# TSL.937

**soap dispenser**

installation + maintenance

+
THE
SPLASH
LAB

# contents

# TSL.937 soap dispenser

**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 any 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 and cover is installed correctly before connecting to live power supply.
+ If in doubt, consult an electrician.

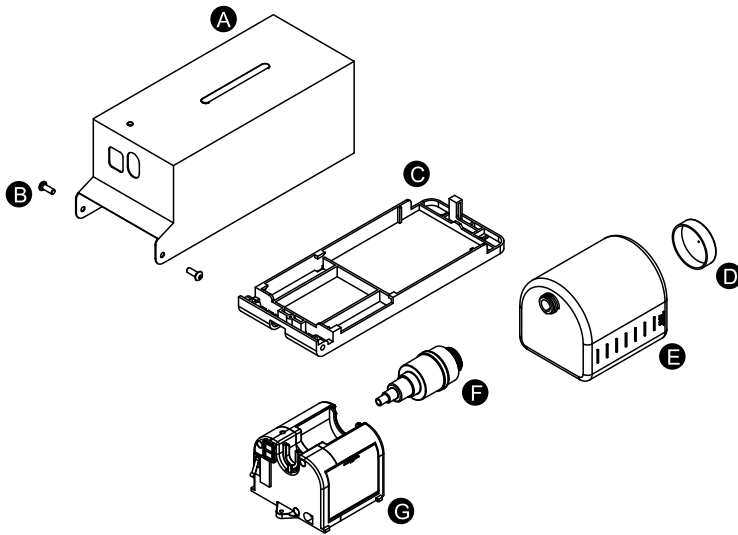**General information**

info@thesplashlab.com
+44 (0) 161 482 7000

**Technical support**

info@thesplashlab.com

**For further contact information visit:**

www.thesplashlab.com

# box contents



| | |
|---|---|
| A | Dispenser cover |
| B | Screws |
| C | Baseplate |
| D | Soap tank cap |
| E | Soap tank – 800ml |
| F | Valve (liquid, foam) |
| G | Control box |

# technical data

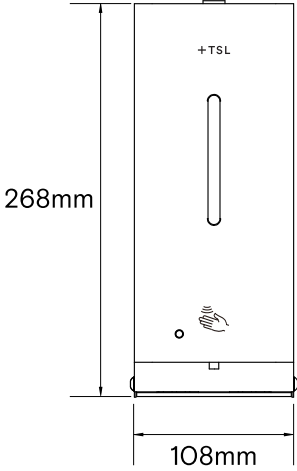| | | |
|---|---|---|
| Finishes | TSL.937.CS & TSL.937.CSF | Brushed Stainless |
| | TSL.937.CP & TSL.937.CPF | Brushed Copper |
| | TSL.937.BK & TSL.937.BKF | Brushed Black |
| | TSL.937.BR & TSL.937.BRF | Brushed Brass |
| Power supply | 6V Type AA x 4 pcs Alkaline (not included) | |
| Pump Life Estimated | 25,000 cycles | |
| Standby power | 0.3mA | |
| Weight | 1.4kg | |
| Material | 304 stainless steel | |
| Sensor range | 75±15mm (Not adjustable) | |
| Recommended soap viscosity | Liquid soap:1-3000cPs<br>Foam soap: - <10cPs | |
| Approvals | CE | |
| Warranty | Two years parts and unlimited online support | |

# before you install

**Basins**

The Splash Lab Monolith basin is recommended for use with the TSL . 937 Soap Dispenser. If an alternative basin is used, please confirm with The Splash Lab that there will be no reflection or splash issue.
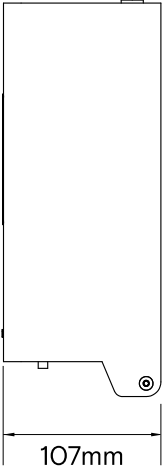
**Front view**

Back wall

200mm MIN

Washbasin
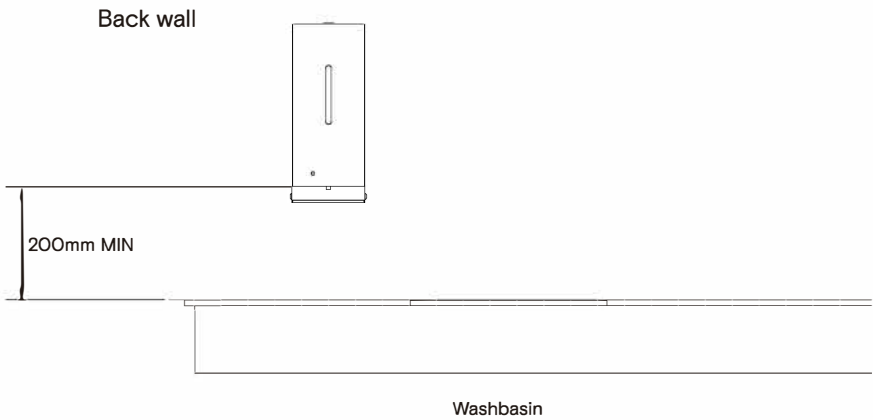
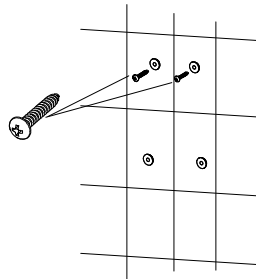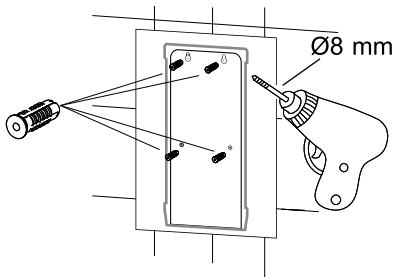# before you install

FRONT

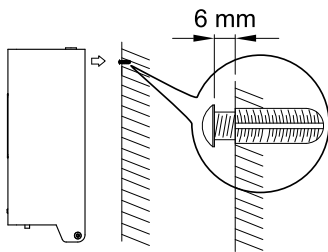SIDE

268mm

+TSL

108mm

107mm

# how to install



Ø8 mm

## 1

Put the mounting template in the best installation position on the wall according to the position of the holes in the mounting template. Then drill 3 holes (size: 8mm) and put the 3 wall plugs, included in kit, in the holes. Contractor may use other size.
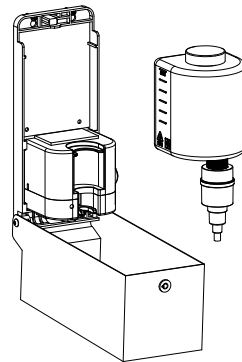
## 2

Screw two screws into the top wall plugs.

## 3

Leave a 6mm clearance between the head of the screw and wall. Hang the backplate of the dispenser on the two (2) top screws through the mounting hole slots.

## 4

Use key to unlock and open the dispenser cover. Remove the soap tank.
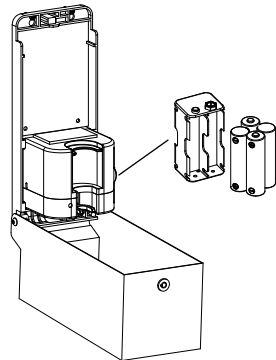
*Insert and press down on the key to lock or unlock the cover. Without pressing down on the key, the lock may become misaligned and out of order.

# how to install
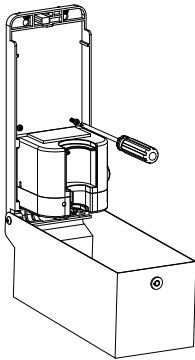
## 5

Screw in the two (2) bottom screws to the backplate of the soap dispenser and tighten the two (2) top screws.

## 6

Open the battery compartment and insert the batteries into the battery holder.
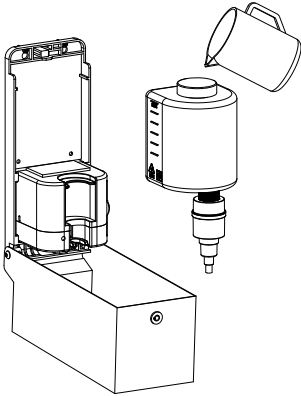
## 7

Refill soap only when the soap tank is taken out to prevent spilling onto the dispenser mechanism. Use the appropriate soap product with each type of soap pump. After soap filling, put the soap tank back into the soap dispenser.

*Using wrong type of soap product may damage the soap  pump.
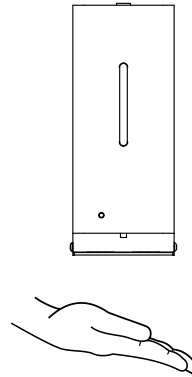
## 8

Close and lock the dispenser cover. Place hand under the sensor to prime the dispenser until soap dispensing starts.

# operation

+ The user places hands within the detection range of the sensor to activate the soap dispenser.

+ The motor will start and soap is dispensed onto the user's hands.

# 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. Contact The Splash Lab for further information.

# maintenance & cleaning

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

### How to clean the soap tank and how often

+ Remove the soap tank, rinse with running water. It is recommended to clean the soap tank every three months, depending on the soap type used, frequency of usage and environment.

### How to clean the inlet of the soap pump and how often (foam soap pump only)

+ Unscrew the foam soap pump from the soap tank. Use water to rinse the filter in the inlet of the foam soap pump. It is recommended to clean the soap pump inlet every three months, depending on the frequency of usage and environment.

### What should NOT be used

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

### Best care for PVD Finishes

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

# troubleshooting

### If the dispenser will not run

+ Check soap level in the soap tank.
+ Check if sensor is blocked by dirt or any particle.
+ Check soap pump and soap tank cap for clogs.
+ Check battery charge level. Replace the battery with a new one if the battery is low.

### If the LED indicator flashes blue

+ Replace batteries.

### If the dispenser can be heard to operate, but soap is not dispensed (foam soap only)

+ Check only foam soap is being used in a foam soap dispenser. If liquid soap is used instead, clean the soap tank and the foam soap pump. Refill the tank with foam soap only. If dispensing still does not take place, the foam soap pump may be damaged. Replace foam soap pump.

  *Two different types of soap pump can be installed in the same dispenser. When changing to a different type of soap pump, it's better to use a separate soap tank for each type of soap pump. If the same soap tank is to be used for different types of soap pump, clean the soap tank thoroughly to ensure no residual soap from previous use remains in the tank. The soap pump may be clogged when the wrong type of soap product is used.

### If the dispenser runs all the time

+ It is likely that the sensor is detecting either an object, or reflection causing it to operate constantly.
+ Remove the obstruction or cause of reflection.

We are always looking to improve. If these did not solve your problem please contact us and we will endeavour to help.
Tel: +44 (O) 161 482 7000
Email: info@thesplashlab.com

# warranty

**The Soap Dispenser** will be warranted by The Splash Lab to be free of manufacturing and material defects during normal use and environmental conditions as detailed below: Two Years Parts and Unlimited Online Support

+ 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

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