

TSL.R021

ribbon sensor tap

installation + maintenance

+
THE
SPLASH
LAB

contents

3	Safety and Warnings
4	Box Contents
5	Technical Data
6	Before You Install
8	How to Install
12	The Complete System
13	Resetting the Sensor
15	Maintenance
15	Cleaning
16	Spare Parts
16	Product Identification
17	Troubleshooting
19	Warranty
Back Cover	Contact Details

TSL.R021 ribbon sensor tap

Read and save these instructions

WARNING 

To reduce the risk of fire, electric shock or injury to persons, observe the following:

- + Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
- + This equipment should be installed in a way that ensures all electrical parts are kept dry.
- + A means of electrical isolation must be incorporated in the fixed wiring, in accordance with the current local regulations in force.
- + Disconnect the power supply before performing any maintenance on the product.
- + Children should not play with this equipment. Cleaning and maintenance shall not be performed by children without supervision.
- + This equipment is designed to be used in commercial and public areas; it is not intended for domestic or residential use.
- + Ensure wiring is installed correctly before connecting to live power supply.
- + If in doubt, consult an electrician.
- + Not to be installed above such surfaces as china or chrome drain covers.

General information

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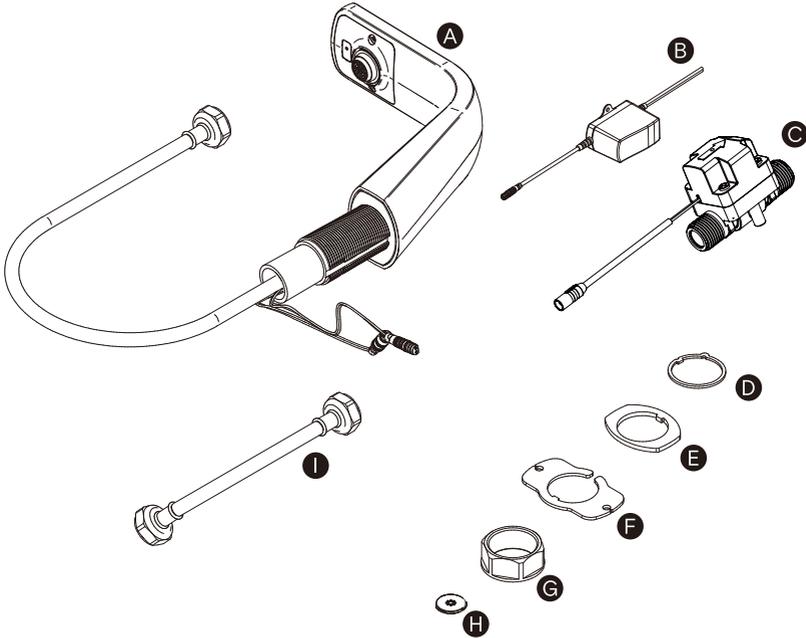
Technical support

Info.uk@thesplashlab.com

For further contact information visit:

www.thesplashlab.com

box contents

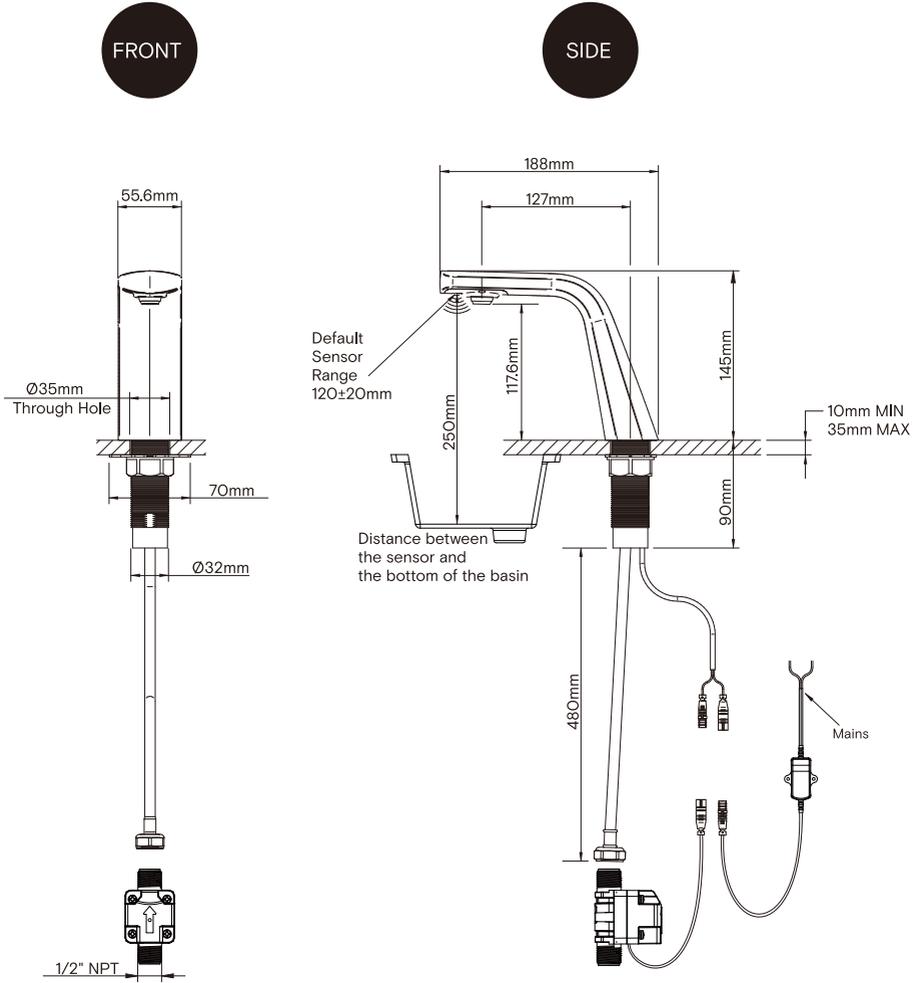


A	Ribbon sensor tap head
B	Mains power supply
C	Solenoid valve
D	Anti-rotation plate #1
E	Counter top gasket
F	Anti-rotation plate #2
G	Fixing nut
H	Flow restrictor
I	Flex hose - 300mm

technical data

Finishes	TSL.R021.C	Bright Polished
	TSL.R021.CS	Brushed Stainless
	TSL.R021.CP	Brushed Copper
	TSL.R021.BK	Brushed Black
	TSL.R021.BR	Brushed Brass
	TSL.R021.BZ	Brushed Bronze
<hr/>		
Material (body)	304 Stainless steel	
<hr/>		
Operating pressure	7 - 87 psi dynamic pressure	
<hr/>		
Flow rate	1.9 litres/minute (Other flow rates available upon request)	
<hr/>		
Weight	1.2kg	
<hr/>		
Power supply - Mains	Input: 100-240V ac; 50/60Hz Output: 6V DC; 0.5A,3W max	
<hr/>		
Sensor range - Preset	120±20mm	
<hr/>		
Sensor range - Minimum	50mm	
<hr/>		
Sensor range - Miximum	150mm	
<hr/>		
Comfort delay	2 seconds	
<hr/>		
Security time	60 seconds	
<hr/>		
Approvals	ASME A112.18.1, CSA B125.1, NSF/ANSI/CAN 61, WRAS, CE, UKCA, RoHS	
<hr/>		
Warranty	One years limited warranty	
<hr/>		

before you install



before you install

Flow Rates

Different flow rates may need to be achieved. The Splash Lab offers a number of flow regulators which can be used in conjunction with the Ribbon Tap system (see installation guide or contact The Splash Lab for more information).

Water Temperature

The Ribbon Tap System does not come equipped with temperature control. Premixed water must therefore be supplied separately.

Sinks

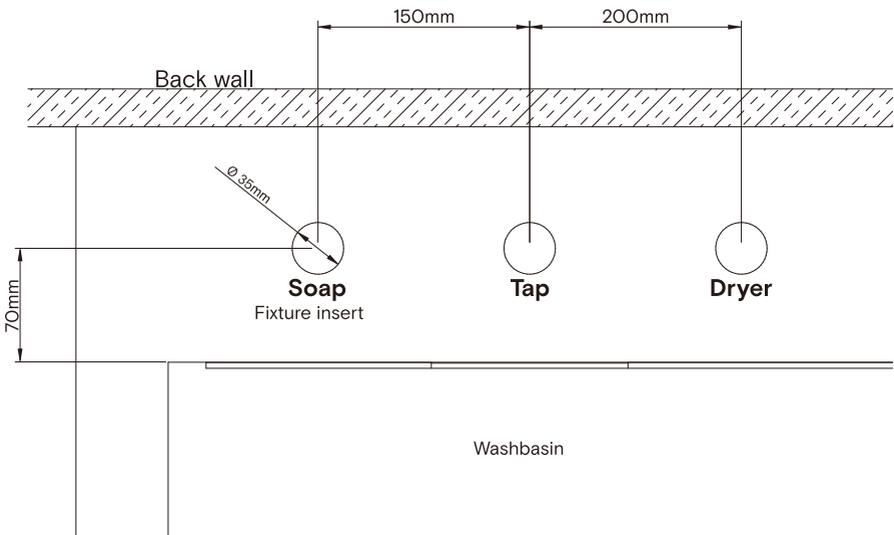
Use of a The Splash Lab monolith is recommended when used in conjunction with any of the The Splash Lab Ribbon fixtures.

When using other sinks, ensure that holes and appropriate mounting points are created in accordance with the diagram below.

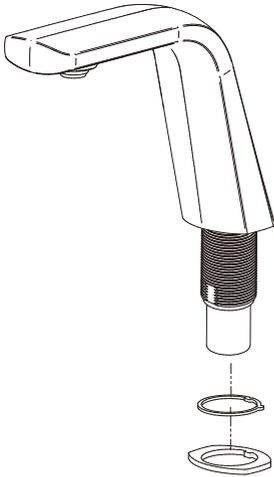
Spacing

If the Ribbon Tap is installed with other units from the Ribbon Range, it should be installed in the center with the Soap Dispenser installed at 150mm to the left and the Hand Dryer installed at 200mm to the right.

Top view



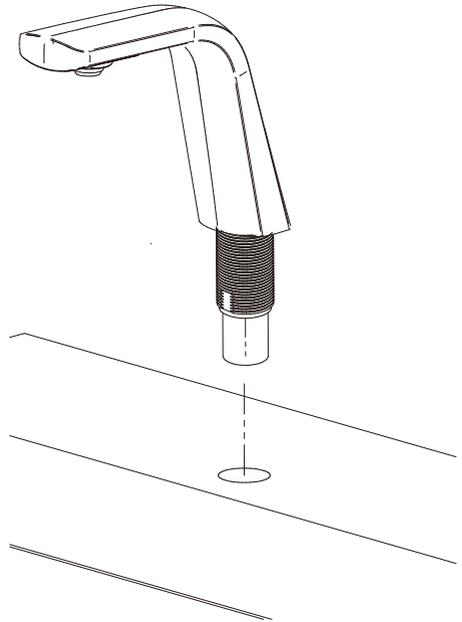
how to install



1

Ensure internal anti-rotation ring (D) and the gasket (E) are fitted into the recesses in the Ribbon tap (A). These should be shipped preinstalled.

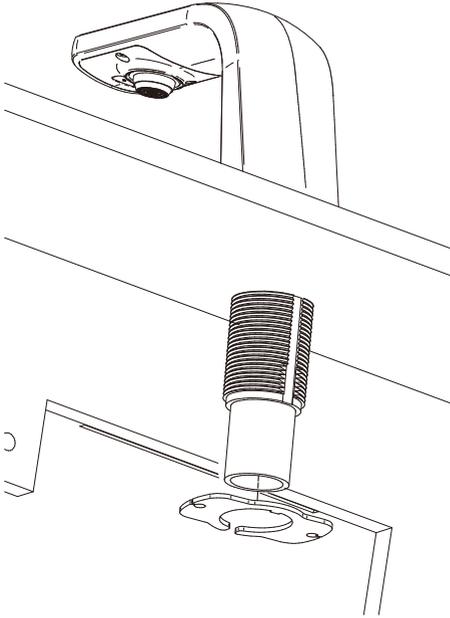
*Ensure that the mains water supply has been deactivated at or before point of install prior to fitting.



2

Position tap in sink deck through a $\text{Ø}35\text{mm}$ hole and ensure the tap is angled pointing in the required direction.

*Remove reflective clothing during installation.



3

This tap can be fitted to a variety of sink types:

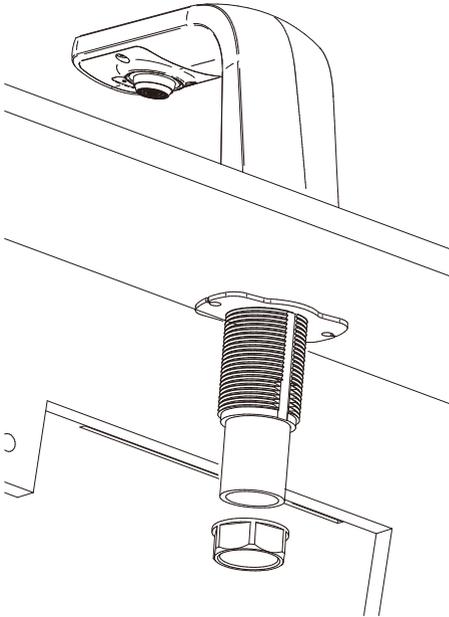
The Splash Lab Approved Sink

- a. When using an approved The Splash Lab Ribbon sink, there will be a recess available for the under-sink anti-rotation plate (F). No fixings are required at this stage.
- b. Other scenarios will require a soffit of timber or MDF (I) to be fitted under the sink. The under-sink anti-rotation plate (F) can be secured in place with 2x no.10 screws.

Alternative Solid-surface Sink

- c. When using another solid-surface sink, micro squirrel fixings will need to be fitted prior to install. The under-sink anti-rotation plate (F) can be secured in place with 2x M4/M5 screws.

how to install



4

Attach the Ribbon fixing nut (G) with the flat surface towards the sink. We recommend tightening to 15–20 Nm, however this is subject to the sink material and install situation.

5

Fit the end of the flexi-hose onto the outlet of the solenoid, ensuring that the flow restrictor is in place, between the fixing nut and the solenoid valve.

6

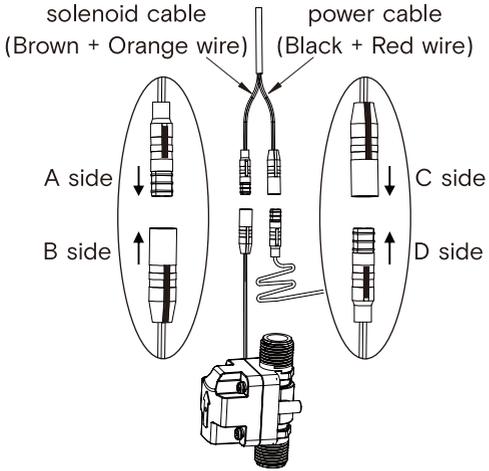
Connect the solenoid inlet to the mains water supply using a flexi-hose only.

7

Before powering on the system, remove the label covering the sensor at the front of the tap (left).

8

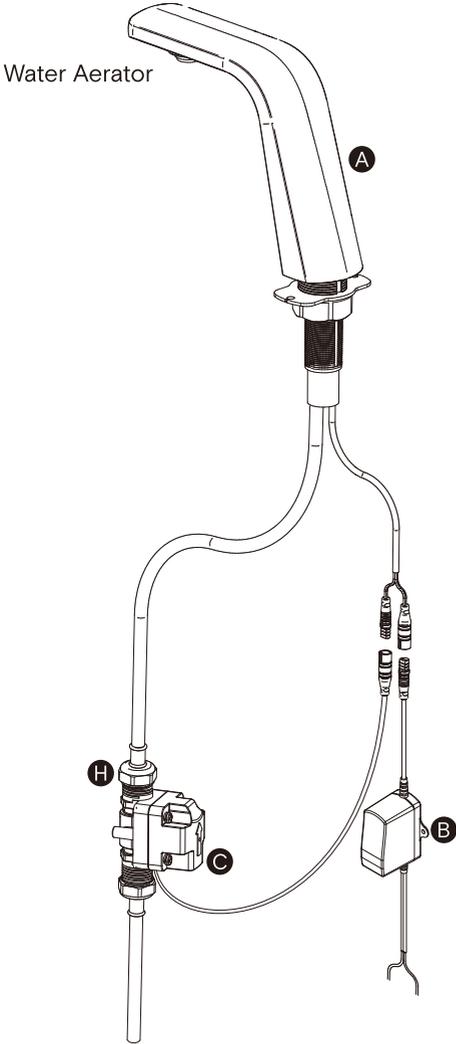
Attach the female sensor cable from the main unit to either the mains power supply (B) as required.



9

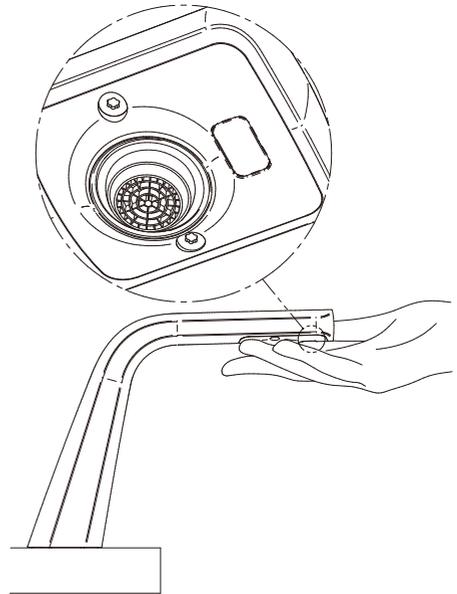
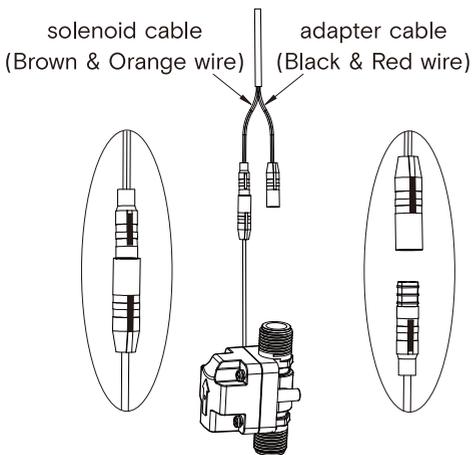
Connect the solenoid cable A side with B side. Connect the power cable C side with D side.

the complete system



- A _____ Ribbon sensor tap head
- B _____ Mains power supply
- C _____ Solenoid and cable
- H _____ Flow restrictor

resetting the sensor



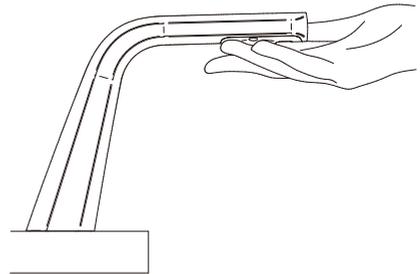
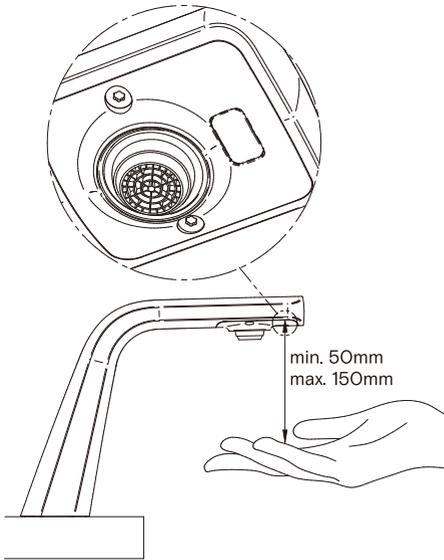
1

First disconnect the Ribbon tap head from the Power unit. Wait a minimum of 4 seconds and reconnect the power.

2

After connecting to power, immediately place your hand at about 5mm below the sensor on the tap head and keep it there for 3 seconds.

resetting the sensor



3

At the end of the 3 seconds, move your hand away from the sensor and down towards the wash basin to set the desired sensor range (min. 50mm / max. 150mm) and keep your hands at the desired position for 3 seconds.

4

At the end of 3 seconds, move your hand back to the original 5mm position from the sensor and keep at the position for 3 seconds to complete setting up the desired sensor range.

*Remove reflective clothing during installation.

maintenance & cleaning

*Isolate the unit from the power supply before any servicing or maintenance work is carried out.

How to clean the spout of tap and how regularly

- + Please use a clean cloth to wipe away the dusts and/or water mark on the spout or use a damp cloth to clean it. It is recommended to clean the spout every six months, depending on the frequency of usage and environment.
-

How to clean the valve and how regularly

- + Please cut off the power, turn off the water inlet and remove the valve. Clean the filter on the valve with a soft brush. It is recommended to clean the valve every six months, depending on the frequency of usage and environment.
-

What should NOT be used

- + Do not use steel brush or abrasive that could scratch the spout.
-

Best care for PVD Finishes

- + You can clean the PVD finished spout with a damp cloth and water. Do not use cleaning solution or liquid alcohol.
-

spare parts

If a situation arises where you require replacement components outside of a maintenance contract, there may be provision to obtain spare parts. Providing the components are under warranty and the parts have become non-functioning during normal use within their assumed usable life, they may be replaced. Should a replacement mains power supply be required it is imperative that an identical type is used. Contact The Splash Lab for further information.

product identification

A unique product identification code can be found on the product tag attached to the water hose.

troubleshooting

Corrective Actions for Initial Installation Failures

Water does not flow / Cannot hear valve open

- + There is no power to valve or sensor
- + Check that cables are connected
- + Check that transformer is operating and supplying 6 volts
- + Sensor range is incorrect
- + Adjust sensor setting (see pages 13 and 14)

Water does not flow / Valve can be heard to open

- + Water supply is blocked to valve
- + Check and clean filter on solenoid valve
- + Check water supply for any blockages or restrictions
- + Water pressure is too low
- + Check pressure of water supply

Water does not flow / Sensor light is flashing all the time

- + Supply voltage has dropped below 5.4V
- + Check power supply and if necessary replace the power wire

troubleshooting

Corrective Actions for Initial Installation Failures

Water runs nonstop

- + Ensure the protrusions on each solenoid cable connector aligns with each other. If the solenoid cables are not connected properly, nonstop water flow may occur. Please see page 11 for instructions.
- + Ensure the solenoid valve is installed with the side arrow pointing up. See page 11 for instructions.
- + Remove any obstruction below the sensor.

Corrective Actions for In-Service Failures

Water runs nonstop

- + If water trickles non-stop, change the solenoid valve.
- + If water flows non-stop at normal flow rate, change the solenoid valve or the sensor.

Water flow is reduced

- + Clean the solenoid valve filter.

We are always looking to improve. If these did not solve your problem please contact us and we will endeavour to help.

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warranty

We believe the future is personal. With a global mindset, we challenge conventional restroom norms via product innovation to create considered restroom solutions for corporate and educational spaces. We use rich raw materials, cutting-edge automation and considered restroom design to powerfully and positively influence the lives of people. We are The Splash Lab.

Demonstrating our commitment to quality and our belief in the strength of our designs, we can offer the following warranties.

The Splash Lab will warrant that its products will be free of manufacturing and material defects during normal use and environmental conditions as detailed below:

Sensor taps One year limited warranty

If a defect is found in normal use, The Splash Lab will, at their discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty.

Non-operation of the product due to environmental conditions beyond our control, installation error, incorrect maintenance, water quality, fair wear and tear, incorrect or inappropriate installation, misuse and abuse is not covered by the warranty.

Proof of purchase (original sales receipt) must be provided to The Splash Lab with all warranty claims.

The above warranty is valid for goods supplied within the U.K. & Europe.

For goods supplied outside of U.K. & Europe, The Splash Lab will honor the above stated warranty periods for the parts only.

THE SPLASH LAB DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

contact



General information

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Technical support

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