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SANITARY WARE SPECIFICATION SHEET

Item Descriptions	Stern (Israel) "Elite foam SD" Chrome plated foam soap dispenser with built-in sensor in AC Supply with 5m wire AC 110-240 Vac 50/60Hz to 12V 2.5A IP68 waterproof switching transformer	Illustration/ Drawing
Model	Elite Foam Soap Dispenser E	
Code Number	236120	
Finish	Chrome Plated	
Supplier	Acme Sanitary Ware Co. Ltd Mr. Eric Wong/ Mr. Don Yuen	
Contact Tel/Fax	(852) 2388-7171 / (852) 2710-8012	
E-mail	acme@acmesanitary.com.hk	
Website	www.acmesanitary.com.hk	

ELITE FOAM SOAP DISPENSER E

Ref # 236120

Touch free electronic soap dispenser for foaming non proprietary soap. Deck mounted installations, activated by infrared sensor. Chrome plated body, other finishes available. Includes a 1 liter soap bottle and bottle support. Optional for remote installation: extension cable and longer piping. The following functions can be performed by using Stern remote control: soap quantity selection, air amount for more foam ability, priming fill of the soap tank, temporary off, coming back to factory settings

Application:

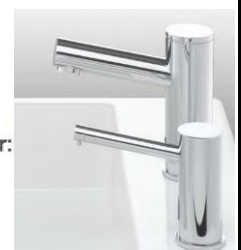
Providing the perfect "foamability", Stern's touch free foam soap dispenser helps to ensure that the bathroom will stay organized and neat. Combined with Trendy touch free electronic faucet, it creates a germ-free and automated environment.

Use:

Touch free electronic foam soap dispenser. The soap dispenser is activated automatically when the users bring their hands within the sensor range and stops when the users remove their hands.

Capacity	1 Liter \ 33.8 oz.
Power Supply	12V transformer
Soap viscosity	up to 100 cPs
Standard discharge	Varies according to viscosity and soap consistency
Sensor range	30-100 mm +/- 10 mm /1.18-3.94" (customizable by optional remote control)

- Installation:**
Lavatory mounted
- Power source:**
12 V transformer
- Stern Soap & Water:**
Elite matching faucet
- Soap viscosity:**
up to 100 cPs

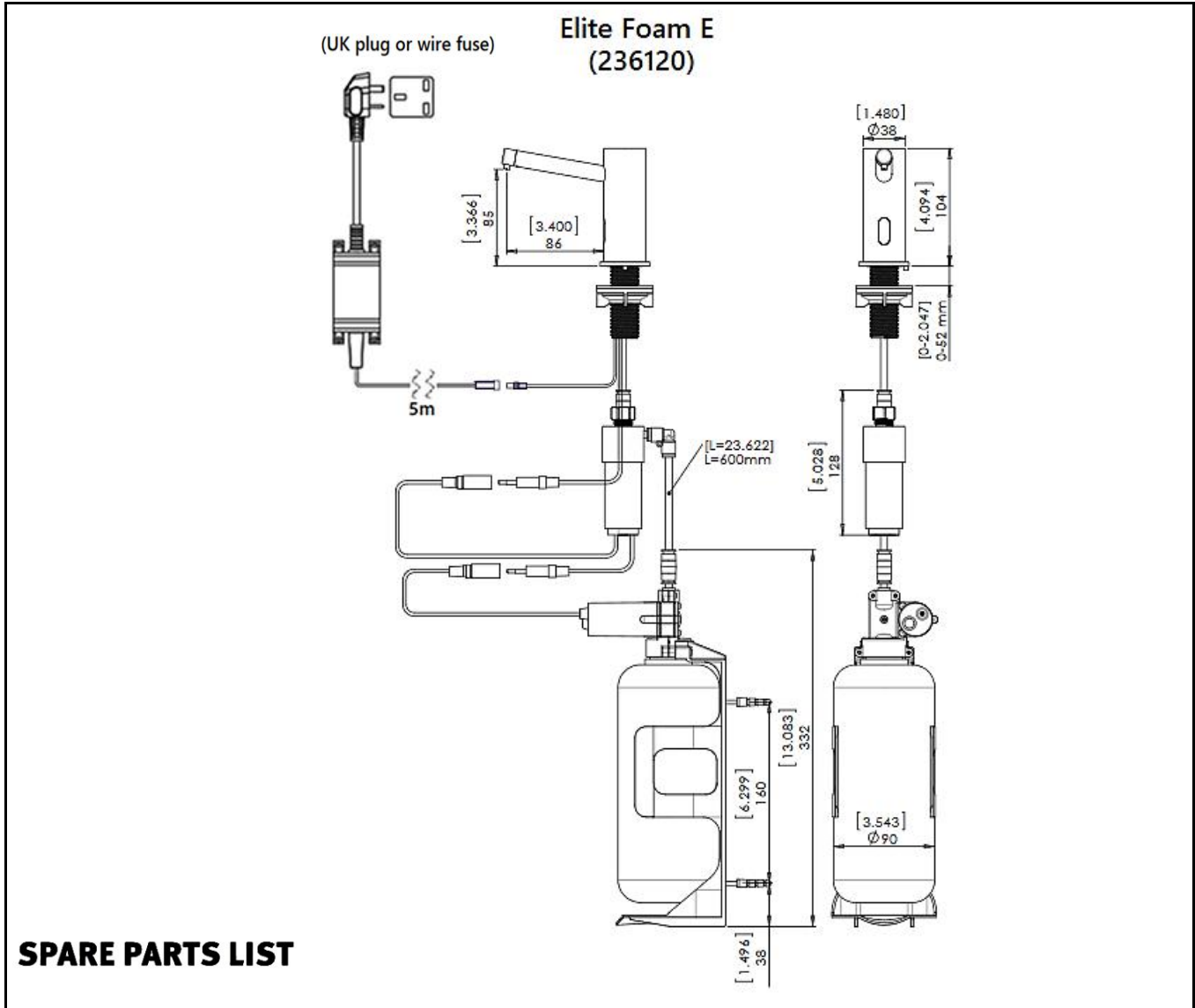


* All information of the above is for the reference only. No prior notice is made if any changes.



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SPARE PARTS LIST



SPARE PARTS LIST

Seals & Screws Kit Elite/Trendy Foam	07210162
10-Pack Sensor Kit Elite/Trendy Foam	07220331
Soap Dispenser Pump	07222028
Pump+Compressor Kit	07222037
6-pack Soap Bottle 1L	07100035
6-pack 1L Bottle Support Kit	07100037
12V Transformer	TBC
Remote Control for Foam Dispenser (Optional)	07100009
Soap & Water Remote Control (Optional)	01700014

Note: In order to locate the relevant spare part, please check the corresponding parts and part number in the drawing. Minimum order quantity will be required.

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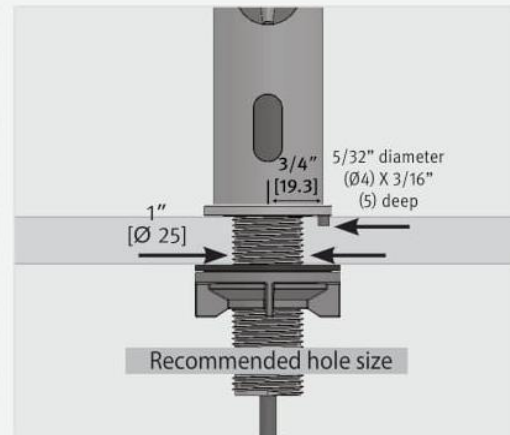


INSTALLATION

STEP 1 – REMOVE ALL MOUNTING HARDWARE

For TRENDY/ELITE Foam Dispensers:
Drill a hole (25-29mm) in the deck or lavatory for the soap dispenser body and a small hole (4) for the anti rotation pin.

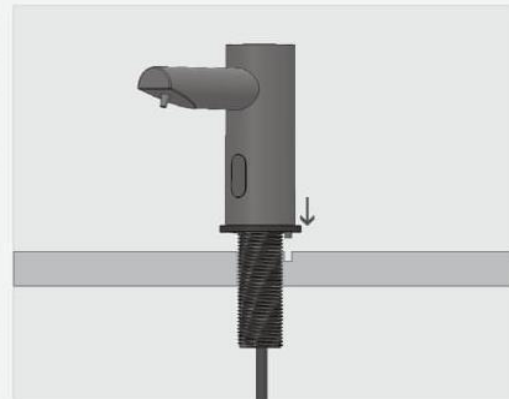
For GREEN 28 Foam Dispenser:
Drill a hole (20-24) in the deck or lavatory for the soap dispenser body.
Disassemble the nut, disk and gasket from the base of the soap dispenser body.



STEP 2 – INSTALLING THE SOAP DISPENSER

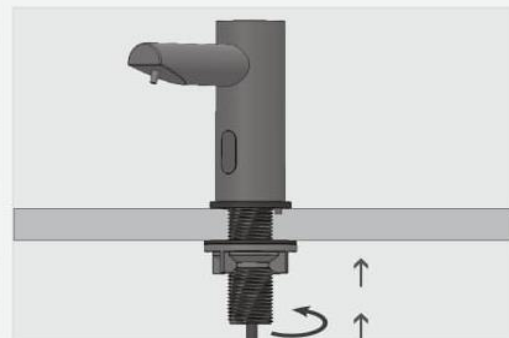
1

Insert the soap dispenser body and the anti rotation pin along with the rosette into the holes drilled.



2

Under the deck, secure the gasket, disk and nut over the soap dispenser body nipple.





INSTALLATION

3

Fix the bottle support to the desired location. The pump **MUST** be within reach range of the Com cable and black supply tube.



4

Connect the pipe from the dispenser to the quick connection fitting of the compressor. Make sure it is firmly plugged in.



5

Connect the second soap tube provided in the packaging from the compressor to the quick connection fitting at the top of the soap dispenser pump assembly by snapping it in.





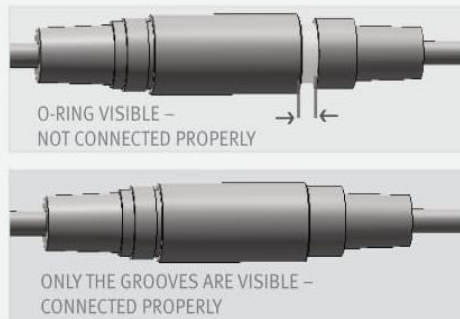
INSTALLATION

STEP 3 – CONNECTING THE POWER SOURCE

- 1 Remove the protective sticker covering the sensor.



- 2 Connect the soap dispenser pump connector to its matching connector on the electronic unit. Please note that since the connector is waterproof, some pressure must be applied for a perfect seal.



IMPORTANT: the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

PAY ATTENTION: If the 4 contacts connectors are not connected properly, the soap dispenser pump will not operate properly.

- 3 Plug the transformer into the electricity socket and connect the transformer connector



- 4 Wait about 10 seconds before placing your hands in the sensor range to avoid adjustment mode.













TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration
False activation: Foam dispensing	Continuous discharge from the nozzle	AUX connector not fully inserted	The connector should be inserted fully until white o-ring is not visible. Remove the o-ring if necessary	
	Random discharge from the nozzle	Reflection issue from other object	Eliminate any cause of reflection and if necessary use appropriate remote control to shorten detection range.	
		Soap discharging from pump housing.	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
Foam not dispensing	Pump and compressor are making a sound when sensor is activated	Soap tank is empty.	Fill with soap with correct viscosity (up to 100 cPs) and prime pipes using the fill button on remote control.	
		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 foam exits the nozzle.	
		Damaged pump (discharge from housing)	Replace the pump.	
		Debris or dried soap in the pipe or tank	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity. NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
		High viscosity soap (>100 cPs)		
		Bent pipes	Unbend or straighten pipes.	


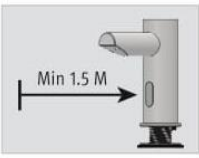
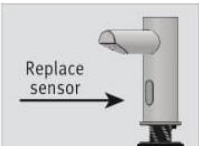



TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration	
Foam not dispensing	Pump is making a sound when sensor is activated, but the compressor is not.	Damaged pump	Replace the pump.		
		AUX connector not fully inserted	Insert fully, remove the O ring if necessary	 	
		Damaged Pump	Replace the pump.		
Foam not dispensing	Pump is not making sound when the sensor is activated	Sensor is blinking when hand is placed in front	AUX connector not fully inserted	The connector should be inserted fully until the white o-ring is not 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 nozzle.		
		Damaged pump (discharge from housing).			
		Debris or dried soap in the tank or tubing	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity. NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.		



TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration	
Foam not dispensing	Pump is not making sound when the sensor is activated	Sensor is not blinking when hand is placed in front	Refill button on pump does not activate the pump.	Transformer: Check operation with functioning transformer. Where necessary replace with appropriate transformer. For part numbers see spare parts list.	
			Reflection issue from other object	Eliminate any cause of reflection and use appropriate remote control to shorten detection range.	
			Damaged sensor	If the above two solutions have not resolved this issue replace with appropriate sensor. For part numbers see spare parts list.	
Foam not dispensing		Liquid rather than foam is being dispensed out of the nozzle	<ol style="list-style-type: none"> 1. Increase the air to soap ratio. 2. Verify that the filter is clean. 3. Replace compressor (supplied with pump). For part numbers see spare parts list. 		
Foam is dispensing	Foam dosage is too large	Use remote to decrease soap volume by pressing the "- Soap" key.			
	Foam dosage is too small	Use remote to increase soap volume by pressing the "+ Soap" key.			
	Foam is too dense	Use remote to decrease the amount of air in the foam by pressing the "- Air" Key.			
	Foam is too liquefied	Use remote to increase the amount of air in the foam by pressing the "+ Air" key.			