



BUILDING VALUE SINCE 1906

# Troubleshooting Guide

for Bobrick B-878, B-875, B-872

## Designer Series Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

Step 1: To determine cause: Unplug unit and reconnect unit and listen for sound of motor. Activate soap dispenser continually five times.				
Unit Not Dispensing	<b>When hand is in the sensor activation zone, the green LED does not light up and there is no motor sound.</b>			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	No power to unit.	Check A/C adapter connection.	Confirm outlet has power. If power confirmed and A/C adapter is not working, replace A/C adapter. If power and A/C adapter are both confirmed working, continue to next troubleshooting step.	3974-57
	Sensor not detecting hand.	All steps above completed and green LED does not light up when sensor is activated.	Contact Bobrick Customer Service.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	<b>When hand is in the sensor activation zone, the green LED lights up and you hear the motor running.</b>			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	824-210
	Soap may be too viscous.	Ensure that soap meets specified viscosity range. Viscosity range of 100 to 19,000cP. Adjust portion control knob to get desired amount of soap.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill inside Duckbill Housing may be stuck open.  If no liquid dispensed after multiple activations, Duckbill inside Duckbill Housing may be stuck closed.	Squeeze and release the tubing above Duckbill Housing, then press the purge button to prime the unit with soap.	If still requires multiple activations, order new Duckbill Housing.	824-322
	<b>When hand is in the sensor activation zone, the green LED lights up, but you do not hear the motor running.</b>			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
Unit Leaking	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Loose Stem connection to Bottle Cap.	Unscrew Stem Locking Nut.	Push the Bottle Assembly up onto the Stem until it stops. Ensure both red o-rings are installed on stem and must be fully inserted inside Bottle Cap. While pushing upwards on the Bottle, thread Stem Locking Nut down onto the Bottle Cap threads. Reference Installation Instructions.	n/a
	Leaking from Bottom Housing Assembly.	Confirm source of the leak is the Bottom Housing Assembly.	Unit needs to be returned. Replace with Bottom Housing Replacement Kit.	878-250
Low Soap Level Sensor Incorrect Flashing	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Low Soap Level Sensor needs to be recalibrated to installed environment.	Recalibrate Low Soap Level Sensor.	1. Use purge button to remove soap from unit. 2. Unplug AC adapter barrel plug from unit. 3. Press and hold purge button. 4. Plug AC adapter barrel plug into unit. 5. Release purge button. 6. All steps above completed and issue is not resolved, replace 858-163 Low Soap Level Sensor.	n/a
	Soap leaked down from counter when re-filling and soap is now on Low Soap Level Sensor window.	Clean Low Soap Level Sensor and Bottle.	1. Unscrew Low Soap Level Sensor from bottle. 2. Clean Low Soap Level Sensor and bottle pocket with paper towel and water. 3. Confirm parts are dry. 4. Screw Low Soap Level Sensor back onto bottle. 5. Recalibrate Low Soap Level Sensor. (See instructions above.)	n/a
	Low Soap Level Sensor connector or port broken.	Confirm if Low Soap Level Sensor USB connector or port is broken. If only USB connector is broken, replace 858-163 Low Soap Level Sensor. If USB port is broken, replace with 878-250 Bottom Housing Replacement Kit.	Contact Bobrick Customer Service.	n/a

**Parts List:**

**Item Description**

- 1 Top Assembly with Spout, Door and Stem
- 2 LED Light Pipe
- 3 Liquid Nozzle Tip
- 4 Fiber Optic Insert with Sensor Lenses
- 5 Rubber Counter Gasket
- 6 Wave Washer
- 7 Mounting Nut
- 8 Stem Locking Nut
- 9 Duckbill Housing
- 10 Bottom Housing Assembly (includes Soap Bottle)
- 11 (3) Fiber Optic Cables for Sensor and LED Light Pipe
- 12 Fiber Optic Connector Tip Assembly
- 13 Fiber Optic Nut
- 14 Portion Control Knob
- 15 Automatic System Flush Button
- 16 Key Hole
- 17 BobKey
- 18 Low Soap Level Sensor
- 19 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 A/C Adapter Plug Kit (U. K., Europe, Australia)	3974-58
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Liquid	824-210
Installation Hardware Packet (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	824-443
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
Duckbill Housing	824-322
Bottom Housing Assembly Liquid	878-250
Top Housing Assembly Liquid, Polished Chrome (Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing)	878-25
Top Housing Assembly Liquid, Brushed Nickel	875-25
Top Housing Assembly Liquid, Matte Black	872-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws, and Installation Instructions)	858-163

<b>Recommended Liquid Soaps</b>
MAINTEX EZ Wash
Entral Pink Deluxe Soap
GOJO® Lotion Hand Cleaner
Softsoap® Moisturizing Hand Soap
Dial® Basics HypoAllergenic Liquid Hand Soap
Genlabs Strike Bac® Antibacterial Handsoap
CARROLL ULTREX Antimicrobial Luxury 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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