



# Trouble Shooting Guide

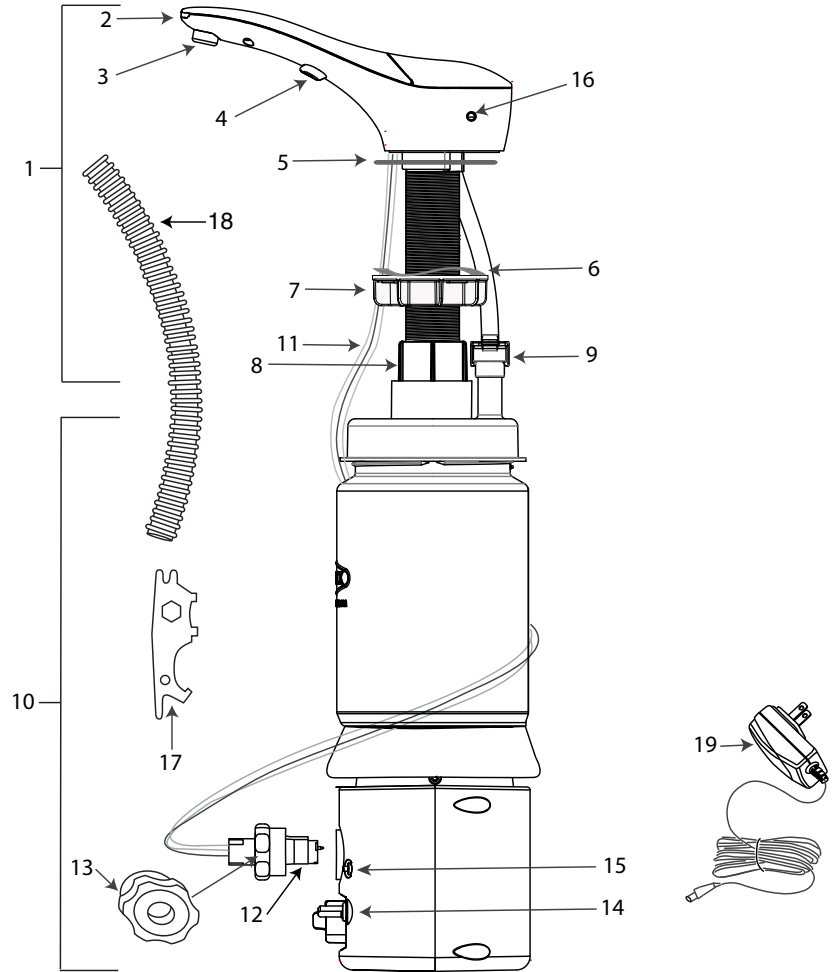
for Bobrick B-850, B-852, B-855, B-856 or B-858  
Designer Series Counter-Mounted Automatic, Top Fill Bulk Liquid Soap Dispenser

**Step 1: To determine cause: Unplug unit and reconnect unit, look for Green LED light and sound of motor. Activate soap dispenser continually five times.**

<b>Unit Not Dispensing</b>	<b>If motor running and LED stops flashing when hand is in the activation zone.</b>			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Soap may be too viscous (i.e. Soap may be too thick).	Ensure that soap meets specified viscosity range. Viscosity range of 100 to 19,000cP (cP = centerpoise). Adjust portion control knob to get desired amount of soap.	Replace with soap that is within the recommended viscosity range.	n/a
	If unit requires multiple (more than 5) activations to dispense liquid. Duckbill inside Duckbill Housing missing or not installed properly.	Replace Duckbill Housing.	Contact Bobrick Customer Service.	824-322
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	<b>If motor not running and LED stops flashing when hand is in the activation zone.</b>			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Gear jamming.	Check for dried soap. Purge system.	Open Cover, pour warm water, and then purge by pressing Automatic System Flush Button.	n/a
	Flashing red LED. Indicates sensor obstruction.	Ensure all obstructions are clear from sensor path.	Refer to mounting template <b>824-307</b> .	n/a
	No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a
	<b>If motor not running and no LED light.</b>			
	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	No power to the unit	Check A/C adapter connection.	If LED lights up then follow the steps listed under <b>“If motor not running and LED stops flashing when hand is in the activation zone”</b> .	n/a
No change.	All steps above completed.	Contact Bobrick Customer Service.	n/a	
<b>Unit Leaking</b>	<i>Likely Cause</i>	<i>Action</i>	<i>Instruction</i>	<i>Replacement Part/Kit Needed</i>
	Bottle Assembly is not tight over the Stem.	Unscrew Stem Locking Nut.	While pushing upwards on the Bottle, thread the Stem Locking Nut down onto the Bottle Cap Threads.  Hold the Stem and lightly rotate the Bottle back and forth to be sure there is no movement.	n/a
	Leaking from bottom of the Bottle.	1. Disconnect fiber optic cables and power supply from the Bottom Housing. 2. Locate leak if from bottom of Bottom Housing.	Ensure that the bottom of the Bottle is properly tightened.	n/a
	No change.	All steps above completed.	Replace with Bottom Housing Assembly.	858-250

**Unit Diagram:**

- | Item | Description   |
|------|---|
| 1    | Top Assembly with Spout, Door and Stem  |
| 2    | LED Light Pipe  |
| 3    | Liquid Nozzle Tip   |
| 4    | Fiber Optic Insert with Sensor Lenses   |
| 5    | Rubber Counter Gasket   |
| 6    | Wave Washer   |
| 7    | Mounting Nut  |
| 8    | Stem Mounting Nut   |
| 9    | Duckbill Housing  |
| 10   | Bottom Housing Assembly (includes Soap Bottle)  |
| 11   | (3) Fiber Optic Cables for Sensor and LED Light Pipe  |
| 12   | Fiber Optic Connector Tip Assembly  |
| 13   | Fiber Optic Nut   |
| 14   | Portion Control Knob  |
| 15   | Automatic System Flush Button   |
| 16   | Key Hole  |
| 17   | BobKey  |
| 18   | Fiber Optic Cable Cover   |
| 19   | A/C Adapter Kit with U.S. Plug, Order Part No. 3974-57 (for UK, Europe and Australia, order part no. 3974-55) |



<b>Replacement Parts List</b>	
<b>Description</b>	<b>Part #</b>
A/C Adapter	3974-57
A/C Adapter with International Assortment Plug Kit (U. K., Europe, Australia)	3974-55
Mack Gasket Kit (To secure Top Assembly under the counter due to irregular counter surface)	824-167
External A/C Multi Adapter Kit	824-201
Nozzle Tip Replacement Kit Liquid	824-210
Duckbill Housing	824-322
Installation Hardware Packet (Includes Wave Washer, Counter Gasket, Mounting Nut, BobKey, Stem Mounting Nut)	824-443
Top Housing Assembly Liquid, Polished Brass*	850-225
Top Housing Assembly Liquid, Matte Black*	852-225
Top Housing Assembly Liquid, Brushed Nickel*	855-225
Top Housing Assembly Liquid, Polished Nickel*	856-225
Top Housing Assembly Liquid, Polished Chrome*	858-225
Bottom Housing Assembly Liquid	858-250

\*Top Housing Assemblies include Installation Hardware Packet and Duckbill Housing

<b>Recommended Liquid Soaps</b>
MAINTEX EZ Wash
Entral Pink Deluxe Soap
GOJO® Lotion Hand Cleaner
Softsoap® Moisturizing Hand Soap
Dial® Basics HypoAllergenic Liquid Hand Soap
Genlabs Strike Bac® Antibacterial Handsoap
CARROLL ULTREX Antimicrobial Luxury Hand Soap
<i>Recommended soaps are for reference only and do not constitute an endorsement of named manufacturer(s). All registrations and trademarks are the sole property of manufacturer.</i>

