



BUILDING VALUE SINCE 1906

Troubleshooting Guide

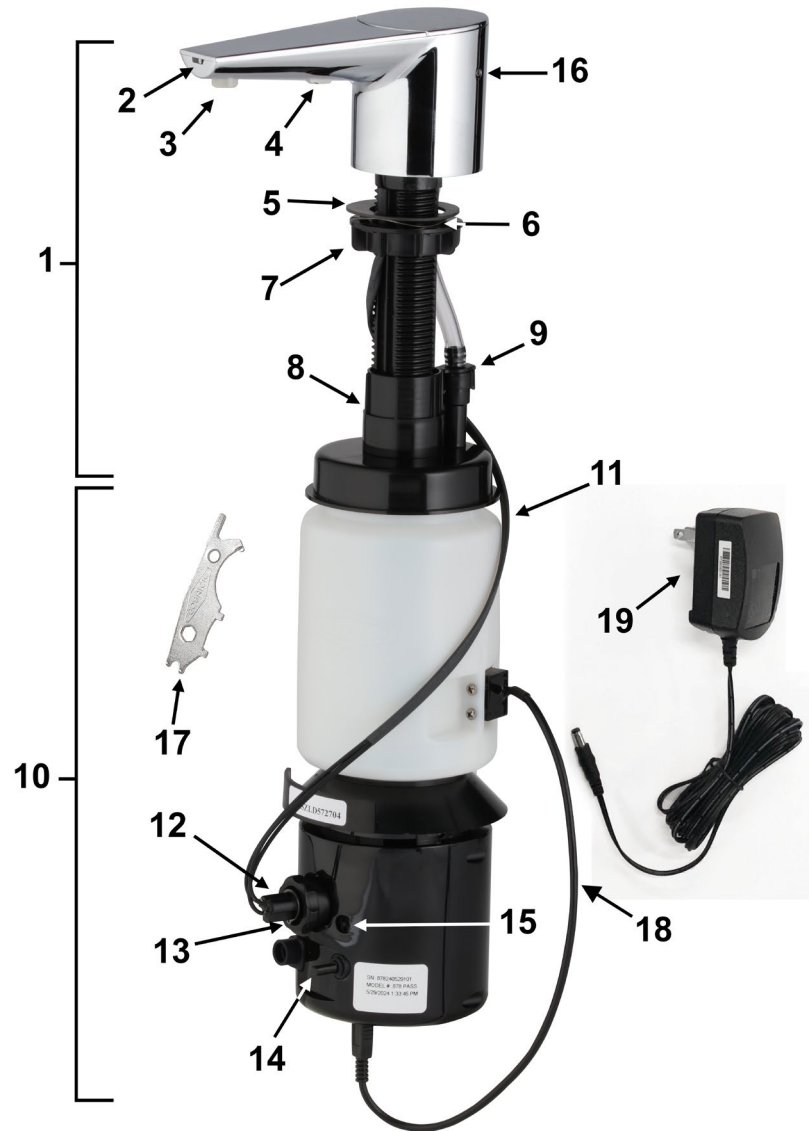
for Bobrick B-878, B-875, B-872

Designer Series Counter-Mounted 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 does not stop flashing consistently when hand is in the activation zone.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	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.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Clogged Nozzle Tip.	Remove Nozzle Tip.	Clean with warm water and replace. Flush whole system. If Nozzle continues to be clogged replace.	824-210
	Soap may be too viscous (i.e. Soap may be too thick).	Ensure that soap meets specified viscosity range. Viscosity range of 100 to 19,000cP (cP = centipoise). Adjust portion control knob to get desired amount of soap.	Flush whole system. Replace with soap that is within recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill inside Duckbill Housing missing or not installed properly.	Replace Duckbill Housing	Contact Bobrick Customer Service.	824-322
	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.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	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.			
	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	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	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	Stem O-rings not fully inserted into the Bottle Cap.	Unscrew Stem Locking Nut.	Ensure both O-rings are installed on the Stem. Re-install and ensure both O-rings are fully inserted into the Bottle Cap.	n/a
	Leaking from bottom of the Bottle	1. Disconnect fiber optic cables and power supply from the Bottom Housing. 2. Locate leak if from bottom of Bottom Housing.	Ensure that the bottom of the Bottle is properly tightened.	n/a
	No change	All steps above completed.	Replace with Bottom Housing Assembly.	878-250
Low Soap Level Sensor Incorrect Flashing	Likely Cause	Action	Instruction	Replacement Part/Kit Needed
	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	Liquid Nozzle Tip
4	Fiber Optic Insert with Sensor Lenses
5	Rubber Counter Gasket
6	Wave Washer
7	Mounting Nut
8	Stem Locking Nut
9	Duckbill 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	Low Soap Level Sensor
19	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
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Liquid	824-210
Installation Hardware Packet (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Locking Nut)	824-443
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
Duckbill Housing	824-322
Bottom Housing Assembly Liquid	878-250
Top Housing Assembly Liquid, Polished Chrome (Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing)	878-25
Top Housing Assembly Liquid, Brushed Nickel	875-25
Top Housing Assembly Liquid, Matte Black	872-25
Low Soap Level Sensor Replacement Kit (Includes Sensor, Screws, and Installation Instructions)	858-163

Recommended Liquid Soaps
MAINTEx EZ Wash
Entral Pink Deluxe Soap
GOJO® Lotion Hand Cleaner
Softsoap® Moisturizing Hand Soap
Dial® Basics HypoAllergenic Liquid Hand Soap
Genlabs Strike Bac® Antibacterial Handsoap
CARROLL ULTREX Antimicrobial Luxury 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>

