



BUILDING VALUE SINCE 1906

Troubleshooting Guide

for Bobrick B-868, B-865, B-862

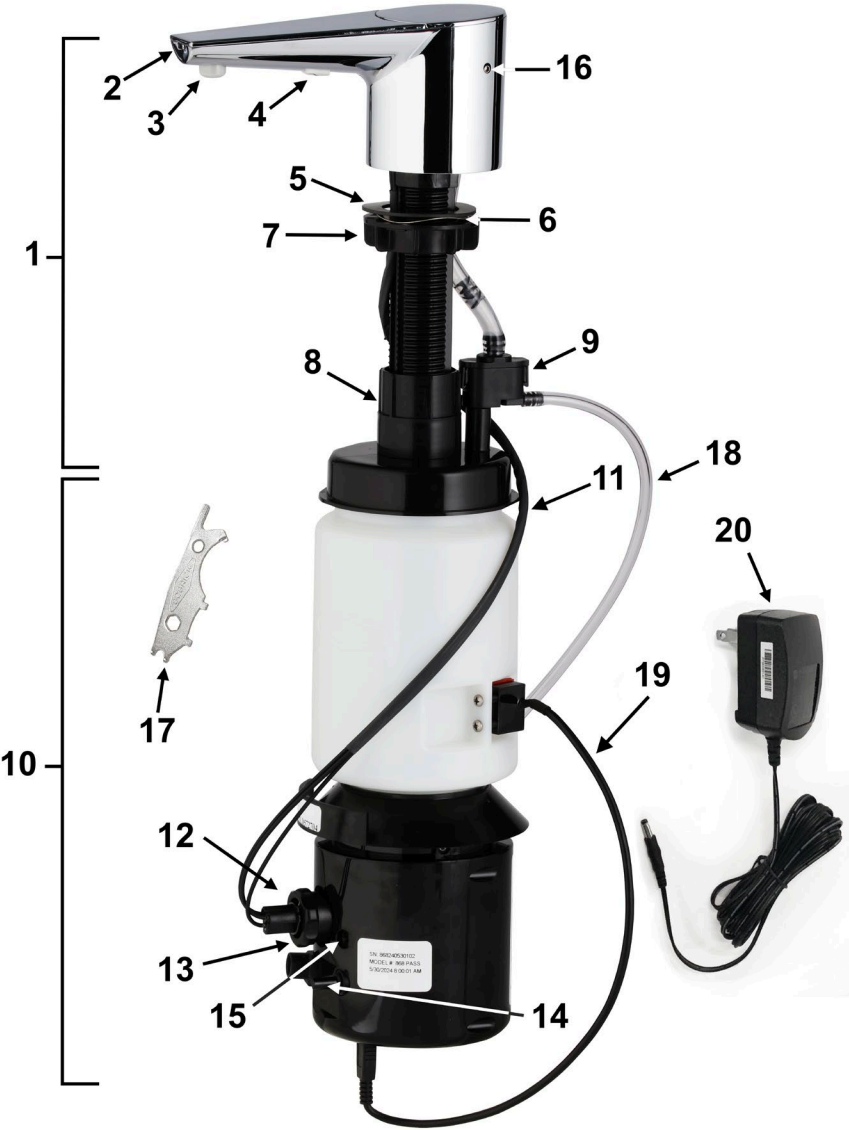
Designer Series Counter-Mounted Automatic, Top Fill Bulk Foam Soap Dispenser

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.

Unit Not Dispensing	If motor running and LED does not stop flashing consistently when hand is in the activation zone.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Fiber Optic Nut may be thread too tight onto connector port in the Bottom Housing.	Check Fiber Optic Nut to see if nut has been overtightened	Tighten Fiber Optic Connector Nut hand tight and then rotate nut counterclockwise by 1/4 turn (90°).	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor running and LED stops flashing when hand is in the activation zone.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	828-310
	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.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense foam. Duckbill inside Foam Mixer Housing may be stuck open.	Flush whole system.	If still requires multiple activations, order new Foam Mixer Housing.	828-322
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	If motor not running and LED stops flashing when hand is in the activation zone.			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions have been removed from sensor path.	Refer to mounting template.	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	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	Check A/C adapter connection.	If LED lights up then follow the steps listed under "If motor not running and LED stops flashing when hand is in the activation zone"	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
Unit Leaking	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Loose Stem connection to Bottle Cap.	Unscrew Stem Locking Nut.	Push the Bottle Assembly up onto the Stem until it stops. While pushing upwards on the Bottle, thread the Stem Locking Nut down onto the Bottle Cap threads. Reference Instruction Sheet 848-191.	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 Replacement Kit.	868-250
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.	828-310
	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.	828-310
Low Soap Level Sensor Incorrect Flashing	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Low Soap Level Sensor needs to be recalibrated to installed environment.	Recalibrate Low Soap Level Sensor.	1. Use purge button to remove soap from unit. 2. Unplug AC adapter barrel plug from unit. 3. Press and hold purge button. 4. Plug AC adapter barrel plug into unit. 5. Release purge button.	n/a
	Soap leaked down from counter when re-filling and soap is now on Low Soap Level Sensor window.	Clean Low Soap Level Sensor and Bottle.	1. Unscrew Low Soap Level Sensor from bottle. 2. Clean Low Soap Level Sensor and bottle pocket with paper towel and water. 3. Confirm parts are dry. 4. Screw Low Soap Level Sensor back onto bottle. 5. Recalibrate Low Soap Level Sensor. (See instructions above.)	n/a
	No change	All steps above completed.	6. Replace Low Soap Level Sensor.	858-163

Parts List:

Item	Description
1	Top Assembly with Spout, Door and Stem
2	LED Light Pipe
3	Foam Nozzle Tip with Mesh
4	Fiber Optic Insert with Sensor Lenses
5	Rubber Counter Gasket
6	Wave Washer
7	Mounting Nut
8	Stem Locking Nut
9	Foam Mixer Housing
10	Bottom Housing Assembly (includes Soap Bottle)
11	(3) Fiber Optic Cables for Sensor and LED Light Pipe
12	Fiber Optic Connector Tip Assembly
13	Fiber Optic Nut
14	Portion Control Knob
15	Automatic System Flush Button
16	Key Hole
17	BobKey
18	Air Tube
19	Low Soap Level Sensor
20	A/C Adapter Kit with U.S. Plug For outlets not compatible with U.S. plugs, order Part No. 3974-58.



Replacement Parts List	
Description	Part #
A/C Adapter	3974-57
International A/C Adapter Plug Kit (U. K., Europe, Australia)	3974-58
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Foam	828-310
Foam Mixer Housing	828-322
Installation Hardware Packet with Foam Mixer Housing (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	828-443
Bottom Housing Assembly Foam	868-250
Top Housing Assembly Foam, Polished Chrome (Top Housing Assemblies include Installation Hardware Packet and Foam Mixer Housing)	868-25
Top Housing Assembly Foam, Brushed Nickel	865-25
Top Housing Assembly Foam, Matte Black	862-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws and Installation Instructions)	858-163

Recommended Foam Soaps
Kutol Foaming Luxury Hand Soap
Kutol Foaming Antibacterial Handsoap
Chemcor Foaming Antibacterial Handsoap
State Chemical Gentle Fresh Foaming Hand Soap
State Chemical Gentle Fresh Defense Foaming Antibacterial Hand Soap
SCJ Professional - Refresh Azure Foam
Hillyard Cucumber-Melon, Premium Foam Soap
Hillyard Green Select, Foaming Hand Soap
Total Solutions, Green Apple Foam Soap
Novo Antibacterial Foaming Hand Soap, Lemon Scented
Spartan Lite'n Foamy, Citrus Fresh
Germ-X Antibacterial Foaming Hand Wash
Germ-X Green Foaming Hand Soap
Betco Pink Foaming Skin Cleanser
BETCO Green Earth Clear Foaming Skin Cleanser
Enviro-Chem Foam Care Hand Soap
DAYCON Foaming Hand Soap
<i>Recommended soaps are for reference only and do not constitute an endorsement of named manufacturer(s). All registrations and trademarks are the sole property of manufacturer.</i>



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