

Advisory Bulletin



BUILDING VALUE SINCE 1906

TB-99 Cleaning and Maintenance For Bobrick B-828 Automatic Counter- Mounted Foam Soap Dispenser



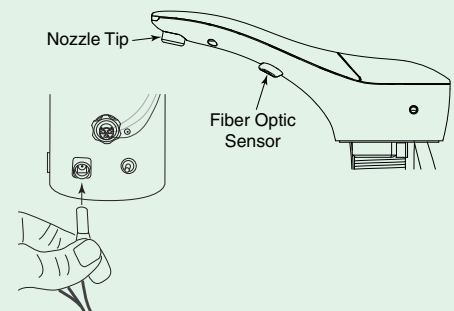
Scan for SureFlo Automatic Foam Soap
Dispenser Cleaning and Maintenance Video

Quality soap dispensers require good quality soap and periodic maintenance to properly operate. For reliable long-term use, perform regular maintenance for each unit. Most soap dispenser problems are caused by soap that is too thick or corrosive, or by a lack of maintenance. If proper soap is being used, problems can still arise if dispensers have never been cleaned. Bobrick recommends a viscosity of less than 100cps. With proper maintenance and soap, Bobrick dispensers will provide long term, trouble free operation.

Warning: Only use soap designed specifically for foaming on the B-828 foam dispenser. Not doing so will result in unit not operating properly, or can lead to total product failure.

DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean Spout, as it may dull the luster and attack the chrome-plated exterior. Use ONLY mild soap and water, then wipe dry with clean cloth. While cleaning the bathroom counter top, protect the Spout from any splattering of cleaner. Acids and cleaning fluids will discolor or remove chrome plating.

Deactivate the soap dispenser by placing your finger over the Fiber Optic Sensor area while you clean. The sensor is located just behind the Nozzle Tip. Once dispenser is cleaned, remove finger from the sensor area. Or unplug the Power Supply located on the bottom of the housing (LED will not light).

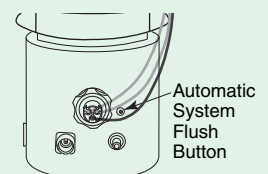
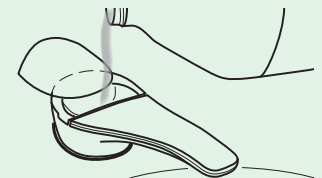
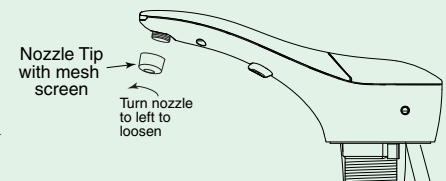


Daily cleaning:

- Using a soft, dry cloth wipe the exterior.
 - If dispenser is really dirty gently wipe the dispenser with a cloth moistened with warm water and a diluted neutral detergent. Remove the detergent with a soft damp cloth and then rub with a second soft, dry cloth.

Periodic cleaning (3 to 6 months)

- Remove Nozzle Tip with mesh screen and run under warm water.
 - To remove Nozzle Tip for cleaning, cover the Sensor area with your finger to prevent dispensing of soap. Turn Nozzle to the left to loosen. Rinse Nozzle under hot water to loosen any soap residue and replace. Turn Nozzle to the right to tighten
- Place hand under Nozzle Tip to be sure soap is properly dispensed
- Gently wipe the dispenser with a cloth moistened with warm water and a diluted neutral detergent
- Clean area between Lid and Spout to keep Lid swing free of soap residue
- Flush the system when minimal amount of soap is left in the bottle
 - Open the top-fill door using the BobKey, rotate door clockwise
 - Fill the dispenser with warm water.
 - Press the Automatic Flush Button located on the bottom housing assembly, just above the Partition Control Knob.
 - Once unit is flushed, Press the Automatic Flush Button again to stop dispensing.
 - Fill unit with fresh soap.
- Place hand under Nozzle Tip to be sure soap is properly dispensed.





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Troubleshooting Guide

for Bobrick B-828 SureFlo® Automatic, Top Fill Bulk Foam Soap Dispenser

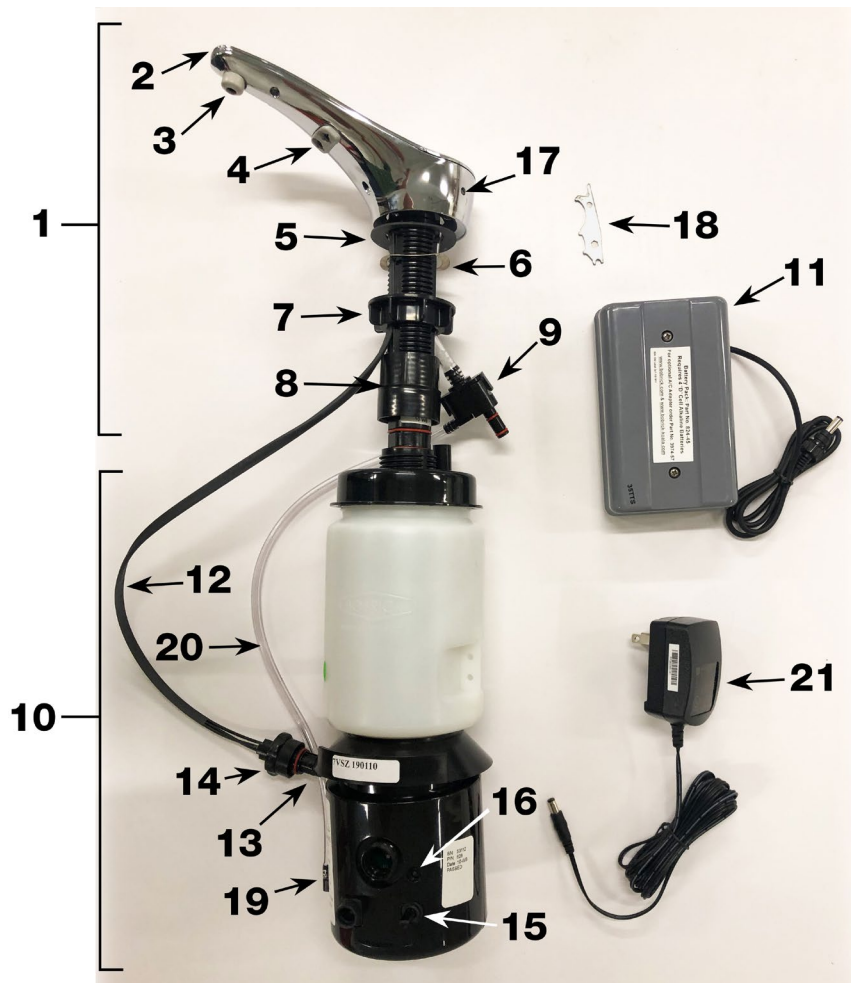
Step 1: To determine cause: Unplug unit and reconnect unit look for Green LED light and sound of motor. Activate soap dispenser continually five times.

Unit Not Dispensing	If motor running and LED does not light up consistently when hand is in the activation zone.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Fiber Optic Nut may be thread too tight onto connector port in the Bottom Housing.	Check Fiber Optic Nut to see if nut has been overtightened	Tighten Fiber Optic Connector Nut hand tight and then rotate nut counterclockwise by 1/4 turn (90°).	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	828-310
	Soap may be too viscous.	Ensure that soap meets specified viscosity range. <i>Viscosity less than 100cps (CPS = centipoise)</i> Adjust viscosity and Flush system.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service	n/a
	If motor not running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Issue with Power Source this is determined by Flasing RED LED.	Check batteries. Check A/C adapter connection.	Replace with new batteries. Reconnect A/C adapter connection. If problem persists, send unit back to manufacturer.	n/a
	Gear jamming.	Check for dried soap. Purge system.	Open Cover and pour warm water and then purge.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	824-307
	No change.	All steps above completed.	Contact Bobrick Customer Service	n/a
	If motor not running No LED light.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
Unit Leaking	No power to the unit	Replace with new batteries. Check A/C adapter connection.	If problem persists, send unit back to manufacturer.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service	n/a
Soap	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Loose Stem connection to Bottle Cap.	Unscrew Stem Locking Nut.	Push the Bottle Assembly up onto the Stem until it stops. While pushing upwards on the Bottle, thread the Stem Locking Nut down onto the Bottle Cap threads. Reference Instruction Sheet 828-391.	n/a
	Leaking from bottom of Bottom Housing.	Locate leak if from bottom of Bottom Housing.	Unit needs to be returned. Replace with Bottom Housing Replacement Kit.	828-550
Soap	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Foam Soap too Airy.	Adjust portion control knob. Also check Nozzle Tip Mesh Screen.	Turn knob clockwise for less air in foam. Clean Mesh Screen and / or replace.	828-310
	Foam Soap too Liquidy/ Watery.	Adjust portion control knob. Also check Nozzle Tip Mesh Screen.	Turn knob counter clockwise. If Mesh Screen is torn replace.	828-310

Parts List:

Item	Description
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| 1 | Top Assembly with Spout, Door and Stem |
| 2 | LED Light Pipe |
| 3 | Foam Nozzle Tip with Mesh |
| 4 | Fiber Optic Insert with Sensor Lenses |
| 5 | Rubber Counter Gasket |
| 6 | Wave Washer |
| 7 | Mounting Nut |
| 8 | Stem Locking Nut |
| 9 | Foam Mixer Housing |
| 10 | Bottom Housing Assembly (includes Soap Bottle) |
| 11 | Optional: Battery Pack (requires (4) "D" cell alkaline batteries not included), order Part No. 824-241. For outlets not compatible with U.S. plugs, order Part No. 3974-58 |
| 12 | (3) Fiber Optic Cables for Sensor and LED Light Pipe |
| 13 | Fiber Optic Connector Tip Assembly |
| 14 | Fiber Optic Nut |
| 15 | Portion Control Knob |
| 16 | Automatic System Flush Button |
| 17 | Key Hole |
| 18 | BobKey |
| 19 | Air Tube Adapter |
| 20 | Air Tube |
| 21 | A/C Adapter Kit with U.S. Plug
For outlets not compatible with U.S. plugs, order Part No. 3974-58 |



Replacement Parts List	
Description	Part #
A/C Adapter	3974-57
International AC Adapter Plug Kit (U. K., Europe, Australia)	3974-58
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Foam	828-310
D Size Battery Pack (Batteries not included)	824-241
Installation Hardware Packet with Foam Mixer Housing (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	828-443
Top Housing Assembly Foam (Includes Installation Hardware Packet and Foam Mixer Housing)	828-525
Bottom Housing Assembly Foam	828-550

Recommended Foam Soaps
Kutol Foaming Luxury Hand Soap
Kutol Foaming Antibacterial Handsoap
Chemcor Foaming Antibacterial Handsoap
State Chemical Gentle Fresh Foaming Hand Soap
State Chemical Gentle Fresh Defense Foaming Antibacterial Hand Soap
SCJ Professional - Refresh Azure Foam
Hillyard Cucumber-Melon, Premium Foam Soap
Hillyard Green Select, Foaming Hand Soap
Total Solutions, Green Apple Foam Soap
Novo Antibacterial Foaming Hand Soap, Lemon Scented
Spartan Lite'n Foamy, Citrus Fresh
Germ-X Antibacterial Foaming Hand Wash
Germ-X Green Foaming Hand Soap
Betco Pink Foaming Skin Cleanser
BETCO Green Earth Clear Foaming Skin Cleanser
Enviro-Chem Foam Care Hand Soap
DAYCON Foaming Hand Soap
<i>Recommended soaps are for reference only and do not constitute an endorsement of named manufacturer(s). All registrations and trademarks are the sole property of manufacturer.</i>

