



BUILDING VALUE SINCE 1906

Troubleshooting Guide

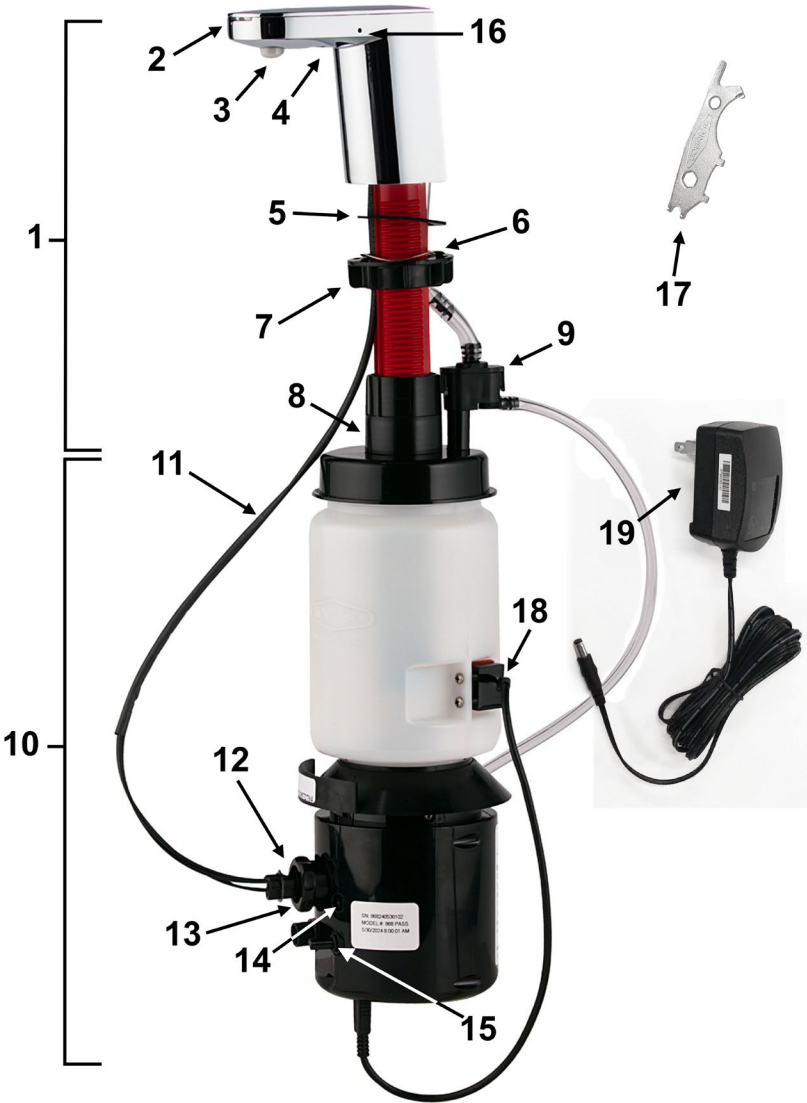
for Bobrick B-960, B-961, B-962, B-965, B-968

Counter-Mounted Automatic, Top Fill Bulk Foam 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	When hand is in the sensor activation zone, the green LED does not light up and there is no motor sound.		
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>
	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.
	Sensor not detecting hand.	All steps above completed and green LED does not light up when sensor is activated.	Contact Bobrick Customer Service.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
	When hand is in the sensor activation zone, the green LED lights up and you hear the motor running.		
	<i>Likely Cause</i>	<i>Action</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.
	Soap may be too viscous.	Ensure that soap meets specified viscosity range. <i>Viscosity less than 100cP.</i>	Flush whole system. Replace with soap that is within recommended viscosity range.
	If unit requires multiple (more than 5) activations to dispense foam. Duckbill inside Foam Mixer Housing may be stuck open. If no foam dispensed after multiple activations, Duckbill inside Foam Mixer Housing may be stuck closed.	Squeeze and release the tubing above Foam Mixer Housing, then press the purge button to prime the unit with soap.	If still requires multiple activations, order new Foam Mixer Housing.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
	When hand is in the sensor activation zone, the green LED lights up, but you do not hear the motor running.		
	<i>Likely Cause</i>	<i>Action</i>	<i>Replacement Part/Kit Needed</i>
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.
	No change.	All steps above completed.	Contact Bobrick Customer Service.
Unit Leaking	<i>Likely Cause</i>	<i>Action</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. Ensure both red o-rings are installed on stem and must be fully inserted inside the Bottle Cap. While pushing upwards on the Bottle, thread the Stem Locking Nut down onto the Bottle Cap threads. Reference Installation Instructions.
	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.
Soap	<i>Likely Cause</i>	<i>Action</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.
	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.
Low Soap Level Sensor Incorrect Flashing	<i>Likely Cause</i>	<i>Action</i>	<i>Replacement Part/Kit Needed</i>
	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.
	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.)
	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 868-250 Bottom Housing Replacement Kit.	Contact Bobrick Customer Service.

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	(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	Air Tube
19	Low Soap Level Sensor
20	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 A/C 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
Foam Mixer Housing	828-322
Installation Hardware Packet with Foam Mixer Housing (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	968-84
Bottom Housing Assembly Foam	868-250
Top Housing Assembly Foam, Brushed Brass (Top Housing Assemblies include Installation Hardware Packet and Foam Mixer Housing)	960-25
Top Housing Assembly Foam, Polished Graphite	961-25
Top Housing Assembly Foam, Matte Black	962-25
Top Housing Assembly Foam, Brushed Nickel	965-25
Top Housing Assembly Foam, Polished Chrome	968-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws and Installation Instructions)	858-163

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>



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