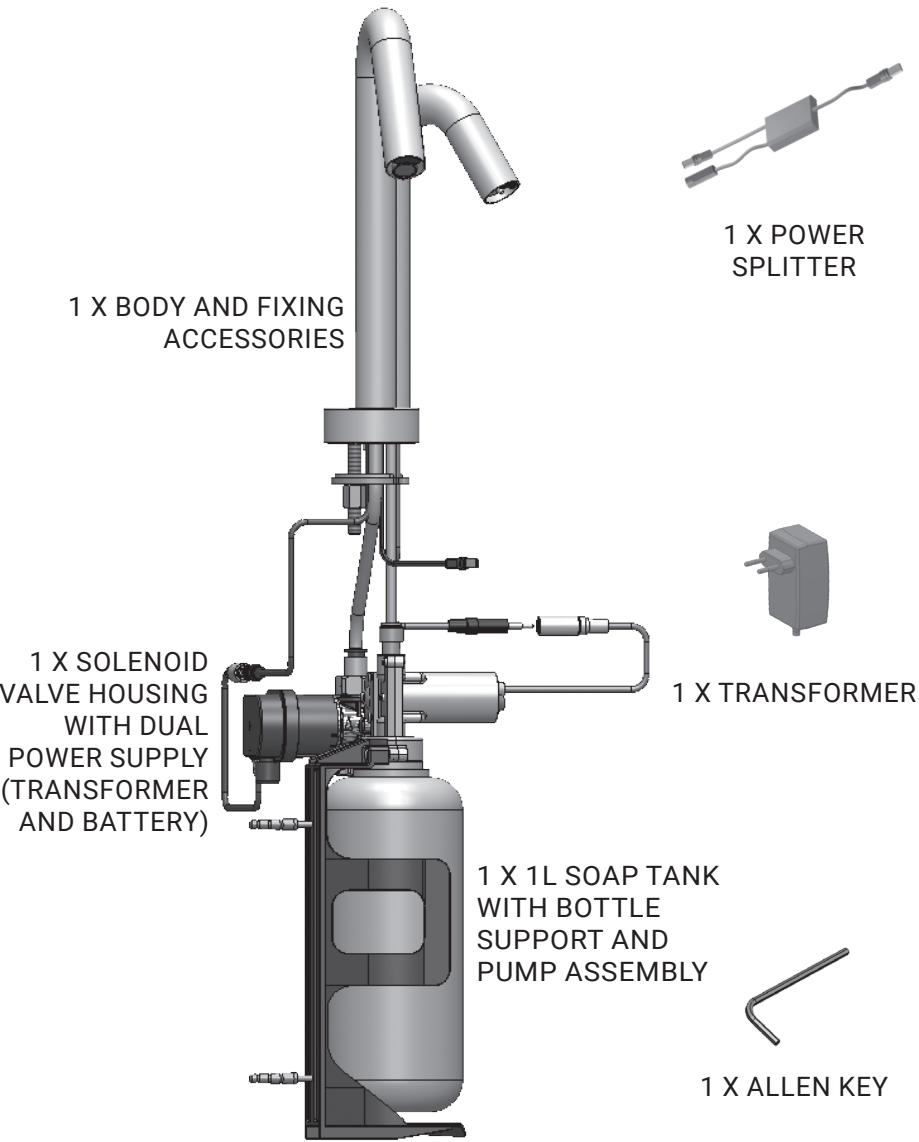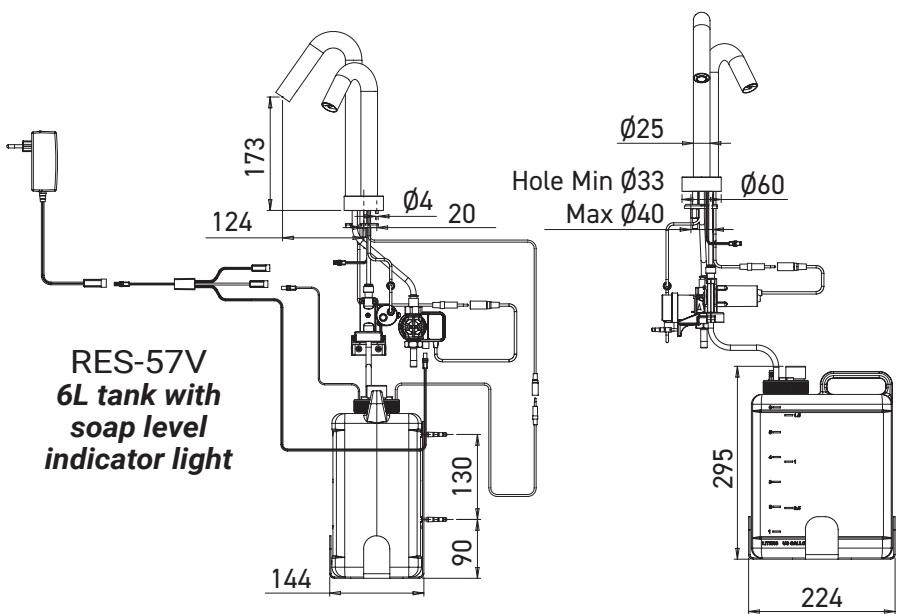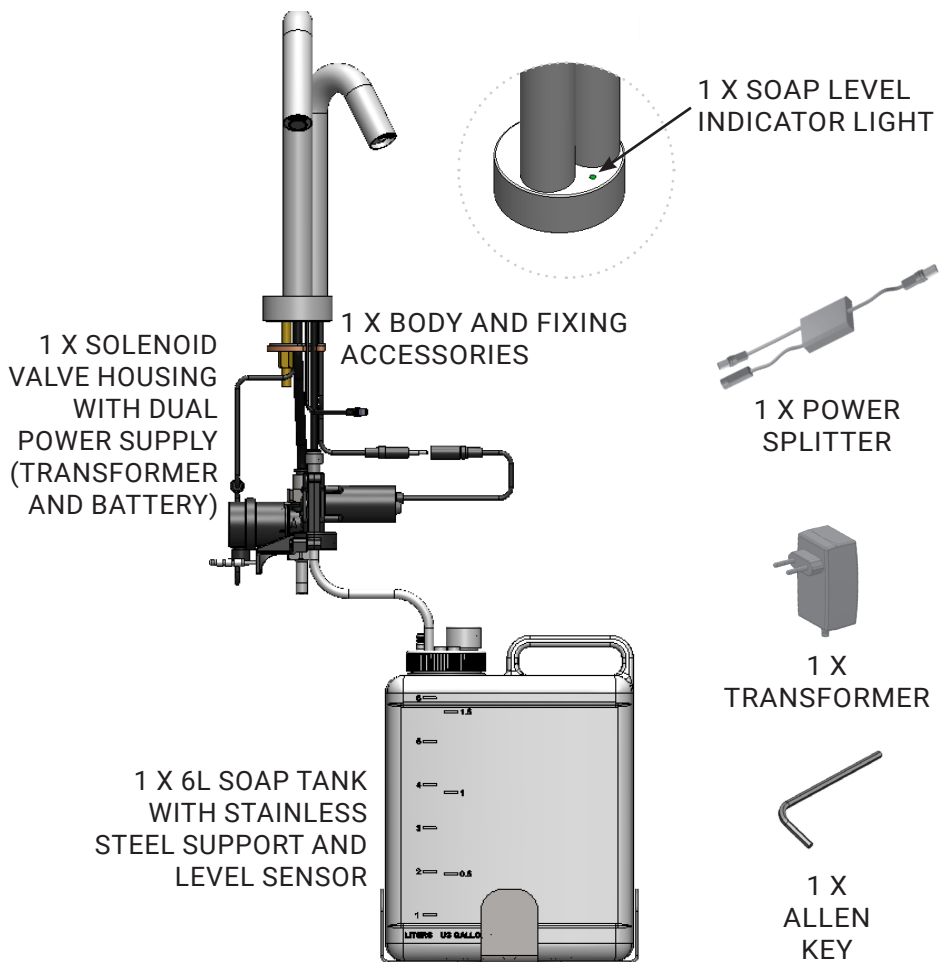
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1 X SOAP LEVEL INDICATOR LIGHT

1 X BODY AND FIXING ACCESSORIES

1 X SOLENOID VALVE HOUSING WITH DUAL POWER SUPPLY (TRANSFORMER AND BATTERY)

1 X POWER SPLITTER

1 X TRANSFORMER

1 X 6L SOAP TANK WITH STAINLESS STEEL SUPPORT AND LEVEL SENSOR

1 X ALLEN KEY

PRE-INSTALLATION

CHECK CONTENTS

Separate all parts from the packaging and check each item 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 electronic faucet until you have obtained the missing parts.

PREPPING FOR INSTALLATION

Flush water supply lines thoroughly before installing the faucet.
Do not allow dirt, Teflon tape, or metal particles to enter the faucet

WARNING

This faucet model with infrared sensor pointing down, is not intended to be used with a washbasin of reflective material such as bright stainless steel. If the drain is straight below the faucet sensor, use a drain with a non-reflective finish (do not use a chrome plated one).

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.

The recommended range for liquid soap viscosity is 100-3800 cPs.

Thicker soap flows more slowly and clogs the pump, causing premature wear and congestion.

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.
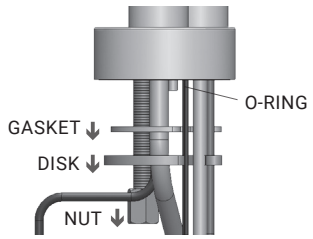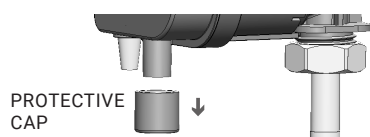
All plumbing is to be installed in accordance with local applicable codes and regulations.

RECOMMENDED HOLE DIAMETER

Min Ø33
Max Ø40

ø4

10

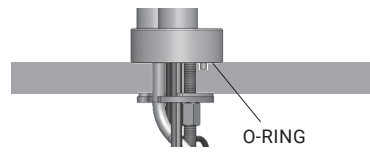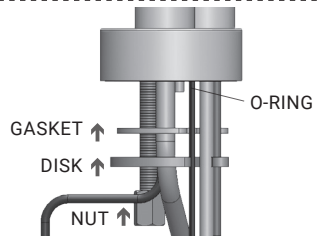ø4

4

16

10

FRONT VIEW   BACK VIEW   TOP VIEW
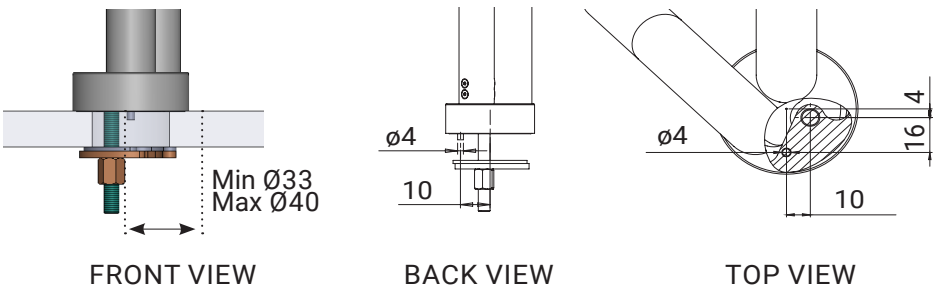
INSTALLATION

STEP 1 – PREPPING BEFORE INSTALLATION

1	Shut off water supply.	
2	Remove the nut, the disk and the gasket. Do not remove the o-ring from the faucet base.	GASKET ↓ DISK ↓ NUT ↓ O-RING
3	Remove the protective cap from the electrical connection on the solenoid valve housing.	PROTECTIVE CAP ↓

STEP 2 – MOUNTING THE FAUCET

1	Place the faucet with the o-ring in the hole in the countertop or washbasin. Make sure that the o-ring is located between the countertop or washbasin and the bottom of the faucet.	O-RING
2	Slide the gasket, disk, and nut onto the flexible hose and threaded rod, and secure the faucet into place.	GASKET ↑ DISK ↑ NUT ↑ O-RING

INSTALLATION

STEP 3 – CONNECTING THE WATER SUPPLY

NOTE: The water flow is indicated by an arrow located on the solenoid housing.

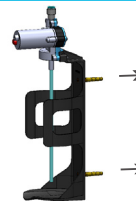|		
1	Connect the hose between the faucet and solenoid valve. Insert the flexible black hose into the quick-connect fitting located on the solenoid valve. Connect the water inlet to the solenoid valve housing, with the filter in place. **NOTE:** Possibility of adding a back-up 9V battery in the box = valve operates even in the event of power cut.	
2	Turn on the main water supply line. Check for leaks.	

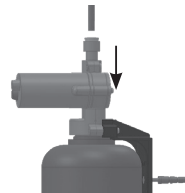## STEP 4 – INSTALLING THE SOAP TANK

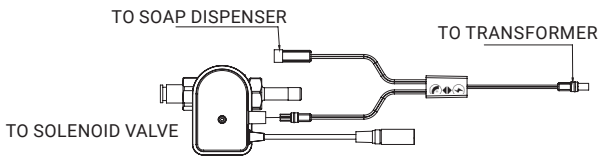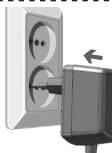|		
1	Fix the tank support to the wall in the desired location. The pump must be within reach of the cable and the black soap supply hose.	
2	Insert the soap dispenser hose into the quick-connect fitting of the pump.	

INSTALLATION

STEP 5 – CONNECTING THE POWER SOURCE

1	***Faucet:*** Connect the solenoid valve housing to the sensor. Apply enough pressure as this is a waterproof connector.	→ ← NOT CONNECTED PROPERLY
2	***Soap dispenser:*** Connect the soap pump to the sensor. Apply enough pressure as this is a waterproof connector.	CONNECTED PROPERLY - NO VISIBLE JOINTS

IMPORTANT: The 4 connector contacts must be connected correctly so that the o-ring is no longer visible.

WARNING: In the event of a faulty connection, the soap and water will flow continuously.

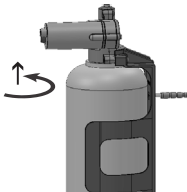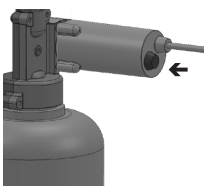|	
3	Connect the power splitter as indicated on the sticker = one connector to the transformer and the other two to the connectors from the solenoid valve box and from the soap dispenser. TO SOAP DISPENSER TO TRANSFORMER TO SOLENOID VALVE
4	Remove the protective sticker covering the sensors.
5	Plug the transformer into the electrical socket and exit sensor range.

INSTALLATION

6	After connecting the power source wait 15 seconds to allow the system to set the ideal sensor range. The solenoid valve will open and close for 1 second to indicate that the ideal sensor range has been set and the product is ready for use.	ABOUT **15** SECONDS
7	If the sensor settings are not to your liking, refer to the "Setting adjustments" section.	

FILLING THE 1L SOAP TANK   RES-57
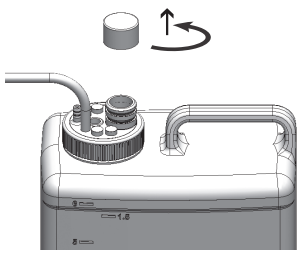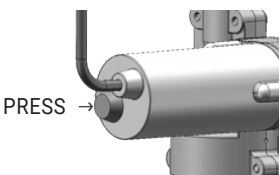
1	Unscrew the tank from the pump and remove it from the bottle support.	←
2	Fill wih liquid soap up to the top line.	
3	Place the tank back into the support, making sure to insert the soap hose from the pump.	→
4	Screw the tank back onto the pump. Make sure the tank is firmly secured into place.	↑

FILLING THE 1L SOAP TANK

5	Press the priming button located on the back of the pump until soap runs out of the spout. This step can also be completed using the RES-30 or RES-38 remote control.
6	**NOTE :** Refill once the soap level has reached the bottom line of the tank, follow steps 1 trough 5.

FILLING THE 6L SOAP TANK   RES-57V

1	Once the level indicator light turns orange or red, remove the cap and fill the tank (using a funnel).
2	Press the priming button located on the back of the pump until soap runs out of the spout. PRESS →
3	Alternatively, press the FILL button on the RES-38 or RES-30 remote control (if available). PRESS → FILL

SETTING ADJUSTMENTS

DETECTION RANGE

TEMPORARY OFF FUNCTION

SELF-ADJUSTMENT MODE

RESET

SOAP TANK PRIMING

SOAP DOSAGE
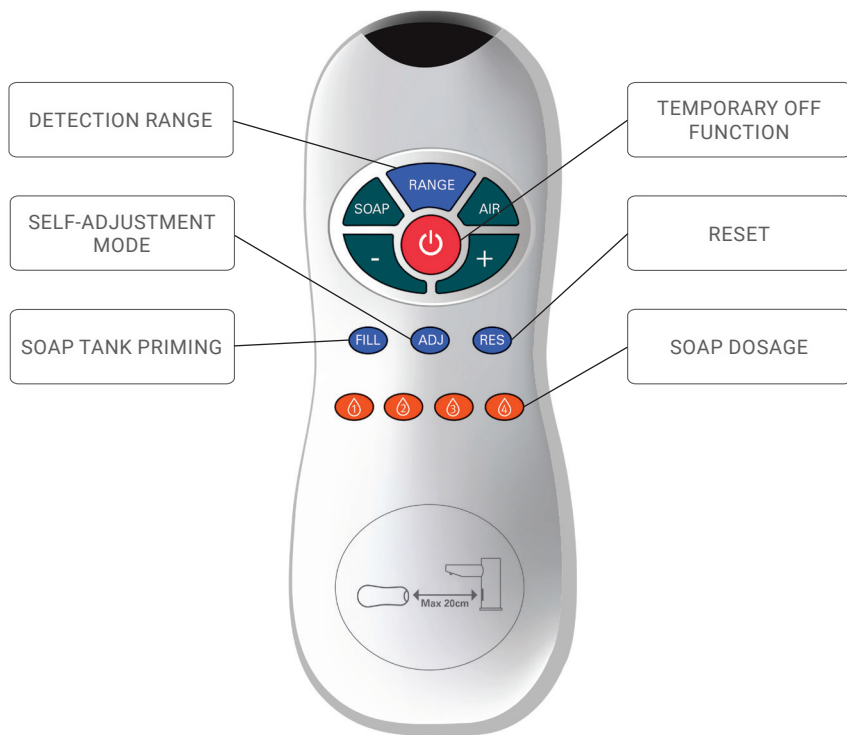
SETTING ADJUSTMENTS WITH THE (OPTIONAL) SOAP & WATER RES-30 REMOTE CONTROL

The ideal detection range will be set automatically.
If necessary, the sensor settings can be adjusted as follows:

Turn the water supply off.

To adjust the sensor using the remote control, hold the remote directly in front of the sensor at about 15-20 cm away.

Select the function you wish to adjust by pressing the corresponding button once.

After pressing the function button, the blue LED on the sensor will flash quickly.

At this point, you can adjust the setting by pressing the (+) or (−) buttons, each press increasing and decreasing by one level.

When you have finished adjusting, open the shut-off valve.

DETECTION RANGE:
The detection range represents the optimum distance at which a person or hand must be placed to trigger the system.
Press the **RANGE** button. Wait for the blue LED to flash on the sensor.
Then press **(+)** to increase the range and **(−)** to decrease it.

NOTE: Even in the event of a power cut, once the detection range has been set using the remote control, it is memorised.

TEMPORARY OFF FUNCTION:
The temporary off function is ideal for performing any activity in front of the sensor without operating the system (e.g. cleaning).
The water faucet and soap dispenser remain closed for 1 minute when this button is pressed once.
To deactivate this function and return to normal operations, press the **ON**/**OFF** button again or wait for 1 minute.

SOAP TANK PRIMING:
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.

SELF ADJUSTMENT MODE:
To activate, first ensure that no objects are in front of the sensor.
Press the **ADJ** button and wait for a quick flashing of the sensor's LED.
Remove the hand holding the remote control and move away from the detection range.

RESET:
The reset function allows the sensor to return to the original factory settings.
If your faucet has self-adjusting detection, the **RESET** button restores all factory settings except for the detection range.
To enter self-adjusting mode, press the **ADJ** button.
To change the detection range, press the **RANGE** button.

SOAP DOSAGE:
Use the 1-4 drop buttons to select the desired soap dosage in cm^3.

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

Wait for quick flashing LED in the sensor eye.
The exact dosage will vary depending on the soap viscosity.

MAINTENANCE

FILTER CLEANING INSTRUCTIONS:

This faucet is provided with a stainless steel filter preventing foreign particles to enter the lines. It is recommended to clean the filters every six (6) months. If the water flow has decreased, this may be because the filter is clogged. The filter can be cleaned as follows:

1. Close the shut-off valve.
2. Disconnect the water supply inlet from the solenoid box and remove the filter.
3. Wash the filter under running water.
4. Reassemble the parts.
5. Restore the incoming water supply.
6. Make sure that there is no water leakage.

DISASSEMBLY OF THE SOAP PIPE FROM THE PUMP

Remove the soap tube from the pump simply by pressing on the blue ring on the quick connect fitting.
In the event of a leak, push the tube firmly into the quick connect fitting.

SOAP CIRCUIT CLEANING

Before refilling the tank, clean it with hot water. Activate the pump to circulate the water through the pipes until clear water flows from the spout (using the priming button on the pump or the FILL button on the RES-30 or RES-38 remote control).

TIP: Keep a spare tank handy to perform this task quickly and hygienically

CARE AND CLEANING OF CHROME AND SPECIAL FINISHES

Do not use steel wool or cleaning products containing alcohol, acids, abrasives, or similar substances, as they may damage the faucet's surface.

For surface cleaning use ONLY soap and water, then wipe dry with a clean cloth or towel. When cleaning bathroom tiles, the faucet should be protected from any splattering of harsh cleansers.

If system chemical disinfection is practiced, chlorine can be used (calculated chlorine concentration of 50mg/l maximum in water per one hour dwell time) at service interval frequency.

SPARE PARTS LIST

Faucet sensor	S07220453
Soap dispenser sensor	S08008005
Solenoid valve	S07231014
Soap pump	S07222028
Filter	S08530013
Dual power supply housing (solenoid valve and batteries not included)	S06530042
12V transformer	S06522091
Seals and screws kit	S07212016
Remote control (optional)	RES-30 ou RES-38

LIMITED WARRANTY

This faucet is warranted for 3 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, inversion of supply pipes.
• Pressures or temperatures exceeding recommended limits.
• Improper manipulation, tampering, bad or lapsed maintenance.
• Foreign bodies, dirt or scale introduced by the soap tank or water supply.
• 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.
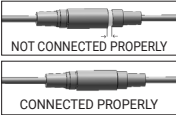
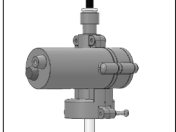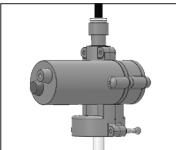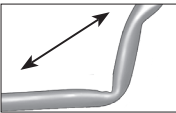For all warranty claims, contact your Plumbing Contractor, Dealer or SUPRATECH.

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.
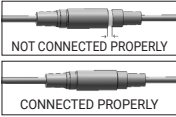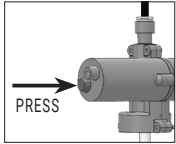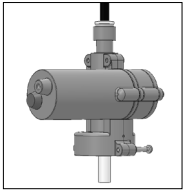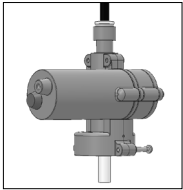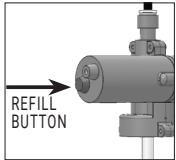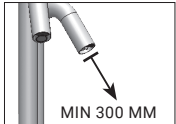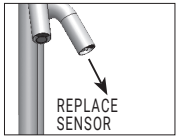
TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION
No running water	1. The sensor's LED does not turn on when the user's hands are within detection range	1. The range is too short.	Increase range.
		2. The range is too long.	Decrease range.
		3. The unit is in "Security Mode".	Eliminate cause of reflection.
		4. Sensor is picking up reflections from the washbasin.	
	2. The sensor's LED flashes once when the user's hands are within detection range	1. Faulty connection/ wiring between sensor and solenoid valve.	Re-connect sensor and solenoid valve properly.
		2. Dirt or scale in the solenoid.	Unscrew the solenoid, remove the diaphragm, plunger, and spring, and clean them, using an antiscalant if necessary. When replacing the plunger, ensure that the spring is in the vertical position.
		3. The central opening of the diaphragm is blocked or torn.	Clean the opening or replace the diaphragm.
		4. The water supply pressure of the faucet is greater than 8 bars.	Decrease water supply pressure.
Water does not stop running	1. The sensors LED flashes once when the user's hands are within detection range	Dirt or scale in the diaphragm.	Clean the opening or replace the diaphragm.
	2. The sensor's LED does not flash when user's hands are within range	1. The sensor is dirty.	Clean or remove obstructions.
		2. The sensor is picking up reflection from the washbasin.	Decrease sensor range or eliminate reflection source.
Weaker water flow		Filter or aerator is clogged.	Remove, clean, re-install.

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.	NOT CONNECTED PROPERLY / CONNECTED PROPERLY
	Random discharge from the spout.	Reflection issue from other object.	Eliminate any cause of reflection and /or, if necessary, use appropriate remote control to shorten detection range.	MIN 300 MM
	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 priming 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.	PRESS FILL BUTTON
		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.	SOAP VISCOSITY (100-3800 cPs)
		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.	NOT CONNECTED PROPERLY / CONNECTED PROPERLY
		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.	PRESS
		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.	REFILL BUTTON
		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.	MIN 300 MM
		Damaged detection.	If both solutions above did not resolve the issue, replace the sensor. For part numbers see spare parts list.	REPLACE SENSOR

SUPRATECH

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