

## General Information

All of our products are designed and manufactured to high quality standards. To ensure long life and beauty, the product should be cleaned, protected and maintained.

**Cleaning New Stainless Steel Soap Dispensers** - Usually stainless steel units that have just been installed will require cleaning after the protective film has been removed. Depending upon how long the units have been in storage prior to installation, a product such as 3M 6041 may be helpful in removing any stubborn vinyl and adhesive residue.

**Cleaning Units That Are In Service** - Units that are in service generally only require routine cleaning in accordance with the standard wash-rinse-dry-polish procedures applicable for any stainless steel cabinet as detailed in the PCM (Product Care & Maintenance) document, available on our website.

If stainless steel soap dispenser units aren't filled and cleaned correctly, tea-staining (ugly stains on the stainless steel), can occur. Stainless Steel should be protected against Muriatic acid and caustic or abrasive materials and harsh cleaning detergents [with a pH outside the range of 7 + 1.0]. In the event such agents (eg bleach) or spillage from refilling, cause discoloration (such as tea-staining), polishing with a stainless steel cleaner such as 3M Stainless Steel Cleaner & Polish® and a soft cloth on bright or mirror finishes, or for satin finish surfaces the SS cleaner and 3M Scotch Brite® pad either blue (less aggressive) or green (more aggressive) pad, is recommended immediately.

**Cleaning Stainless Steel Soap Tank Dispensers** - Remove the soap dispenser from the wall. Empty all soap from tank and flush tank and valve with warm to hot water. This should remove any particles of dried up soap. Test valve operation with warm water prior to reinstallation on wall. Shake out and wipe off excess water and dry with a soft cloth. The tank should now be ready for placing back into position on the wall and refilling.

**Valve Maintenance** - Soap dispensers located in low traffic areas should have the soap dispenser valves wiped down to remove any air-hardened soap residue left on the nozzle spouts. This should be done as part of the day-to-day janitorial maintenance routine. General cleaning on a regular schedule is adequate for soap dispensers in higher traffic areas, with no special attention required.  
*Note: you MUST prime the V-320 valve in order to start soap flow on initial set-up. Push the valve in and place finger on dispenser spout and let the valve come out. Repeat 5-6 times until the valve starts to dispense liquid soap in hand. Normal refill activity will not require this procedure.*

**Refilling:** Maintenance staff should use a funnel to pour liquid soaps into soap dispensers to avoid spillage onto units. Where spillage occurs, the soap should be cleaned up immediately to avoid potential tea-staining. Dispensers with internal plastic tanks require the tank to be removed from the housing during the refilling operation to avoid spillage that could damage electronics and internal components.

**Soap for Liquid Soap Dispensers** - Soap thickness is determined by a measurement called viscosity. Soap viscosity should be within the recommended range for proper soap dispenser operation (refer to the chart in this document for a list of recommended viscosities). **DO NOT use any Alcohol or Iodine based soap.**

### **Pre-packaged Soap for Models #5001-SS & #5002**

Procedure for loading 800ml Bag-in-a-Box into typical unit:

1. Load box into unit with nozzle tube facing forward;
2. Pull tube/nozzle all the way out of the box after removing cardboard access closure;
3. Orient nozzle to cradle if necessary by twisting tube near bag outlet union;
4. Reach through door opening and push lever back all the way as far as it goes;
5. Seat nozzle into cradle, making sure it remains centred;
6. While holding lever back, close door and lock with key;
7. Check to ensure that nozzle tip remained in cradle;
8. Test operate the unit to ensure proper performance.

All automatic soap dispensers are void of warranty if modified in any way or used with other than the recommended batteries or AC Adapter where provided. Improper maintenance including failure to follow recommended refilling procedures [container to be pulled away from the unit and cleaned on the outside in the case of any overflow or spills to avoid soap from leaking onto the PCB or into the battery case] will also void the warranty.

## Soap Recommendation Chart

Part Number	Viscosity Range mPa*s-cP (MilliPascal*sec - Centipoise)	pH Range	Soap Type
10-0326	100 - 2500	5.5 - 8.5	Liquid Soap
10-0332 (-C,-CD, -D)	50 - 2500	5.5 - 8.5	Liquid Soap
10-0340	100 - 3500	5.5 - 8.5	Liquid Soap
10-0341-41	100 - 3500	5.5 - 8.5	Liquid Soap
10-0345	100 - 3500	5.5 - 8.5	Liquid Soap
10-0346	100 - 3500	5.5 - 8.5	Liquid Soap
10-0347 (prior to Aug, 2021)	100 - 3500	5.5 - 8.5	Liquid Soap
10-0347 (after Aug, 2021)	20 - 5500	4 - 10	Liquid Soap
10-0350	100 - 2500	5.5 - 6.5	Liquid Soap
10-0351	50 - 3500	5.5 - 8.5	Liquid Soap
10-0360	1 - 3500	5.5 - 8.5	Liquid Soap
10-0361	Liquid Soap: 5 - 3500 Gel Hand Sanitiser: 3500 - 23000	5.0 - 9.0	Liquid Soap or Gel Hand Sanitiser
10-0362	Liquid Soap: 100 - 5000 Gel Hand Sanitiser: 3500 - 23000	5.5 - 8.5	Liquid Soap or Gel Hand Sanitiser
10-0390 (All)	100 - 3800	5.5 - 8.5	Liquid Soap
10-0391	100 - 3800	5.5 - 8.5	Liquid Soap
10-0393 (All)	1 - 100	5.5 - 8.5	Foam Soap
10-0394-3AC	1 - 100	5.5 - 8.5	Foam Soap
10-0661 (-2,-T)	100 - 3000	5.5 - 8.5	Liquid Soap
10-0663 (-2,-T)	0 - 100	5.5 - 8.5	Foam Soap
10-5001-SS	Varies with product and manufacturer chosen; see product MSDS and info	Varies per product	Liquid Soap
10-9326	100 - 2500	5.5 - 8.0	Liquid Soap
10-9343	100 - 2500	5.5 - 8.0	Liquid Soap
10-20333	100 - 3500	5.5 - 8.5	Liquid Soap
10-20363	1 - 5500	5.5 - 8.5	Liquid Soap
10-20364	Liquid Soap: 50 - 3500 Gel Hand Sanitiser: 3500 - 23000	5.0 - 8.5	Liquid & Gel Hand Sanitiser
10-20365	5 - 50	5.5 - 8.5	Foam Soap & Foam Hand Sanitiser
JDM-6810-28	100 - 2500	5.5 - 8.5	Liquid Soap
JDM-6899-28	100 - 2500	5.5 - 8.5	Liquid Soap

**Note:-** The above information is a summary, please refer to American Specialties [www.americanspecialties.com](http://www.americanspecialties.com) for specifications, installation instructions or maintenance care sheets for individual product information. **NOTE:** When searching for products on the American Specialties website, drop the '10-' prefix from the code (eg - if searching for part number 10-0326, you would enter 0326 into the search field).

ASI/JD MacDonald reserves the right to, and from time to time does make changes and improvements in the details of this document. Information listed is representational of product maintenance and use of the soap dispensers listed herein.