

Trouble Shooting Guide

for Bobrick B-824 SureFlo® Automatic, Top Fill Bulk Liquid 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.

Unit Not Dispensing	If motor running and LED lights up.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	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.	824-210
	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
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill or O-Ring missing or not installed properly.	1. Unscrew Bottle Cap and remove Bottle. 2. Check Duckbill Valve and O-Ring are in correct location. 3. Disconnect fiber optic cables from Bottom Housing.	1. Re-Insert Duckbill Valve and O-Ring. Found in Retainer Back #10 on parts list. Refer to step 7 on installation instructions. 2. Screw Bottle Cap back on Bottle. #8 on parts list. 3. Re-connect fiber optic cables from Bottom Housing. #19 on parts list.	824-101 824-70 824-204
	No change.	All steps above completed.	Return entire unit to manufacturer.	B-824
	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-824
	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.	n/a
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.	824-350

B-824 Parts List:

Item Description

1	Top Assembly with Spout, Door, Shank, and fiber optics	824-251
2	LED Light Pipe	
3	Liquid Nozzle Tip	824-234
4	Fiber Optic Insert with Sensor Lenses	824-229
5	Rubber Counter Gasket	824-74
6	Wave Washer	824-109
7	Mounting Nut	824-68
8	Bottle Cap	824-70
9	Retainer	824-155
10	Retainer Back	824-101
11	Screw	824-162
12	Rubber QC Gasket	824-110
13	Stainless Steel Washer	824-480
14	Rubber QC Gasket	824-110
15	Adapter	824-137

16	Bottom Housing Assembly (includes Soap Bottle)	824-204
17	Battery Pack (Requires (4) "D" cell alkaline batteries not included)	824-45

18	(3) Fiber Optic Cables for Sensor and LED Light Pipe
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19	Fiber Optic Connector Tip Assembly
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20	Fiber Optic Nut
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21	Portion Control Knob
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22	Automatic System Flush Button
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23	Key Hole
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24	BobKey	24-17
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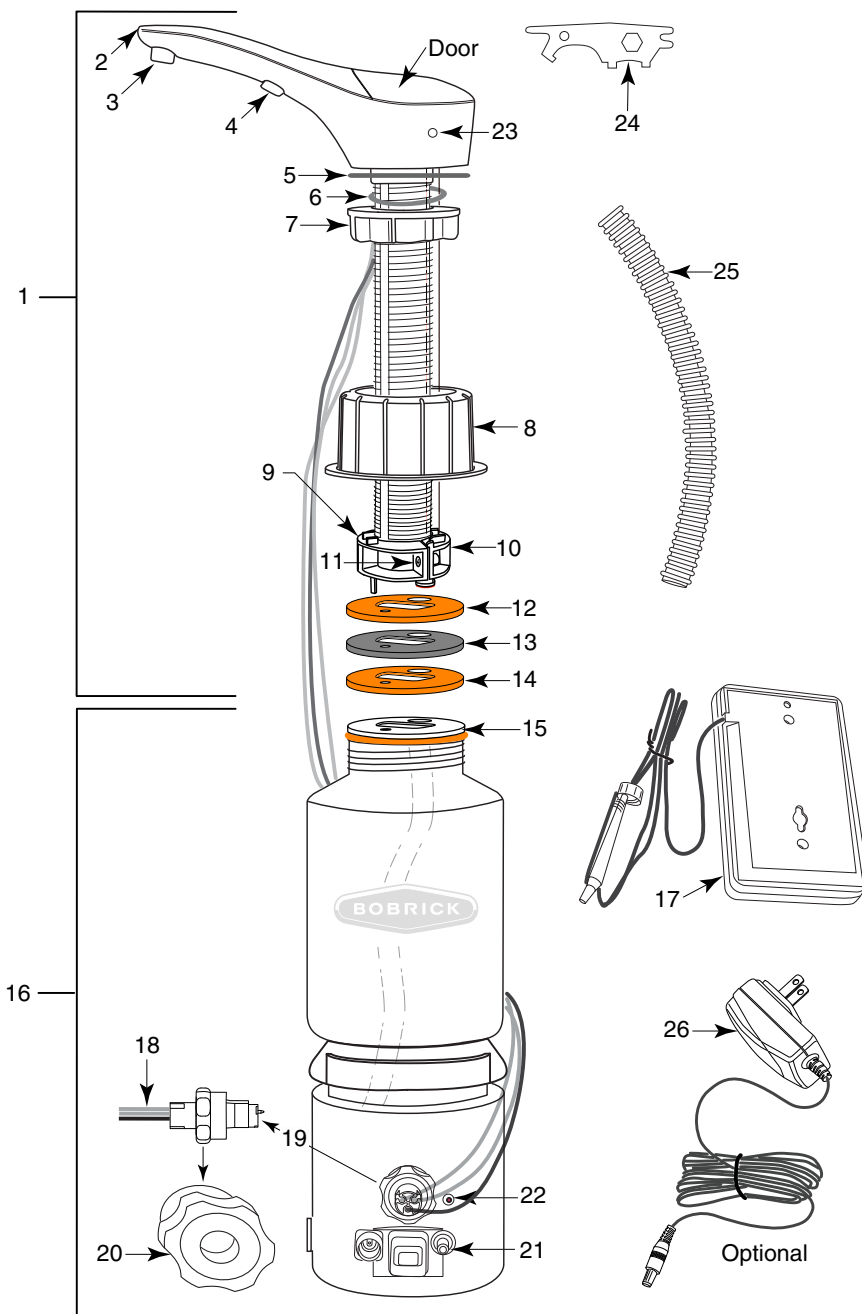
25	Fiber Optic Cable Cover
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26	Mounting Template	824-207
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27	Optional: A/C Adapter Kit with U. S. Plug	3974-57
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Optional: A/C Adapter Kit with U. S. Plug for UK, Europe and Australia, order additional plug kit

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In the U.S.A.: BOBRICK WASHROOM EQUIPMENT, INC.

200 Commerce Drive, Clifton Park, New York 12065-1350 • Tel: (518) 877-7444 • FAX: 518-877-5029
11611 Hart Street, North Hollywood, California 91605-5882 • Tel: (818) 982-9600 • FAX: 818-503-1102
or email support@bobrick.zendesk.com

In Canada: BOBRICK WASHROOM EQUIPMENT COMPANY

45 Rolark Drive, Scarborough, Ontario M1R 3B1 • FAX: (877) 423-8555