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AUTOMATIC SOAP/FOAM DISPENSER CHECK LIST

- **Is it rusting?** If yes, please use surface rust and tarnishing check list.
- **Is the correct soap being used?**
  - Auto FOAM Dispenser: should have a commercial grade foam soap with a Viscosity of 1cps (centipoise)
  - Auto SOAP Dispenser: should have a commercial grade liquid soap with a Viscosity range of 1-3000cps (centipoise) and a PH level between 6.50-9.00
- **Is the unit Installed 200mm above the countertop?** (If it is installed too closely to countertop it can trigger sensor)
  - Strip of scotch tape over a clean sensor can reduce sensitivity, solving issues where sensor is overactive.
- **Is the Soap Dispenser clean internally and externally?**
  - If not please flush the unit out, by emptying out the soap and flushing the internal reservoir and pump with hot (not boiling) water, ensure that the pump is primed by pushing thumb up on the nozzle allowing any residual soap to be flushed out. Put internal parts back into unit and test.
- **Have the batteries been changed in the control box?**
  - Solid blue light for dispensing and flashing blue light for batteries need to be changed.
- **Is the sensor light on?**
  - Is the sensor registering but no soap is coming out, it could mean that there is an issue with the pump or the control box.

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HAND DRYER CHECK LIST

- **Is it rusting?** If yes, please use surface rust and tarnishing check list.
- **Is the unit clean?** Build up of dust and debris around the sensor can cause the sensor to malfunction.
  - To remove build up clean the unit with a damp cloth using mild detergent.

- **Is the power connected and switched on at the power point or mains switch?**
  - Check isolation switch is not switched off.
  - If yes, is the sensor light on? If you hear a clicking noise but the air does not flow, then this indicates that the sensor is working and that there may be an issue with the motor.
    If the sensor light is not on the PCB board might be the issue and will need replacing.

- **Sensors use infrared technology and are activated by heat, even light reflected on a surface can set it off.**
  - Check there are no close by obstructions, or movements that are triggering the sensor.
  - If the sensor is overactive, then a small piece of scotch tape over the sensor can reduce the sensitivity of the sensor.

- **On the EcoMo Hand dryer please check the following:**
  - Check the Super Filter, by using an Allen key to unlock the filter drawer, Super Filter should be changed every 6 months. In dusty and high usage environments every 3 months.
  - Check the Ceramic Pad, the Ceramic Pad may lose it's ability to absorb water due to dirt and dust. Check that it is clean and that is not damaged or broken.

Next steps only to be done by a qualified electrician.

Remove the cover and check that there are no foreign bodies inside the blower and spin wheel.

If there is still an issue, then the PCB Board may need replacing, install new PCB Board and retest the unit.

- **Is the unit noisy or air not hot enough?** Check VR adjustment for speed setting and heat setting. Lower or increase the speed or heat to suit.
- **Check the blower motor and check the brushes.** A build-up of dust and lint inside the unit will influence the motor and other working components, possibly damaging them.

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SOAP DISPENSER CHECK LIST

- **Is it rusting?** If yes, please use surface rust and tarnishing check list.
- **Is it leaking?** If yes, check following steps.

- **Is the correct soap being used?**
  - SOAP dispenser should have a commercial grade liquid soap with a Viscosity range of 1-5000cps (centipoise) and a PH level between 6.50-9.00.
  - If the correct soap is not being used it can cause the unit to leak or become blocked.

- **Is the security screw tightened on the unit (located on the inside of the unit in top middle).**
  - If this is not tightened or the correct screw has not been used, then liquid soap may leak out and run down the back of the unit.

- **Is the exterior and interior of the unit clean?**
  - Soap build up may cause the unit to function incorrectly and may lead to corrosion.
  - If it is not clean, please remove the soap, and flush out the unit with hot water.
  - To prime the pump, place your thumb over the hole that the soap comes out of and block the exit and pump to build suction.

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SURFACE RUST/ TARNISHING CHECK LIST

- **Metlam uses 304 grade stainless steel.**
  - Stainless steel is unfortunately not completely stain or rust proof, it is just more resistant to corrosion.

- **Has there been a lack of maintenance?**
  - For soap dispensers if the wrong soap is used, with a PH level higher than 9 for example the salts and chemicals in the soap could corrode the steel.

  - Is there residue of soap and scum on the surface? If so, that could lead to the corrosion of the protective layer allowing surface rust to form. If left the tarnishing can lead to serious rust & pitting, eventually causing structural damage.

- **Is the environment not suited to the product?**
  - Exposure to corrosive fluids and cleaners, with high humidity or high salinity environments such as sea water can remove the protective layer or chromium oxide and cause tarnishing or tea staining.

- **To remove tarnishing use stainless steel restorer such as Brasso or equivalent with a microfiber cloth as per instructions on the bottle.**

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TOILET PARTITION HARDWARE CHECK LIST (Hinges)

- **Is the door not opening or closing freely or is there a squeaking noise?**

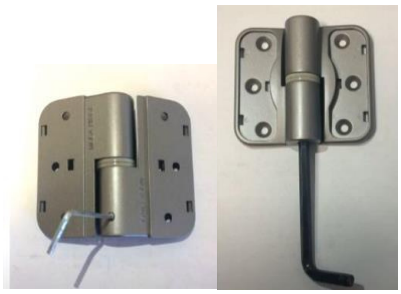
- Please spray around the internal hinge with WD40 or silicone spray, while opening and closing the doors.

- **Are the hinges installed correctly?**

- Gravity hinges must be installed square and level to ensure that the barrel can move freely around the pin. (90-degree angle).
- Spring hinges have an adjustable spring mechanism that will propel the door to the open or closed position and are fully adjustable. They need to be installed square and level to ensure they operate correctly.

- **Do the hinges propel the door with too much force or too little?**

- Adjusting the spring mechanism is likely to be required, follow these tensioning steps which should be done from the outside of the cubicle door.
- Use a 2mm Allen/hex key to release the grub screw and a 6mm Allen/hex key to re-tension the spring setting.
  Use the 2mm Allen/hex key to release the grub screw at the rear of the hinge.



- Use the 6mm Allen/hex key to adjust the bolt on the underneath side of the hinge barrel.
- To increase the tension, use the underneath side of the hinge barrel and turn anti-clockwise at ¼ turn increments for left hand hold close hinges and clockwise for right hand hold close hinges. (Opposite to loosen).
- Find the locator hole and re-tighten the grub screw while holding the hinge in place.
- To increase the tension, use the underneath side of the hinge barrel and turn clockwise at ¼ turn increments for left hand hold open hinges and anti-clockwise for right hand hold open hinges. (Opposite to loosen).
- Find the locator hole and re-tighten the grub screw while holding the hinge in place.

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TOILET PARTITION HARDWARE CHECK LIST (Locks & Indicators)

- **Is the Lock becoming jammed?**
  - Check there is not a foreign object inserted into the lock.
  - Check that the tongue is not bent (can be caused by vandalism or misuse).
    Use WD40 or silicone spray to loosen the tongue of the lockset and retest it's function, working the silicone into the lock by opening and closing.

- **Check that the Lock Set has been installed correctly by checking the following.**
  - Check that the Lock Set hasn't been over tightened or that the internal spindle hasn't been cut too long.
  - Check that the Lock and Indicator has been mounted level, if it is not level the internal spindle can rub against the door and hit the lock mechanism.
  - Use a rubber mallet to make slight adjustments to the positioning of the lockset and try and centre the spindle.
  - Remove the Lockset and check that the internal spindle has been cut square onsite and is the correct length. (Make sure not to break any covers on the Moda and Sera Series).
  - If the tongue of the Lock Set moves freely once removed from the door, then the Lockset is not at fault. (Make sure to check there are not obstructions inside)

- **For the Xcel Series you will need to remove the grub screw on the slide handle to begin taking the lock off the door.**

- **If the lock works but the indicator doesn't turn, this could be that the spindle has been cut too short and not engaging the indicator.**

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