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## SANITARY WARE SPECIFICATION SHEET

|                   |   |  |
|-------------------|---|--|
| Item Descriptions | Stern (Israel) "Elite foam SD AISI316"<br>Stainless steel AISI316 foam soap dispenser with built-in sensor in AC Supply with 5m wire AC 110-240 Vac 50/60Hz to 12V 2.5A<br><b>IP68 waterproof switching transformer</b> | <p>Illustration/ Drawing</p>  |
| Model             | Elite Foam Soap Dispenser E AISI316   |  |
| Code Number       | 236122  |  |
| Finish            | Stainless Steel AISI316   |  |
| Supplier          | Acme Sanitary Ware Co. Ltd<br>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 AISI316**

**Ref # 236122**

Touch free electronic soap dispenser for foaming non proprietary soap. Deck mounted installations, activated by infrared sensor. Stainless Steel AISI316 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.

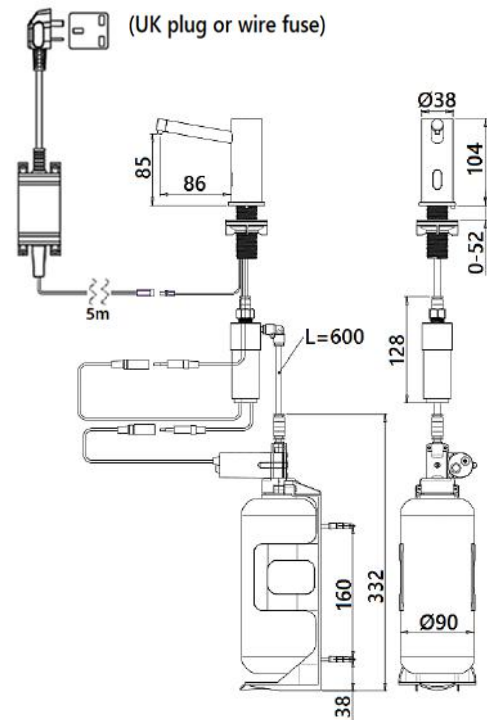
**Application:**





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

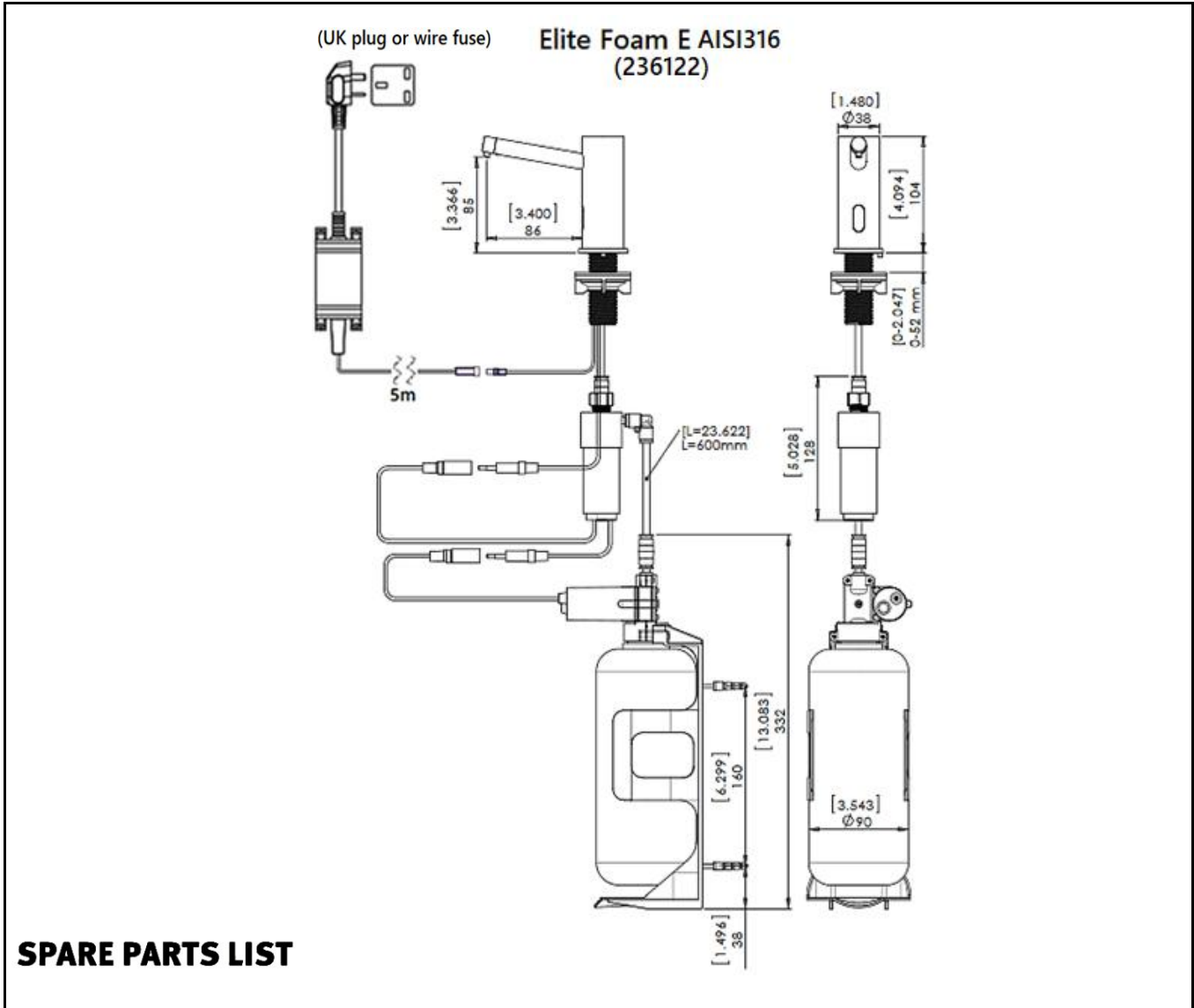


\* All information of the above is for the reference only. No prior notice is made if any changes.



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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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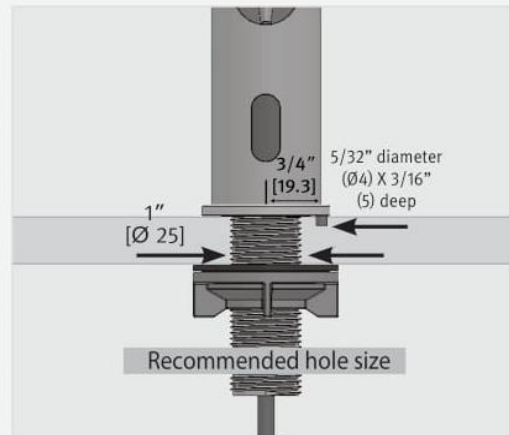


## INSTALLATION

### 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

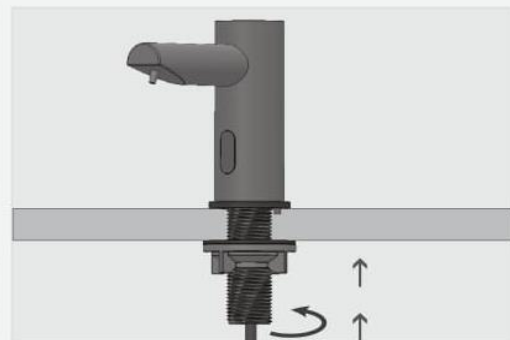
1

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





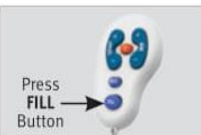



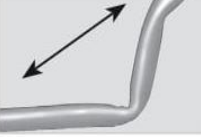


4









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



## TROUBLESHOOTING

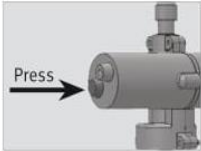

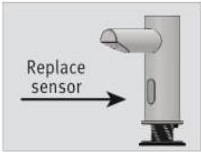

| Indication                           | Investigation   | Cause                                    | Solution   | Illustration  |
|--------------------------------------|---|--|--|---|
| False activation:<br>Foam dispensing | Continuous discharge from the nozzle                            | AUX connector not fully inserted         | The connector should be inserted fully until white o-ring is not visible. Remove the o-ring if necessary   |  <p>O-RING VISIBLE – NOT CONNECTED PROPERLY<br/>         ONLY THE GROOVES ARE VISIBLE – CONNECTED PROPERLY</p> |
|                                      | 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.  |  <p>Min 1.5 M</p>  |
|                                      |   | 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.  |  <p>Press FILL Button</p>  |
|                                      |   | 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)           |  |  <p>Soap Viscosity (up to 100 cPs)</p>   |
|                                      |   | 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.  |   |
|                     | Compressor is making a sound when sensor is activated, but the pump is not. |   | AUX connector not fully inserted                  | Insert fully, remove the O ring if necessary   | <br><small>O-RING VISIBLE - NOT CONNECTED PROPERLY</small><br><br><small>ONLY THE GROOVES ARE VISIBLE - CONNECTED PROPERLY</small>     |
| Foam not dispensing | Pump is not making sound when the sensor is activated                       | Sensor is blinking when hand is placed in front | Damaged Pump                                      | Replace the pump.  |    |
|                     |   |   | 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   | <br><small>O-RING VISIBLE - NOT CONNECTED PROPERLY</small><br><br><small>ONLY THE GROOVES ARE VISIBLE - CONNECTED PROPERLY</small> |
|                     |   |   | 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"> <li>1. Increase the air to soap ratio.</li> <li>2. Verify that the filter is clean.</li> <li>3. Replace compressor (supplied with pump). For part numbers see spare parts list.</li> </ol> |    |   |
| 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.   |   |   |