



Metlam Australia Care & Maintenance Guide Soap Dispensers

Cleaning and Maintaining Soap and Sanitiser Dispensers



Cleaning and maintaining your soap dispensers regularly is essential to maintain a high-quality finish and long life expectancy.

Refilling

Please refer to your model's specification sheet for consumable advice to ensure the dispenser performs at an optimal level.

Metlam Australia sell soaps specially formulated to suit our soap dispensers:

Liquid Hand Soap: [ML_HLS](#)

Foam Hand Soap: [ML_HFS](#)

A funnel should be used to pour soap into soap dispensers to avoid spillage. Where spillage occurs, the soap should be cleaned up immediately.

On Metlam Australia's bench-mounted auto soap dispenser (ML_BMFOAMDISP_SS), a blinking green light indicates that the soap tank is empty and a solid green light indicates that the wrong soap has been used.

Cleaning Outside

1. Inspect regularly: Inspect the soap dispenser to ascertain condition and maintenance requirements. Applying regular hygiene measures, like a maintenance/cleaning schedule, will minimise any potential problems.
2. Prepare your cleaning materials: You'll need a clean damp cloth or sponge, mild neutral pH soap or detergent, and warm soft water.
3. Wipe the soap dispensers: Start by rinsing the soap dispenser with warm water to remove loose dirt and debris. This will prepare the surface for cleaning.
4. Clean the soap dispensers: Gently wipe the outside of the soap dispenser with the soapy cloth or sponge, paying attention to the nozzle spout and areas where marks may be present.

*On satin stainless steel, follow the direction of the grain for best results.

To remove any tarnishing or "tea stains", we recommended using a proprietary stainless steel cleaner as per the instructions with a microfibre cloth.

5. Rinse and dry: Once the soap dispenser is clean, rinse it thoroughly with clean water to remove any soap residue. Use a soft absorbent cloth to dry the soap dispenser completely to ensure that streaky marks aren't left behind.

Cleaning Inside

To ensure the best performance of your soap dispenser, it is recommended that it is flushed out using hot water every 12-16 weeks.

Where the unit is its own reservoir:

Remove the soap dispenser from the wall by unscrewing the security screw located inside the unit under the lid at the top and lift the unit off the wall bracket.



*In the case of ML663W, simply slide the unit off the mounting bracket.

Empty all soap and rinse the tank with warm water to remove any dried or thickened soap residue.

Use a soft absorbent cloth to dry the outside of the soap dispenser completely to ensure that streaky marks aren't left behind.

Where the unit has a removable reservoir:

Remove the soap dispenser from the wall bracket where possible and then remove the reservoir from the unit. Empty all soap from the reservoir and flush the tank with clean warm water to remove any dried or thickened soap residue.

After you refill the soap dispenser, prime the valve to start the soap flow by pumping the valve until soap is dispensed.



Valve Maintenance

The valves also require a regular maintenance schedule, pumping hot water through these to clear any trapped soap buildup.

In some cases where a soap dispenser has lay dormant and unused for some time, the valves can clog. In this scenario, empty any soap from the unit, unscrew the grub screw underneath the valve, and unscrew the valve from the unit being careful to avoid scratching the finish.


Once the valve has been removed, soak it in clean hot water for at least 30 minutes, pumping the valve 15-30 times while submerged to clear any soap residue from inside.


Reassemble the soap dispenser.


After you refill the soap dispenser, prime the valve to start the soap flow by pumping the valve. Push the valve in and place your finger on the dispenser spout and let the valve come out. Repeat until the trapped air is removed and soap is dispensed.


When should I change the batteries in an auto soap dispenser?


A flashing blue light on our wall-mounted auto soap and sanitiser dispensers indicates low battery. To replace the batteries, you simply need to open the cover of the auto soap dispenser and take out the battery box on the side of the control box. Make sure to use alkaline batteries and insert them in the correct directions.

 Before commencing any cleaning regime, remember to disconnect any electrical cables.

 Before cleaning with a new cleaning product, it is recommended that a small non-visible area of the soap dispenser be tested to ensure that no colour change or damage will occur.

 Do not rub with steel/wire wool or a metal brush or scrape with steel tools. This can cause chips/scratches and leave behind steel fragments that can cause discolouration. These will scratch both stainless steel and ABS Soap Dispensers

 Do not use scourers or cleaning cloths that have previously been used on ordinary (carbon) steel. This can transfer microscopic steel fibres that can cause discolouration.

 Do not use cleaning products containing chlorine bleach, hydrochloric or muriatic acid, chlorinated hydrocarbons, esters, or ketones.

Using incorrect cleaning products/methods can damage your Metlam Australia soap dispenser and void the warranty.



For more information on how to clean and maintain your Metlam Australia products visit the Metlam Australia YouTube channel [here](#)