

Trouble Shooting Guide

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

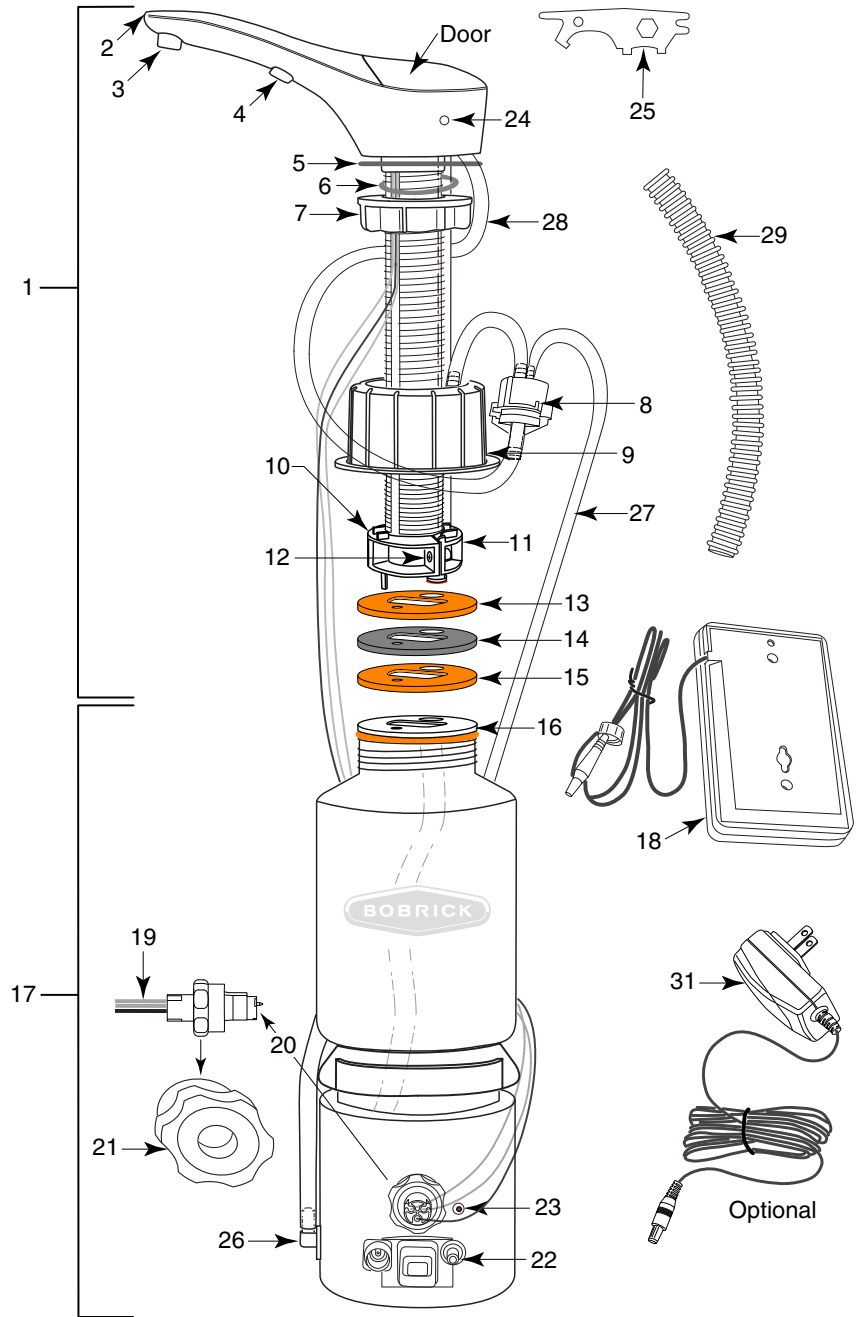
Step 1: To determine cause: Unplug unit and reconnect unit look for Green LED light and sound of motor. Activate soap dispenser continually five times.

	If motor running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
Unit Not Dispensing	Clogged Nozzle Tip and Mesh Screen.	Remove Nozzle Tip.	Clean Nozzle by soaking in warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	828-210
	Stem Mixer is cracked leaking.	Stem Mixer needs to be replaced.	Return Stem Mixer to manufacturer.	828-215
	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.	Replace with new soap.	n/a
	Kinked tubing from Top Assembly.	Remove Tubing.	Straighten and re-install around the unit as shown on page 2. If tubing shows cracks, tears, holes replace with Top Assembly.	828-325
	If unit requires multiple (more than 5) activations to dispense foam. Duckbill inside Stem Mixer missing or not installed properly.	Replace Stem Mixer.	Return Stem Mixer to manufacturer.	828-215
	No change.	All steps above completed.	Return entire unit to manufacturer.	B-828
	If motor not running and LED lights up.			
	<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 green LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	824-207
	No change.	All steps above completed.	Return entire unit to manufacturer.	B-828
	If motor not running No LED light.			
	<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.	Return entire unit to manufacturer.	B-828	
Unit Leaking	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Loose bottle connection to Bottom Housing.	Unscrew bottle.	Ensure the gaskets and washer are installed properly see page 2. Re-install and tighten bottle cap.	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.	828-350
Soap	<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.	828-210
	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.	828-210

B-828 Parts List:

Item Description

1	Top Assembly Spout, Door, Shank and Fiber Optics	828-251
2	LED Light Pipe	
3	Foam Nozzle Tip with Mixer Cartridge	828-46
4	Fiber Optic Insert with Sensor Lenses	
5	Rubber Counter Gasket	824-74
6	Wave Washer	824-109
7	Mounting Nut	824-68
8	Stem Mixer Housing with Mesh Ring	828-30
9	Bottle Cap	824-70
10	Retainer	824-155
11	Retainer Back	824-101
12	Screw	824-68
13	Rubber QC Gasket	824-110
14	Stainless Steel Washer	824-480
15	Rubber QC Gasket	824-110
16	Adapter	824-137
17	Bottom Housing Assembly (includes Soap Bottle)	
18	Battery Pack (Requires (4) "D" cell alkaline batteries not included)	
19	(3) Fiber Optic Cables for Sensor and LED Light Pipe	
20	Fiber Optic Connector Tip Assembly	
21	Fiber Optic Nut	
22	Portion Control Knob	
23	Automatic System Flush Button	
24	Key Hole	
25	BobKey	24-17
26	Air Tube Adapter	
27	Air Tube	828-32
28	Soap Tube	828-92
29	Fiber Optic Cable Cover	
30	Mounting Template	824-207
31	Optional: A/C Adapter Kit with U. S. Plug	3974-57
	Optional: A/C Adapter Kit with U. S. Plug for UK, Europe, Australia, order additional plug kit	3974-58



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