

SUPRATECH

HYGIENE ON THE MOVE!



SMART



AKWA



EXTREME



ONE



TOUCH FREE



ELITE

DECK-MOUNTED AUTOMATIC LIQUID SOAP DISPENSERS

INSTALLATION AND MAINTENANCE GUIDE

Automatic soap dispensers

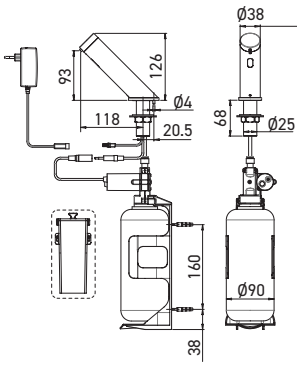
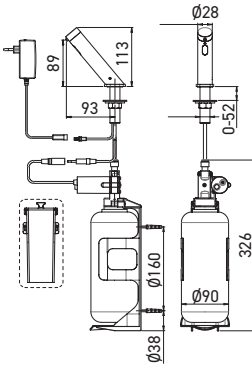
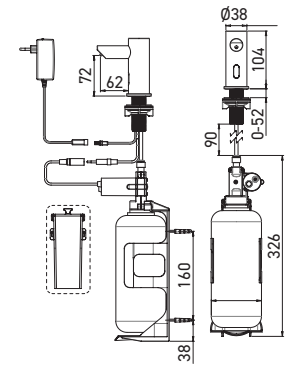
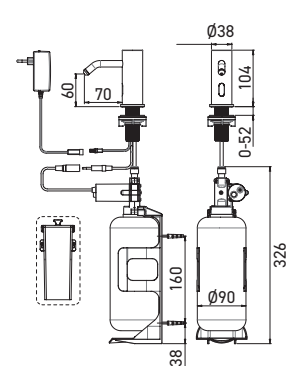
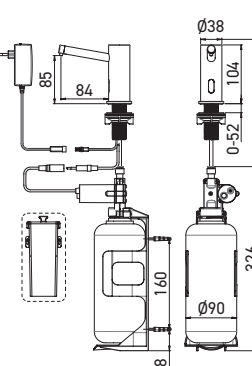
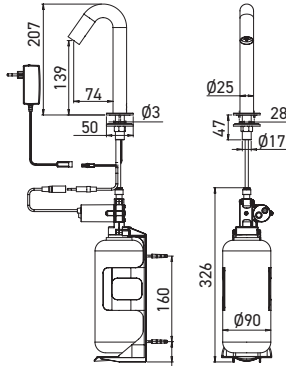
Ref. RES-32 / RES-32P / RES-32-AM6 /
RES-33 / RES-33P / RES-33-AM6 /
RES-56 / RES-56P / RES-56-AM6 /
RES-72 / RES-72P / RES-72-AM6 /
RES-84 / RES-84P / RES-84-AM6 /
RES-87 / RES-87P / RES-87-AM6 /

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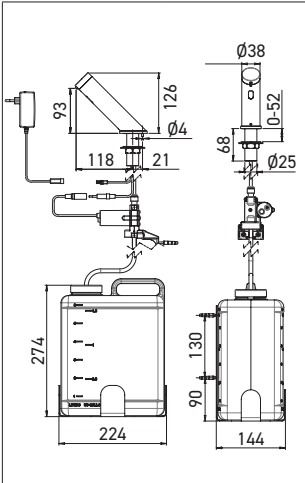
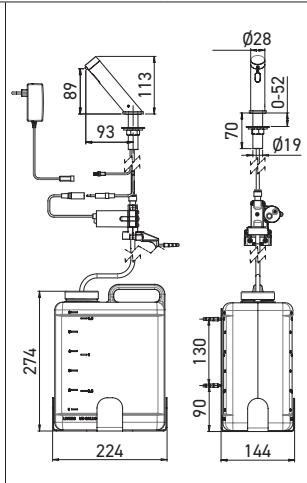
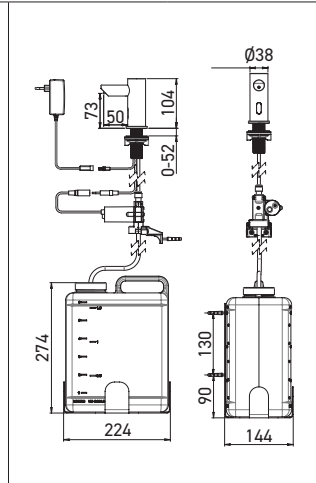
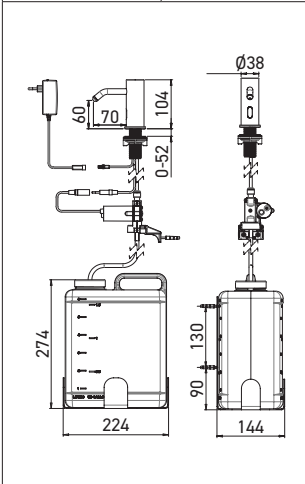
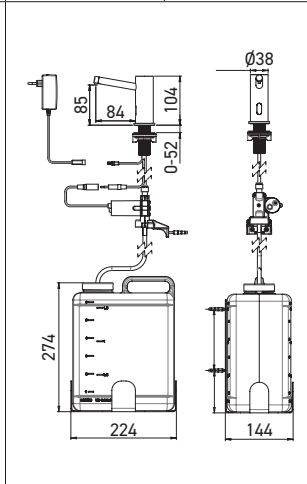
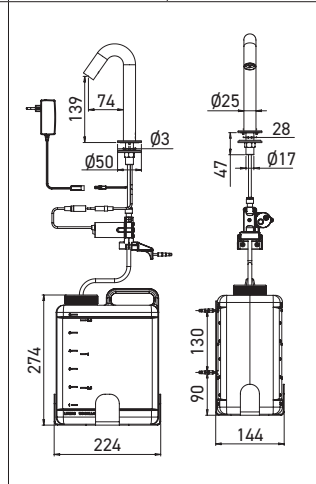
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TECHNICAL CHARACTERISTICS

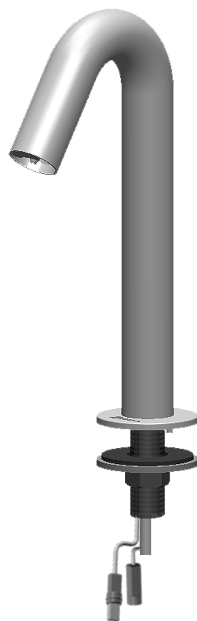
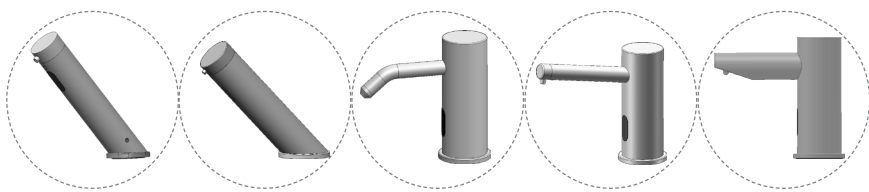
					
AKWA on mains	RES-87	TOUCH FREE on mains	RES-84	SMART on mains	RES-32
AKWA battery powered	RES-87P	TOUCH FREE battery powered	RES-84P	SMART battery powered	RES-32P
					
EXTREME on mains	RES-33	ELITE on mains	RES-72	ONE on mains	RES-56
EXTREME battery powered	RES-33P	ELITE battery powered	RES-72P	ONE battery powered	RES-56P

Power supply	6 LR20 alkaline batteries or 230/12V transformer
Soap capacity	1L (6L option)
Soap viscosity	100-3800 cPs
Soap dosage	1.4 cc (adjustable with optional remote control)
Detection	30-100 mm +/- 10 mm (adjustable with optional remote control)

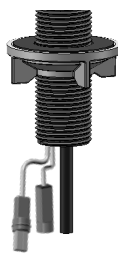
TECHNICAL CHARACTERISTICS

					
AKWA 6L tank	RES-87-AM6	TOUCH FREE 6L tank	RES-84-AM6	SMART 6L tank	RES-32-AM6
					
EXTREME 6L tank	RES-33-AM6	ELITE 6L tank	RES-72-AM6	ONE 6L tank	RES-56-AM6

PACK CONTENTS



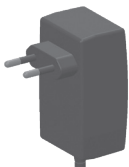
1 X SOAP DISPENSER BODY
(WITH SENSOR)



1 X PUMP ASSEMBLY
WITH BOTTLE SUPPORT
AND SOAP TANK



1 X IP67 BATTERY BOX
(6 X LR20 NOT SUPPLIED)



230/12V TRANSFORMER

PRE-INSTALLATION

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.

WARNING

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

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 lead to corrosion of the dispenser, rubber, and plastic components. Higher pH levels will cause swelling of rubber parts and gradual degradation of plastic components over time.

The installation must be carried out in accordance with the applicable local standards and regulations.

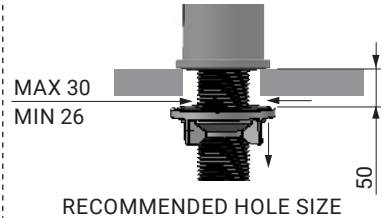
INSTALLATION

STEP 1 – PREPARING FOR INSTALLATION

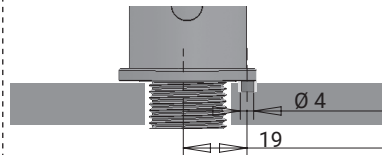
For the **ELITE, EXTREME, SMART, AKWA** and **TOUCH-FREE** soap dispensers:

Cut a suitable opening in the worktop or washbasin at the desired location.

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

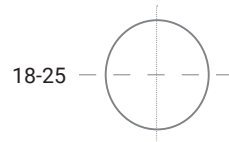


If the dispenser is supplied with an anti-rotation pin, cut an additional hole.



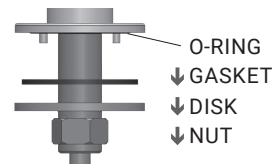
For the **ONE** soap dispenser:

Cut a suitable opening in the worktop or washbasin at the desired location.



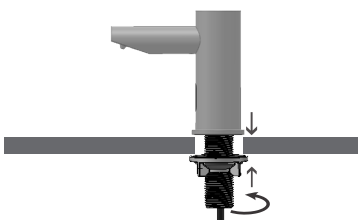
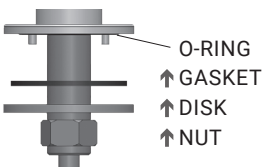
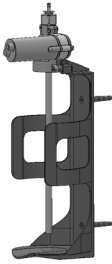
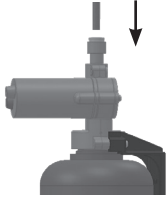
For the **ONE** soap dispenser:

Remove the nut, the disk and the gasket.
Do not remove the o-ring from the dispenser base.



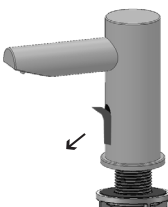
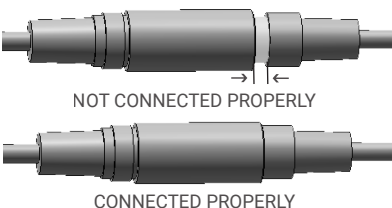
INSTALLATION

STEP 2 – INSTALLING THE SOAP DISPENSER

<p>1</p>	<p>For the ELITE, EXTREME, SMART, AKWA and TOUCH-FREE soap dispensers:</p> <p>Place the soap dispenser along with the bottom o-ring into the hole made in the worktop or washbasin.</p> <p>Slide the gasket and disk onto the threaded rod and secure in place using the hexagonal nut.</p>	 <p>The diagram shows a side view of a soap dispenser being lowered into a pre-drilled hole in a horizontal surface representing a worktop. A curved arrow indicates the downward motion.</p>
<p>2</p>	<p>For the ONE soap dispenser:</p> <p>Slide the gasket and disk onto the threaded rod and secure into place using the hexagonal nut.</p>	 <p>The diagram shows a top-down view of the components for the ONE soap dispenser. Labels with arrows point to the following parts: O-RING, GASKET, DISK, and NUT.</p>
<p>3</p>	<p>Fix the support with tank to the desired location.</p>	 <p>The diagram shows a vertical support arm with a tank at the top, being mounted to a wall using two screws.</p>
<p>4</p>	<p>Insert the pipe from the soap dispenser into the quick-connect fitting on the pump.</p>	 <p>The diagram shows a close-up of the pump assembly with a pipe being inserted into a quick-connect fitting. A downward arrow indicates the direction of insertion.</p>

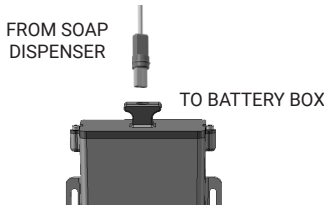
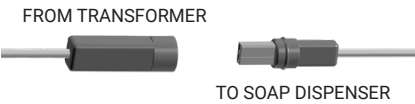

INSTALLATION

STEP 3 – CONNECTING THE POWER SOURCE

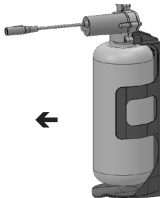

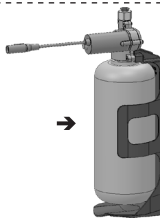
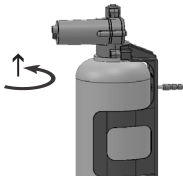
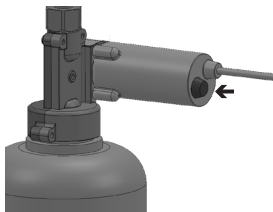

1	Remove the protective sticker covering the sensor and move away from sensor range.	
2	Connect the soap pump connector to the matching connector from the sensor.	

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.

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

FILLING THE SOAP TANK

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

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 let the user choose the soap quantity in cm³.

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

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.

REMOVING THE SOAP TUBE FROM THE PUMP

Remove the soap tube from the pump by simply pressing the blue ring on the quick connector.

Ensure the tube is fully inserted into the quick connector if there is a leak.

CLEANING THE SOAP TANK

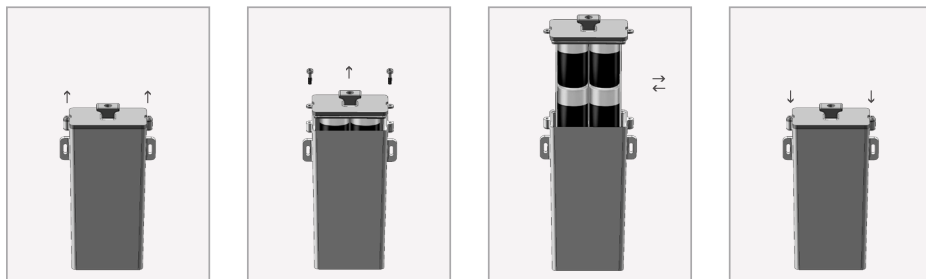
Before filling, clean the tank with hot water, circulating it through the pipes by operating the pump until clear water comes out of the spout (with priming bouton on pump or FILL button on RES-38 remote control).

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

BATTERY REPLACEMENT

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.

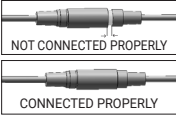
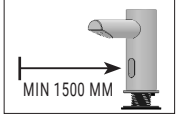
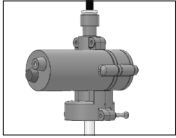


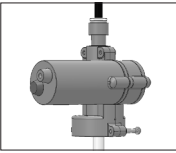

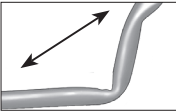
WARNING: Used batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.



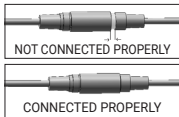
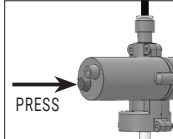
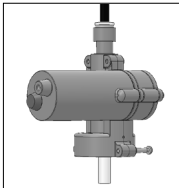
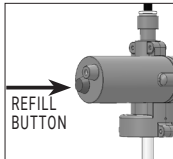
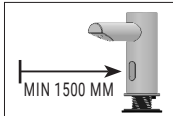

SPARE PARTS LIST

Screws and seals kit SMART/EXTREME/ELITE	S07210088
Screws and seals kit AKWA/TOUCH FREE	S07210143
Screws and seals kit ONE	S07210184
Sensor kit SMART/EXTREME/ELITE	S07220279
Sensor kit AKWA/TOUCH FREE	S07220303
Sensor kit ONE	S08008005
Pump assembly	S07222028
1L soap tank	S07100035
1L soap tank support	S07100037
Battery box	S06530041
12V transformer	S06522081
Add-ons:	
Soap dispenser remote control	RES-38
Soap and water remote control	RES-30
6 x LR20 alkaline batteries	RES-P6S

TROUBLESHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION	ILLUSTRATION
Soap dispensing	Continuous discharge from the spout.	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 other object.	Eliminate any source of reflection and /or, if necessary, use 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	The pump emits a sound when the sensor is activated.	Soap tank is empty.	Fill with soap of 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.	
		The 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 spout.	
		Damaged pump (discharge from housing).	Replace the pump.	
		Debris or dried soap in the pipe or tank.	Run hot water through pipe, pump, and body all the way to the nozzle. Replace with soap of proper 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	The pump does not emit a sound when the sensor is activated, and the blue indicator light flashes upon hand approach.	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.	
		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 (discharge from housing).		
		Debris or solidified soap in the pipe or tank.	Run hot water through pipe, pump, and body all the way to the nozzle. Replace with soap of proper viscosity. NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
	The pump does not emit a sound when the sensor is activated, and the blue indicator light does not flash upon hand approach.	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 source of reflection and /or, if necessary, use 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.	

LIMITED WARRANTY

These soap dispensers are 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.

NOTES

SUPRATECH

AUTOMATED SYSTEMS - SANITARY ACCESSORIES - STAINLESS STEEL SANITARY WARE

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