Trouble Shooting Guide - Soap Dispensers

1. Soap Dispenser Looks Dirty , Streaky or tea stained (rusty)

Possible Causes and Solutions:

- Environment
- Infrequent cleaning
- Use of inappropriate or harsh cleaning products

Solution:

- Rinse with warm water to remove surface debris
- Wipe with a clean damp cloth and mild neutral pH detergent
- For satin stainless steel, always wipe in the direction of the grain
- For possible tea stains (rust look) and stubborn marks use a proprietary Stainless Steel Cleaner and refer to Metlam Australia Stainless Steel Cleaning Guide for further information
- Rinse with clean water and dry with a soft cloth to prevent streaking

2. Weak or No Soap Flow

Possible Causes & Solutions:
a. Internal build-up from lack of cleaning
Solution:

- Every 12–16 weeks, flush the dispenser with hot water to clear internal build-up

b. Thickened or dried soap inside Solution (Built-In Reservoir Units):

- Remove the unit from the wall
- Empty and rinse the internal tank with warm water
- Dry the exterior thoroughly before reinstalling

Solution (Removable Reservoir Units):

- Remove the reservoir and flush with warm water
- Refill and prime the valve by pumping until soap dispenses

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3. Valve Feels Blocked or Stuck

Possible Cause:

- Dried or congealed soap inside the valve

Solution:

1. Empty any remaining soap
2. Unscrew and carefully remove the valve
3. Soak the valve in hot water for at least 30 minutes
4. While submerged, pump 15–30 times to clear the blockage
5. Reassemble, refill, and prime the valve:
    - Push valve in
    - Cover spout with finger and release
    - Repeat until soap flows smoothly

4. Auto Dispenser Not Working or Flashing Blue Light

Possible Cause:

- Low battery

Solution:

- Open the cover
- Remove the battery box (next to control box)
- Replace with alkaline batteries, ensuring correct orientation
- Reconnect and test operation
- If the automatic soap dispenser is self-activating (Dispensing Soap without user interaction). Ensure the soap dispenser is installed at least 200mm above the countertop (measured from the countertop surface to the underside of the dispenser). Insufficient clearance may cause the sensor to misread reflections or nearby surfaces, leading to unintentional dispensing.
- Light Reflections from surfaces can interfere with the sensor. To reduce sensor sensitivity and prevent false activation, apply a small piece of clear tape over the sensor.

5. Damage, Discolouration, or Surface Marks

Possible Causes:

- Use of harsh cleaners (bleach, acids, etc.)
- Cleaning with steel wool or carbon steel-contaminated cloths

Solution:

- Do NOT use:
  - Chlorine bleach
  - Hydrochloric acid
  - Esters, ketones
  - Steel brushes, scourers, or metal tools
- Use only:
  - Soft cloths
  - Neutral pH detergents
  - Microfibre cloths
- Always test new cleaners on a hidden area first

6. Soap Dispenser Nozzle Leaking

Liquid Soap Dispensers

Possible Cause:

- Soap build-up inside nozzle causing push button to stick

Solution:

1. Remove dispenser from wall
2. Flush unit with hot water to loosen soap build-up
3. Clean nozzle surface with hot water
4. Prime pump before reinstalling:
   - Block nozzle with thumb
   - Pump to build suction
   - Ensures old soap and excess water are removed

7. Foam Soap Dispensers not dispensing foam

Possible Cause:

- Incorrect or minimal cleaning has allowed for a Buildup or dried soap disrupting aeration, causing liquid to dispense instead of foam

Solution:

1. Remove nozzle
2. Flush with hot water
3. Reinstall and pump through remaining water until foam is dispensed

8. Overfilling and Security Screw Maintenance

Possible Causes:

- Loose internal security screw
- Overfilling the unit beyond the recommended level

Solution:

- Ensure the internal security screw is tightened correctly
  - A loose screw can cause soap to leak and run down the back of the unit, leading to surface damage
- Do NOT overfill the unit
  - Only fill up to just below the security screw level to prevent overflow and leakage
  - When Refilling Soap Dispensers with Nylon Reservoir Inserts to prevent leakage and potential corrosion, do not overfill the dispenser above the top edge of the nylon reservoir. Overfilling can cause soap to seep between the nylon insert and the stainless steel backing plate, which may lead to long-term corrosion and damage to the unit.