

Soap/sanitiser dispenser: Problem solving		
GENERAL		
PROBLEM	POSSIBLE CAUSE	SOLUTION
The product does not dispense or dispenses incorrectly (low quantity, unevenly, etc.)	Product has dried out in the container and/or valve	✓ Clean the container and valve
	Different products have mixed in the container and/or valve	✓ Clean the container and valve Never mix different products in the dispenser
	You are using a product which is unsuitable for the dispenser	✓ Only use products with properties (viscosity, density, amount of alcohol, etc.) that are within the ranges stated for your dispenser model
	There is air in the valve	✓ Purge/prime valve. Remove the container from the dispenser and manually actuate the valve until it dispenses correctly
	Broken valve	✓ Replace valve or valve and container
The dispenser leaks	Container/valve assembled incorrectly	✓ Check how the container is fitted to the dispenser ✓ Check the connection between the container and the valve Replace if necessary
	Broken valve	✓ Replace valve or valve and container
AUTOMATIC DISPENSERS		
PROBLEM	POSSIBLE CAUSE	SOLUTION
The product does not dispense or dispenses incorrectly (low quantity, unevenly, etc.)	Dead or incorrectly installed batteries	✓ Check battery polarity ✓ Replace the batteries with new ones
	Transformer connected incorrectly or defectively	✓ Check connection of the transformer to the dispenser ✓ Only use the transformer provided by Mediclinics ✓ Replace the transformer
	Dirty IR sensor	✓ Clean the IR sensor
	Broken mechanism	✓ Replace the mechanism
The dispenser dispenses liquid non-stop	The dispenser is detecting part of the furniture	✓ Check installation and ensure the recommended safety clearance between dispenser and furniture

Soap/sanitiser dispenser: Use and Maintenance

PRODUCTS TO USE

Product sheet by soap dispenser: <https://bit.ly/39v4KJj>

Only use specific products for use in dispensers.

Only use products with properties (viscosity, density, amount of alcohol, etc.) that are within the ranges stated for your dispenser model.

For foam dispensers, only use products designed for foam dispensers.

For spray dispensers, only use products designed for spray dispensers.

PRODUCTS TO AVOID

Do not use products with solid or abrasive particles, or products containing chlorine.

Do not use sanitising products containing methanol.

Do not mix different soaps or sanitising products. If the product needs to be changed, clean the container and valve thoroughly.

EXTERNAL CLEANING

Stainless steel maintenance sheet [HERE](#)

Product: Gentle Domestic Liquid Soap

Water

Cleaning method:

Use a duster, a washing cloth or soft sponge, dipped in soapy water.

Dry the treated surface.

CONTAINER AND VALVE CLEANING

Video demonstration: <https://youtu.be/SRpDRb6sz6o>

The container and valve should be cleaned when changing the product or after a period of disuse, especially if a small amount of product has been left in the container and has dried out.

Product:

Warm water

Cleaning method:

Empty the product residue from the container using lukewarm water. When the container is clean, fill it with lukewarm water and manually operate the valve until clean water flows out.

Empty the container and manually operate the valve until no water comes out.

You can refill the container with the new product. The valve may need to be primed.

Operate the valve manually until the product is dispensed correctly.