



BUILDING VALUE SINCE 1906

# Troubleshooting Guide

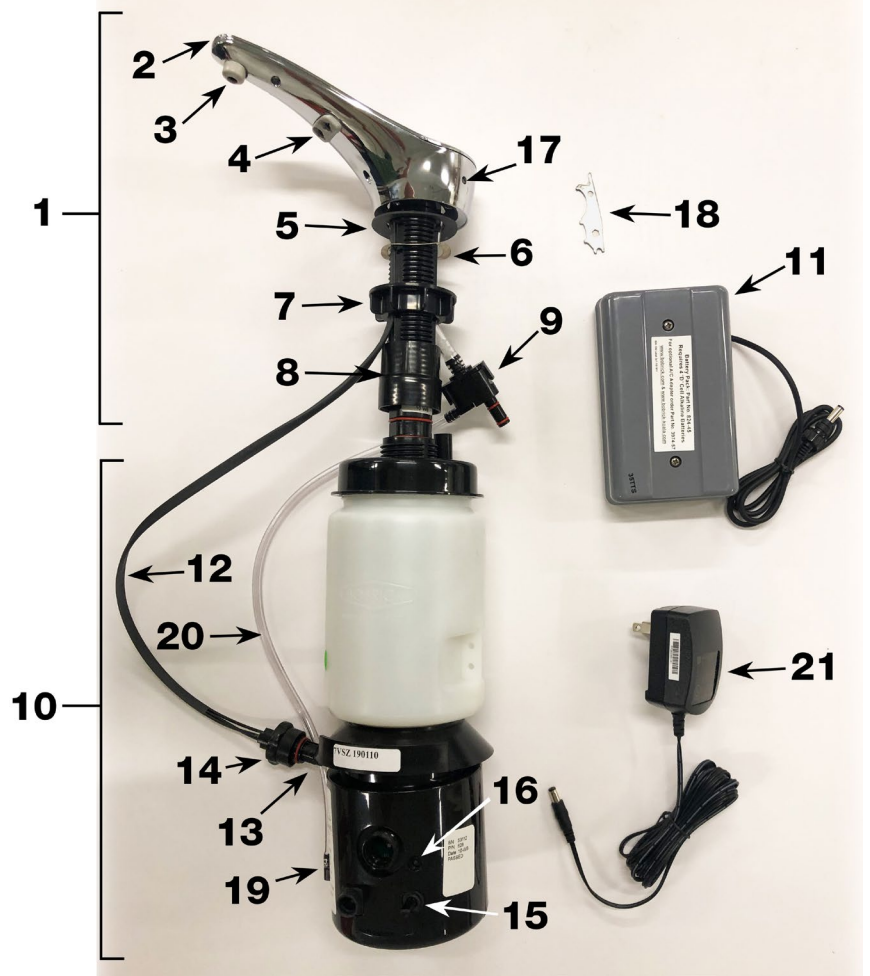
## for Bobrick B-828 SureFlo® Automatic, Top Fill Bulk Foam Soap Dispenser

**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.**

<b>If motor running and LED does not light up consistently when hand is in the activation zone.</b>				
<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	
<b>If motor not running and LED lights up.</b>				
<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	
<b>If motor not running No LED light.</b>				
<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>	
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	
<b>Unit Not Dispensing</b>				
<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 Replacment Kit.	828-550	
<b>Unit Leaking</b>				
<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	
<b>Soap</b>				

**Parts List:**

Item	Description
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



<b>Replacement Parts List</b>	
<b>Description</b>	<b>Part #</b>
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

<b>Recommended Foam Soaps</b>
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>



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