TSL.R.020

ribbon sensor faucet

installation + maintenance

THE SPLASH LAB

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TSL.R.020 ribbon sensor faucet

Read and save these instructions

WARNING ⚠

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

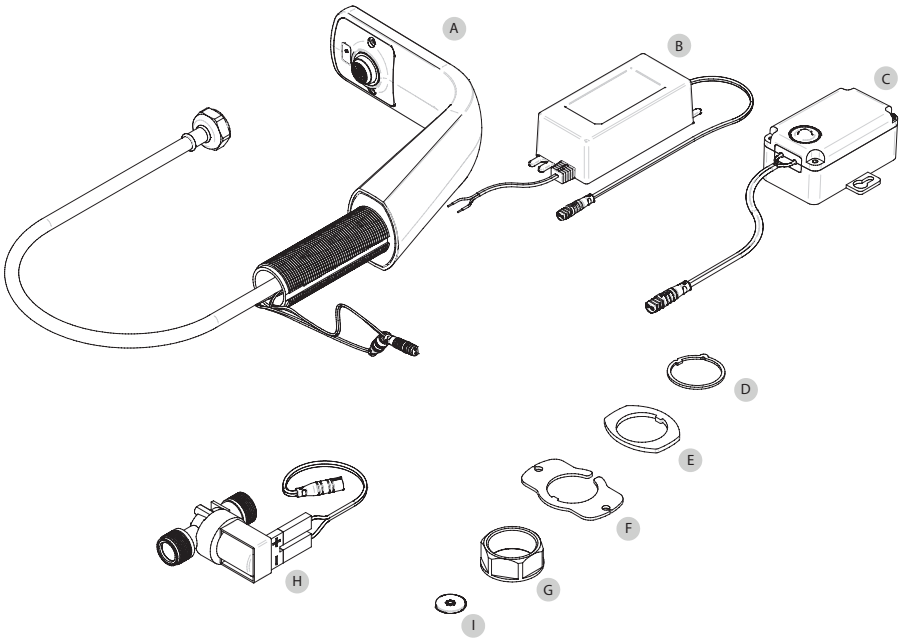
+ Use this unit in the manner intended by the manufacturer. If you have questions, contact the manufacturer
+ This equipment should be installed in a way that ensures all electrical parts are kept dry.
+ A means of electrical isolation must be incorporated in the fixed wiring, in accordance with the 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.
+ Replace fuse only with the same type and rating of fuse.
+ Ensure wiring and cover is installed correctly before connecting to live power supply.
+ If in doubt, consult an electrician.

For more information contact:

Tel: +1 310 410 5008

Email: technical@thesplashlab.com

box contents



A	Ribbon sensor faucet head
B	Mains power supply
C	Battery supply
D	Anti-rotation plate #1
E	Counter top gasket
F	Anti-rotation plate #2
G	Fixing nut
H	Solenoid and cable
I	Flow restrictor

technical data

Finishes	
TSL.R.020.C.ELE	Bright Polished Stainless steel
TSL.R.020.CS.ELE	Brushed Stainless steel
TSL.R.020.CP.ELE	Brushed Copper
TSL.R.020.BK.ELE	Brushed Black
TSL.R.020.BR.ELE	Brushed Brass
TSL.R.020.BZ.ELE	Brushed Bronze
TSL.R.020.C.BAT	Bright Polished Stainless steel
TSL.R.020.CS.BAT	Brushed Stainless steel
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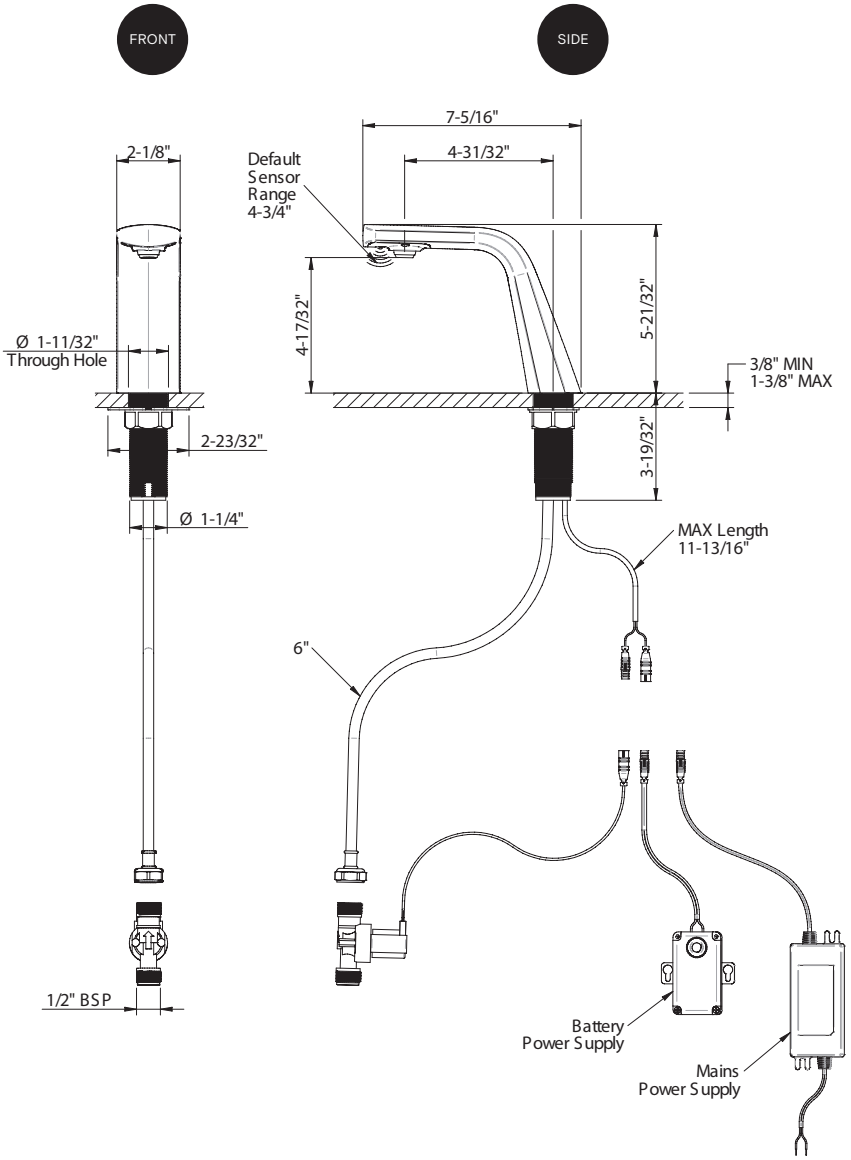
TSL.R.020.BK.BAT	Brushed Black
TSL.R.020.BR.BAT	Brushed Brass
TSL.R.020.BZ.BAT	Brushed Bronze
Material (body)	AISI304 Stainless steel
Operating pressure	7.5 - 145psi dynamic pressure
Flow rate	0.5GPM (Other flow rates available on request)
Water supply	Premixed through thermostatic mixing valve (supplied by others)
Weight	2lb 3oz
Power supply - Mains	Input 100 – 240V - 50-60Hz / 1.5A Output 6V DC, 1A, 6W max Low voltage connector - two-pin waterproof plug
Power supply – Battery	6V Type CR-P2 lithium
Power supply – IP rating	IP55
Sensor range – Preset	5”
Sensor range – Minimum	2” +/-20%
Sensor range – Maximum	16” +/-20%
Comfort delay	2 seconds
Security time	30 seconds
Maximum water temp	122°F
Warranty	3 years parts and 1 year parts and labour, from date of purchase

technical data



before you install

Power Supply

The Ribbon tap system is provided with the means for either battery or mains power supplies.

North American mains systems are fitted with a NEMA 1-15 plug suitable for 120V supply. European systems are provided with WAGO connectors to accept 2 core power cables from 240V mains supply. If the WAGO connectors are not used, it is recommended that the cable ends are remade as not all mains connection terminals will accept soldered cables.

Changing the Battery

Battery operated systems utilise a CR-P2 6V battery. If this needs changing, simply unscrew and remove the holder cover and replace the battery (ensuring the correct polarity). Affix the cover and tighten the screws; making sure the cable is fed through the purpose made grooves in the holder.

Flow Rates

Different flow rates may need to be achieved. The Splash Lab offer 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

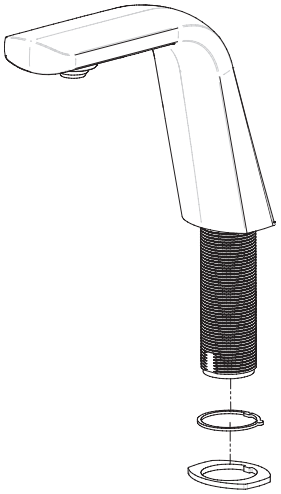
The Ribbon Tap System does not come equipped with temperature control. Premixed water must therefore be supplied separately.

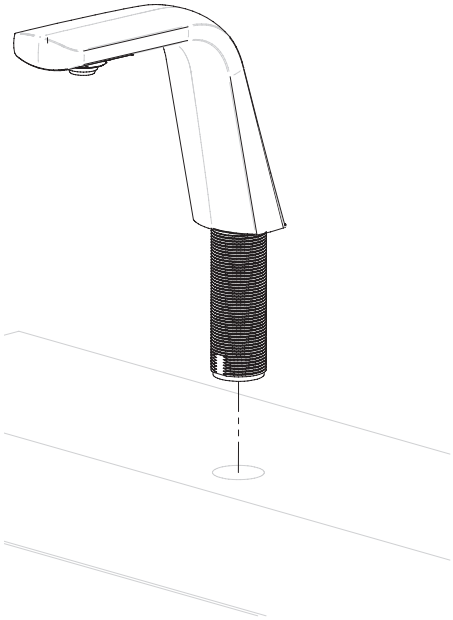
Sinks

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

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

how to install





1

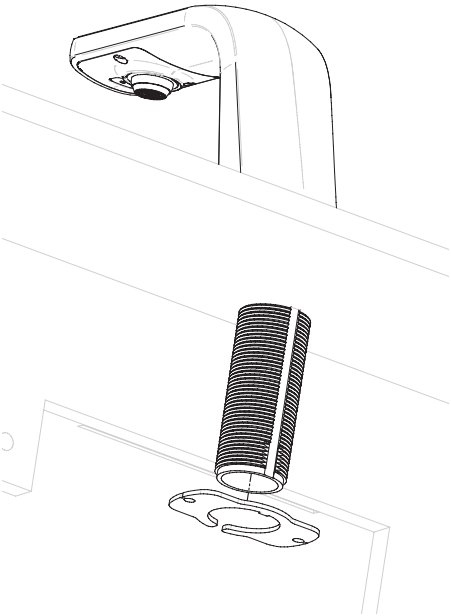
Ensure internal anti-rotation ring (D) and the gasket (E) are fitted into the recesses in the Ribbon sensor tap head (A). These should be shipped preinstalled.

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

2

Position tap on sink deck through a Ø 1 1/4" 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.

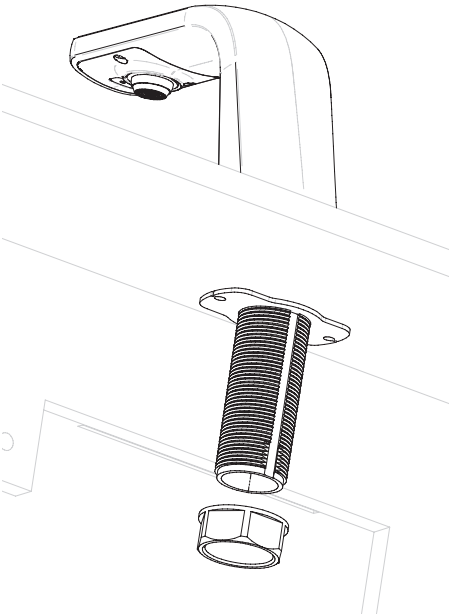
Alternative solid-surface Sink

b. 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 fixings.

The Splash Lab Approved Sink

c. 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.

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 (not supplied)

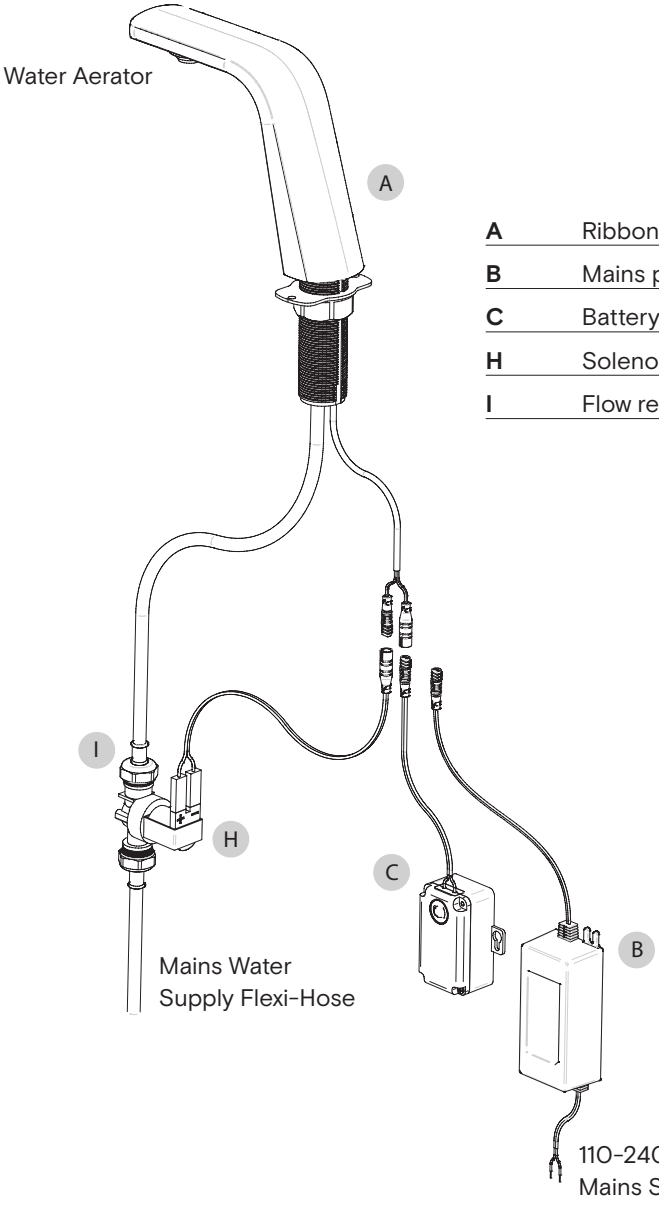
7

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

8

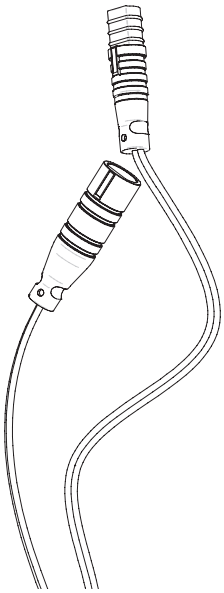
Attach the female sensor cable from the main unit to either the battery pack (C) or mains power supply (B) as required.

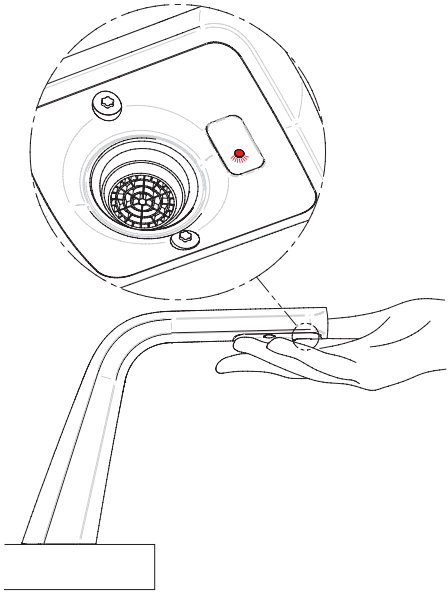
the complete system



A	Ribbon sensor faucet head
B	Mains power supply
C	Battery supply
H	Solenoid and cable
I	Flow restrictor

resetting the sensor



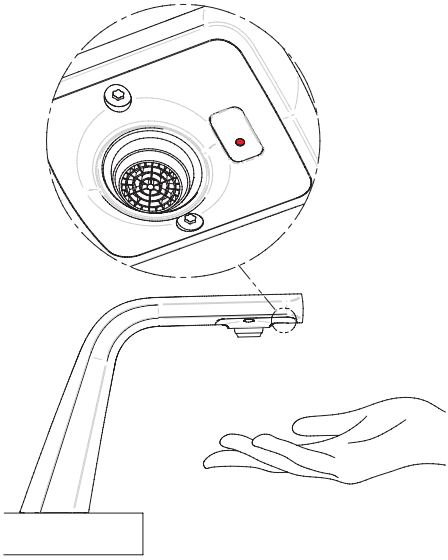


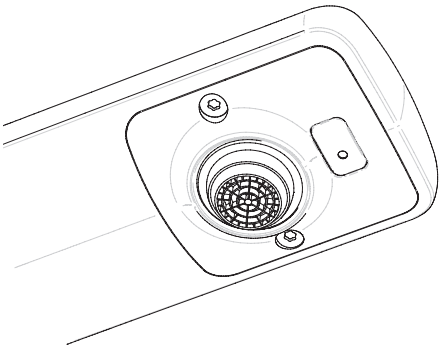
1

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

2

Look under the tap at the sensor near the nozzle. You should see a flashing red light. When you see the light position your hand within 2” of the tap. If you do not see the light, repeat from step 1.





3

When the light stops flashing move your hand down to the desired activation position and hold.

4

When the light goes out the new detection distance is set. Test the system and repeat from step 1 until the tap works as required.

*Remove reflective clothing during installation

maintenance

Some of the components in the Ribbon system are liable to fail over time and may need maintenance and replacing. The Ribbon system has been developed to accommodate for this maintenance yet all work should be done by a trained member of an approved maintenance team. For more information, contact The Splash Lab.

cleaning

External parts should be cleaned with a soft cloth and a mild solution of soapy water as part of the regular cleaning regime. Do not use acidic, abrasive or cream cleaners as these will damage the surface finish.

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
+ Replace battery on battery powered versions
+ Sensor range is incorrect
+ Adjust sensor settings (see page 10 and 11, or contact The Splash Lab to purchase remote controller

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

+ Sensor light is flashing all the time Supply voltage has dropped below 5.4V
+ Check power supply and if necessary replace battery or transformer

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

Tel: +1 310 410 5008

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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 washroom solutions for corporate and educational spaces. We use rich raw materials, cutting-edge automation and considered washroom 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 **1 year parts & labour + 2 years' parts**

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 North America.

For goods supplied outside of North America, The Splash Lab will honour 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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For further contact information visit:

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