

Tork Matic Automatic Roll Hand Towels

Q&A (External)

General

Q: Why was the dispenser upgraded?

A: Several improvements to the dispenser was introduced at the same time:

- Improved battery life
- Sensor hidden behind the plastic hood
- Improved sensor functionality
- New more intuitive icon

Q: When will the new Tork Matic Automatic start being distributed?

A: This is a soft launch selling all existing Tork Matic Intuition before switching. The estimate is the switch will be around 1st of April 2025.

Dispenser features

Q: Why do the Tork Matic Automatic dispenser use 4 batteries instead of 3 batteries

A: The 4th battery has been added to improve the battery lifetime and is also what most competitors are using.

Q: Why do the updated dispenser look different vs earlier versions.

A: The front side (hood) of the dispenser is easier to clean and the dispenser look is more appealing.

Q: Why is the icon on the front side of the dispenser changing?

A: Test have been performed to have a symbol which is intuitive for persons to understand. The new symbol was the winning option being more intuitive.

Q: Can an existing Tork Matic Intuition dispenser be changed into a new Tork Matic Automatic dispenser with an improved battery life? Or do I need to change the whole dispenser to get the improvements?

A: The current Tork Matic Intuition dispenser can not be upgraded to the new functionality.

Q: Can the Tork Matic Automatic dispenser be connected to Tork Vision cleaning.

A: Yes

Q: Tork Matic Automatic has a new sensor. What is difference of this sensor vs existing sensor?

A: The new sensor has a better detection angle being triggered both in front of and below the sensor.

Q: What kind of batteries should be used for the dispenser?

A: Dispenser shall be powered with four (4) D type alkaline batteries, 6V DC 4x LR20/Type D 1,5V.

Do not use re-chargeable batteries.

Do not attempt to recharge batteries.

For optimal performance, batteries should be stored at temperatures between 5-30 C°.

Do not mix batteries from different manufacturers.

Do not mix batteries with different date codes.

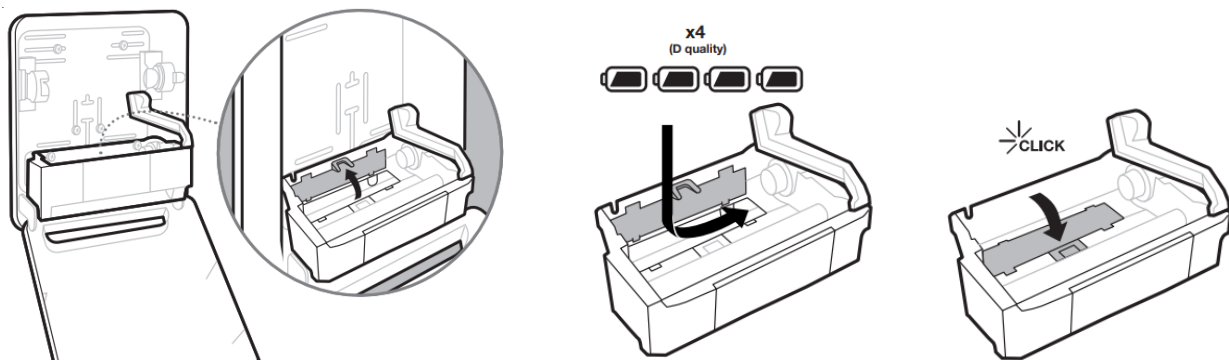
Do not mix new and used batteries. • When batteries have been exhausted, they must be removed from the dispenser and safely disposed. • If the dispenser is unused or unopened for a long period of time, the batteries should be removed. The supply terminals are not to be short-circuited.

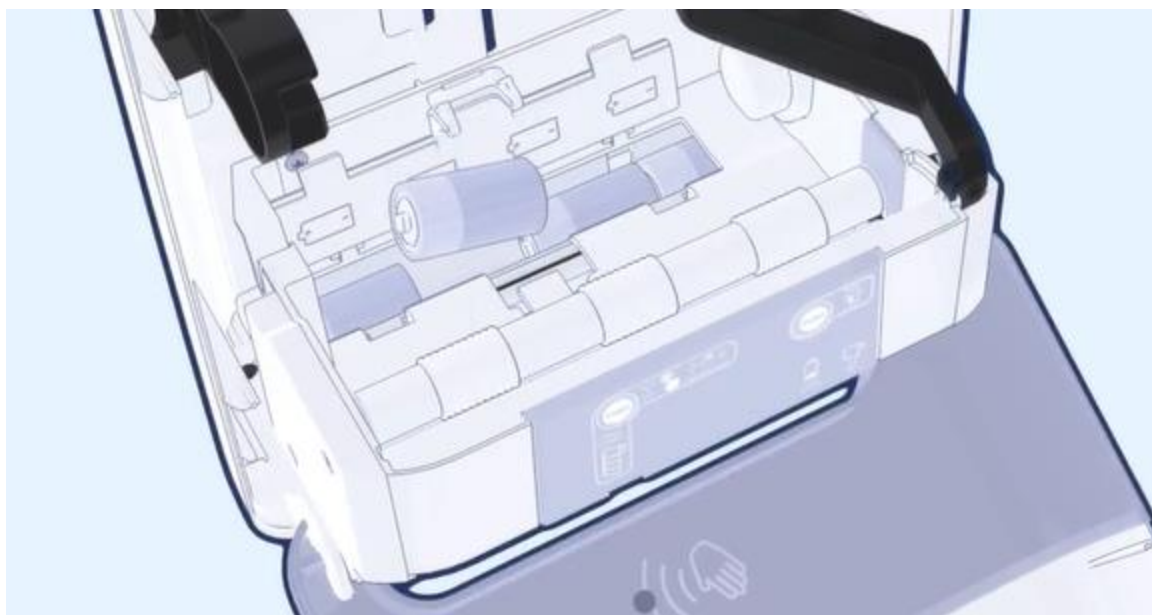
Q Are batteries included with the dispenser?

A: No

Q: How are the batteries loaded in the Tork Matric Automatic dispenser?

A: The batteries are loaded like in illustrations below. The fourth battery is then inserted in between the batteries This is done by pushing two batteries in the dispenser to the right to create space for the last and forth. Battery. Four (4) batteries are to be inserted in battery compartment with positive terminal facing left.





PRODUCT RANGE

Q: Will existing refills work in the new Tork Matic Automatic.

A: Today's Tork Matic roll hand towels will work in the new improved Tork Matic Automatic hand towel roll dispenser.

Q: What will happen to existing *Tork Matic roll hand towel dispenser with Intuition sensor in Image design*?

A: The plan is to change the name of the dispenser to be Tork Matic Automatic roll hand towel dispenser to align with other Tork Sensor dispensers. It is not decided yet if this dispenser shall have a similar upgrade as Tork Matic Automatic e.g. changing to 4 batteries.

Spare Parts & Accessories

Q: Will there be spare parts of the old Tork Matic Intuition dispenser?

A: Yes, there will be spare parts of the old cassette for at least 3 years after the launch of the updated dispenser.

Q: When ordering spare parts how do we know they order for the right hand towel Automatic dispenser?

A: When ordering spare parts it can be either mentioned how many batteries the dispenser is using (3 or 4) or described if the dispenser has a protruding sensor or just a whole smooth hood.

Q: Will there be a power adapter for the new Tork Matic Automatic dispenser?

A: Yes, there will be a power adaptor available, but this will not be available until Q3 2025.

Q: Will you be able to use the previous power adapter for *Tork Matic Hand Towel Roll with Intuition Sensor Dispenser* for the updated dispenser?

A: No.

Q: What benefits come with the new dispenser?

A: Tork Matic Automatic comes with several improvements such as longer battery life, quieter dispenser, more hygienic, improved sensor, and nicer looking hood. The new dispenser also comes at a lower dispenser cost.

Q: What Claims come with the new dispenser?

A: For the Tork Matic Manual and Automatic dispensers we now claim 99,9% jam free dispensing. This topic is highly relevant for our end customers and claimed by competitors.

NA: The new Tork Matic Automatic dispenser Dispenses more then 220 000 hand towels per battery set.

EU: Battery lifetime testing will be completed during early 2025 but is projected to be above 150 000 hand towels per battery set.

Sustainability

Q: How does increasing the number of batteries align with our sustainability ambitions?

A: Although the initial number of batteries is higher when the dispenser is first installed, the number of battery changes will be lower as the battery lifetime is significantly improved. Therefore, over the lifetime of the dispenser fewer batteries will be required to operate the dispenser.

Q: How should the dispenser be disposed when the dispenser is no longer needed?

A: Follow instructions in the WEEE section of the mounting instructions provided with the dispenser. This is also available to download from Tork websites.