

# INSTALLATION AND MAINTENANCE GUIDE

## TOUCH FREE WALL MOUNTED SOAP DISPENSER



TUBULAR



QUADRAT

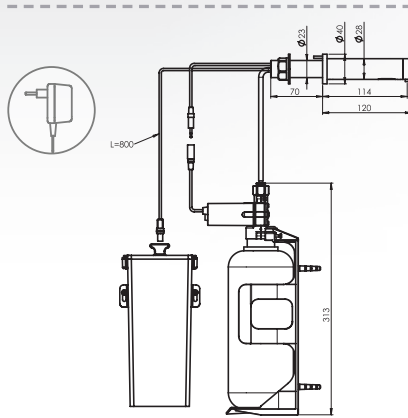
# stern

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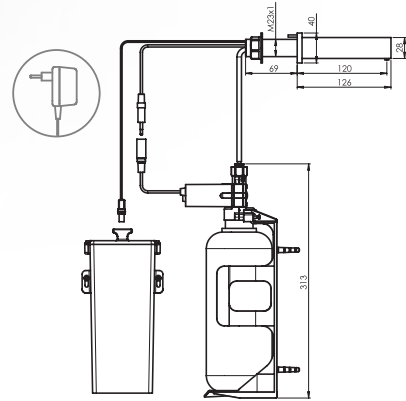
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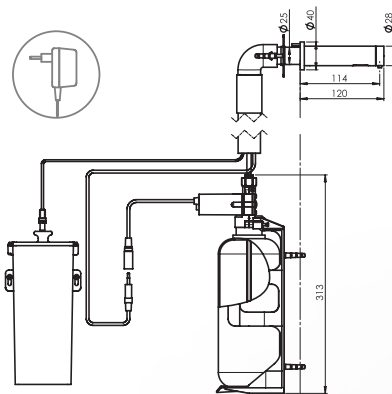
# TECHNICAL DRAWINGS



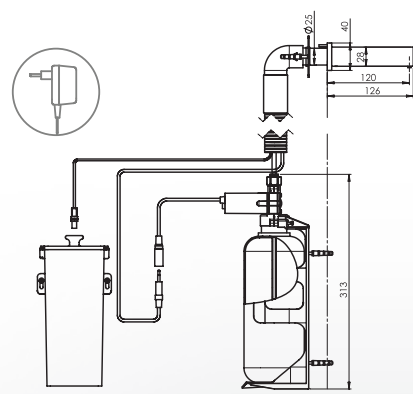
Tubular Soap Dispenser B **350920**  
Tubular Soap Dispenser E **350925**



Quadrat Soap Dispenser B **351910**  
Quadrat Soap Dispenser E **351900**



Tubular soap dispenser 2030 B **350922**  
Tubular soap dispenser 2030 E **350927**



Quadrat soap dispenser 2030 B **351920**  
Quadrat soap dispenser 2030 E **351930**

## TECHNICAL DATA

**Capacity:** 1 Liter \ 33.8 oz.

**Power Supply:** IP 67 Battery Box for 6xD Alkaline batteries \ Transformer

**Soap viscosity:** 100 – 3800 cPs

**Standard discharge:** 0.8cc, Adjustable

**Sensor Range:** 30-100 +/- 10mm, Adjustable with remote control

# PRE-INSTALLATION INFO

## Check contents

Separate all parts from the packaging and check each part with the “Pack contents” section.

Make sure all parts are accounted for before discarding any packaging material.

If any parts are missing, do not attempt to install your touch free soap dispenser until you obtain the missing parts.

## Important

All plumbing is to be installed in accordance with applicable codes and regulations.

## Warnings

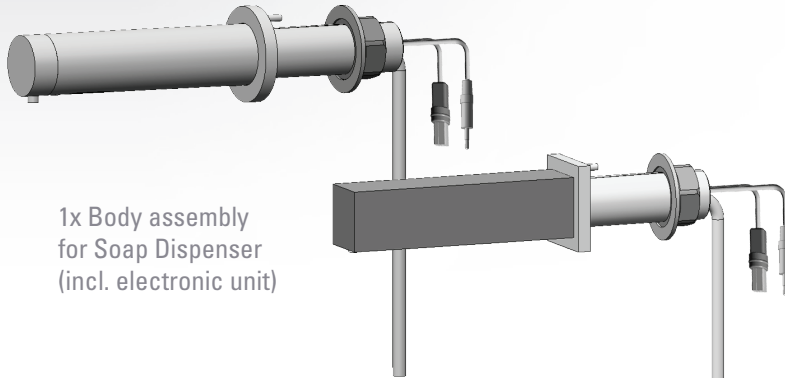
To avoid reflection problems keep a distance of more than 300 mm. between the sink and the spout.

**Important:** Keep in mind that the location of the user hands, while using the faucet nearby should not interfere with the soap dispenser sensor detection area.

# PACK CONTENTS

Tubular Soap Dispenser B / E  
Quadrat Soap Dispenser B / E

Familiarize yourself with the part names and confirm that the parts are included.



1x Body assembly  
for Soap Dispenser  
(incl. electronic unit)

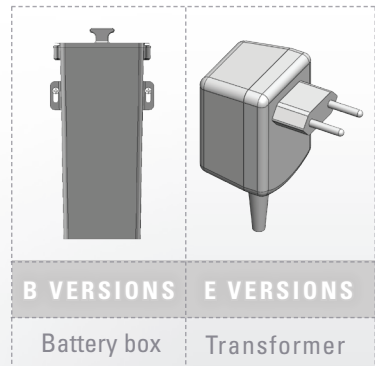
1 x M 4 x 4 Set Screw

1 x Bottle Support

2 x Screw  
3.5x1 1/4"

1 x Soap tank and pump assembly

2 x 5 mm  
Anchors



B VERSIONS

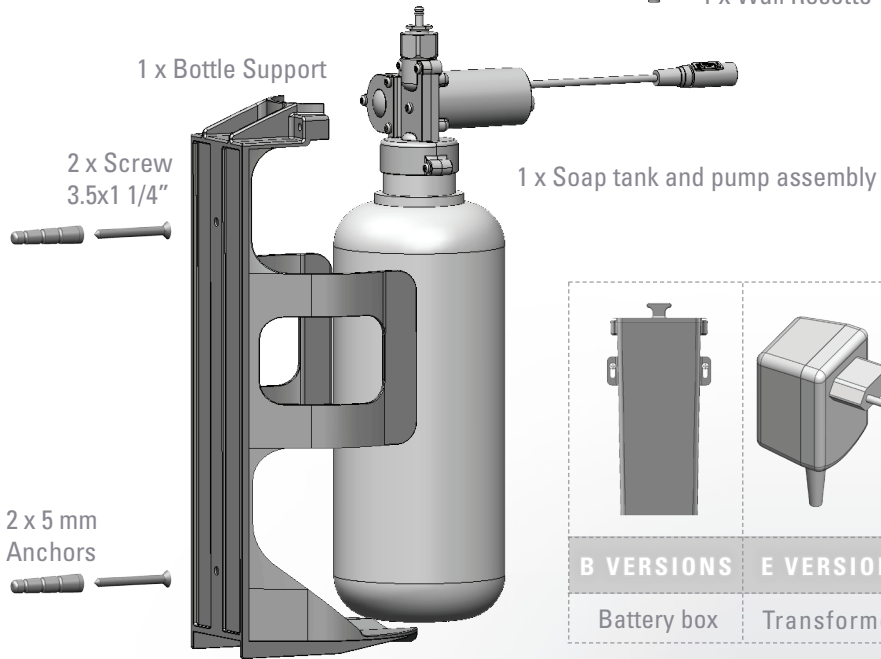
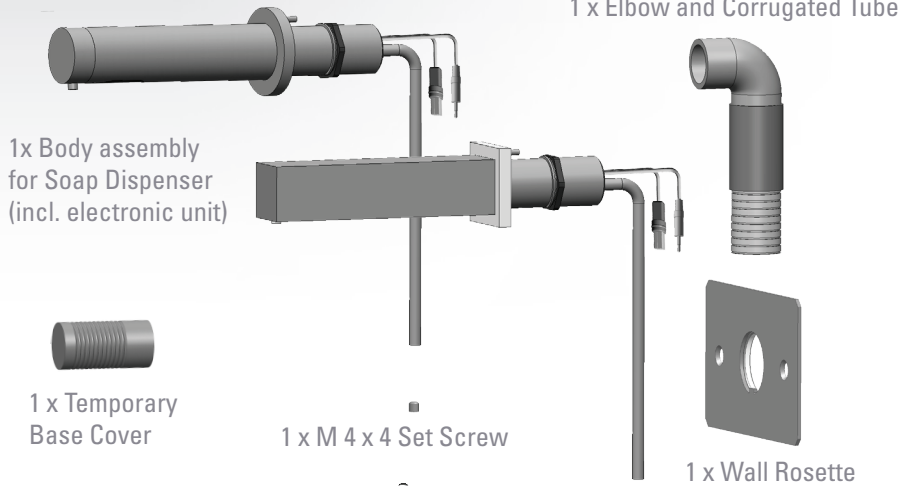
E VERSIONS

Battery box

Transformer

# PACK CONTENTS

Tubular Soap Dispenser 2030 B / E  
Quadrat Soap Dispenser 2030 B / E



# INSTALLATION

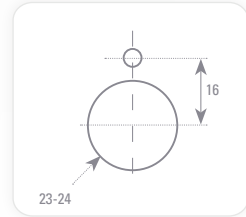
Tubular Soap Dispenser B / E  
Quadrat Soap Dispenser B / E

## Step 1 – Preparing for installation

1. Drill a hole (23 to 24 mm) at the desired location for the soap dispenser spout installation.

Drill a small hole (3.2 mm) just above the previous one for the anti-rotation pin, according to the diagram.

3. Remove the hexagonal nut and the disk from the base of the soap dispenser spout.

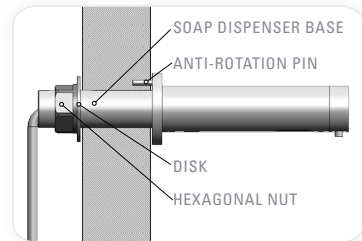


## Step 2 – Installing the soap dispenser

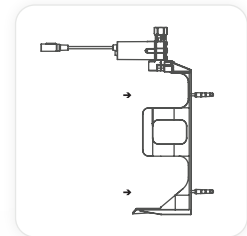
1. Insert the Soap dispenser base.

2. Insert the anti-rotation pin into the small hole.

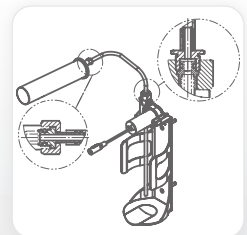
3. Fix the base behind the wall with the hexagonal nut and the disk.



4. Fix the bottle support to the desired location.



5. Assemble the tube from the pump to the soap dispenser.





# INSTALLATION

Tubular Soap Dispenser B / E  
Quadrat Soap Dispenser B / E

## Step 3 - Connecting the power source

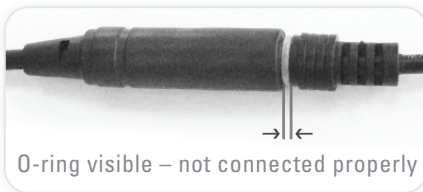
1. Remove the protective sticker covering the sensor. Keep away from the sensor range and check that no objects are in front of the sensor.



2. a. Connect the motor connector to the power source connector. Please note that since the connector is water proof, some friction might apply.

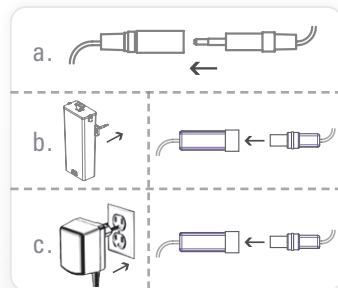
**Important:** the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

**Pay attention:** If the 4 contacts connectors will not be connected properly, the motor will work continuously.



b. For battery versions: install the battery box at the wall underneath the sink and connect the battery connector

c. For transformer versions: plug the transformer into the electricity socket and connect the transformer connector



3. Wait about 10 seconds before you put your hands within the sensor range.

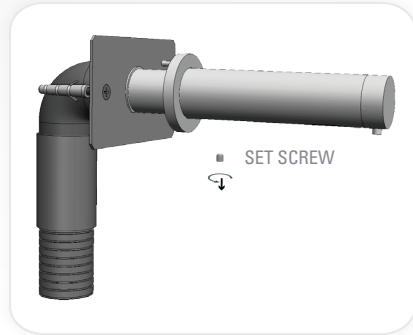


# INSTALLATION

Tubular Soap Dispenser 2030 B / E  
Quadrat Soap Dispenser 2030 B / E

## Step 1 – Preparing for installation

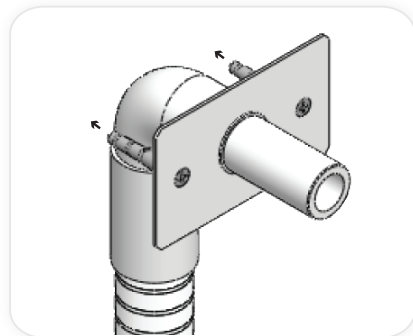
1. Disconnect the soap dispenser body with the rosette by unscrewing the set screw.
2. Cut an adequate opening in the wall for the dimensions of the soap dispenser base (where you want to install the spout), and the corrugated tube.



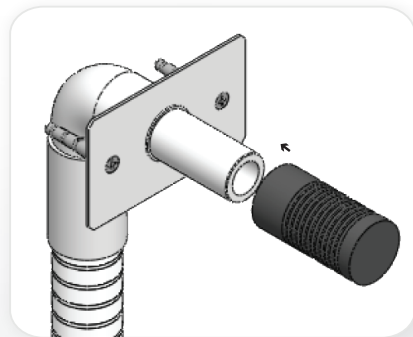
## Step 2 – Installing the soap dispenser

1. Mount the soap dispenser base to the opening cut in the wall, and set it using the two small anchors provided.

**Important:** The soap dispenser base should be installed so that the outside surface of the finished wall falls between the minimum and maximum lines marked at the base.



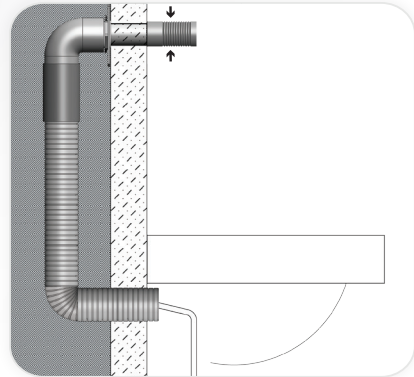
2. Assemble the temporary protective soap dispenser base cover.



# INSTALLATION

Tubular Soap Dispenser 2030 B / E  
Quadrat Soap Dispenser 2030 B / E

3. Assemble the corrugated tube to the soap dispenser base and make sure it will stay outside of the wall when tiling.

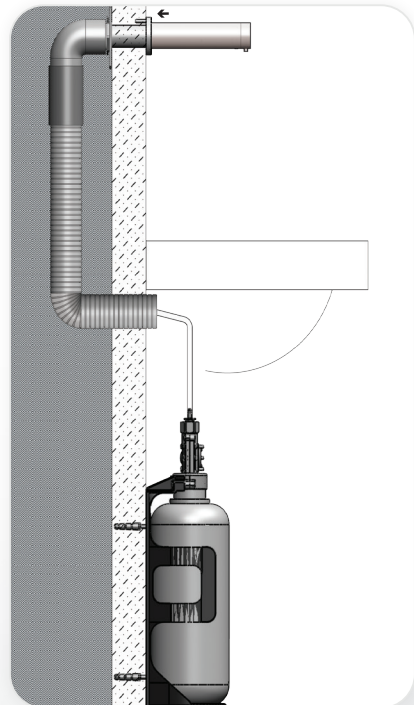


4. Once the works on electricity, plumbing and tiles have been finished, insert the wall rosette through the soap dispenser base.

5. Cut the temporary soap dispenser base cover.

6. Fix the soap dispenser spout by inserting the nipple into the soap dispenser base and tighten the screw.

7. Pull the four way connector and the power supply connector out of the soap dispenser base, and lead it through the corrugated tube.



# INSTALLATION

Tubular Soap Dispenser 2030 B / E  
Quadrat Soap Dispenser 2030 B / E

## Step 3 - Connecting the power source

1. Remove the protective sticker covering the sensor. Keep away from the sensor range and check that no objects are in front of the sensor.



2. a. Connect the motor connector to the power source connector. Please note that since the connector is water proof, some friction might apply.

**Important:** the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

**Pay attention:** If the 4 contacts connectors will not be connected properly, the motor will work continuously.



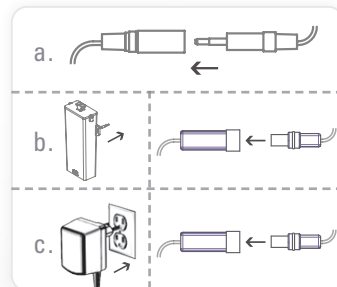
O-ring visible – not connected properly



Connected properly  
so that only the grooves are visible

b. For battery versions: install the battery box at the wall underneath the sink and connect the battery connector

c. For transformer versions: plug the transformer into the electricity socket and connect the transformer connector



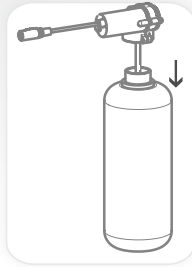
3. Wait about 10 seconds before you put your hands within the sensor range.



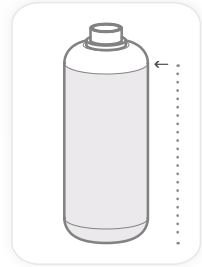
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# FILLING THE SOAP TANK

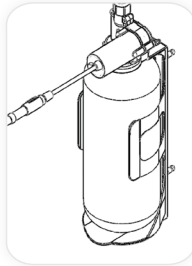
1. Unscrew the soap tank from the pump assembly.



2. Fill in the liquid soap up to the top line.



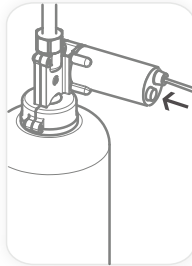
3. Insert the bottle with the tube inside the bottle support.



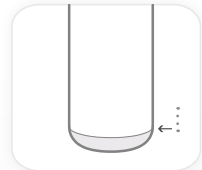
4. Screw the soap tank back to the pump assembly. Make sure the tank is secured firmly in place.



5. Press the refill button located at the back of the pump assembly until soap starts coming out of the soap dispenser spout. This operation can also be done using the soap dispenser remote control Refill function.



**Note:** Once the soap in the soap tank has reached the bottom line the soap tank should be refilled. To refill the soap tank please refer to steps 1-5.



# SETTINGS ADJUSTEMENT WITH A REMOTE CONTROL

If desired, use the remote control to adjust the soap dispenser settings. Hold the remote control straight in front of the sensor in a distance of about 4-6" (10-15cm).

**Attention:** Holding the soap dispenser remote control out of the recommended range (too close or too far) may interfere with the remote's activation.

Choose the function you want to adjust by pressing on the function button as following:

## ① SOAP QUANTITY

The 1-4 drop keys allow the user to choose the desired soap quantity.

① 0.2 to 0.4   ② 0.7 to 0.9   ③ 1.2 to 1.6   ④ 2.1 to 2.3

Indication: continues blink of the red light in the sensor eye.

\* The exact soap dosage depends on the soap viscosity.

## ② ADJ

This function allows coming back to soap quantity factory settings. Press the ADJ button.

**Indication:** 2 blinks of the red light in the sensor eye.

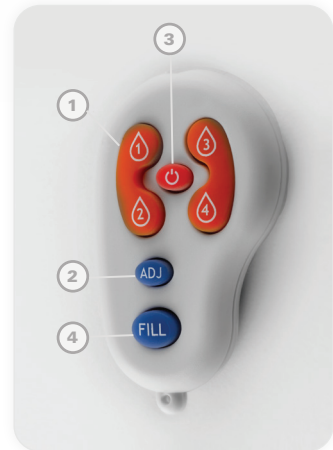
## ③ TEMPORARY OFF FUNCTION

This function is ideal to perform any kind of activity in front of the sensor without operating the system (for example, cleaning). The soap dispenser will remain shut for 1 minute when this button is pressed once. To cancel this function and to return to normal operation press the On/Off button again or wait 1 minute.

**Indication:** OFF – 2 fast blinks, ON – 4 fast blinks

## ④ REFILL THE SOAP TANK

Once the soap tank has been refilled, press the FILL button. The pump would work for one minute in order for the soap to start coming out of the soap dispenser spout. To stop this activity press the FILL button again.



# BATTERY REPLACEMENT

## Battery models only

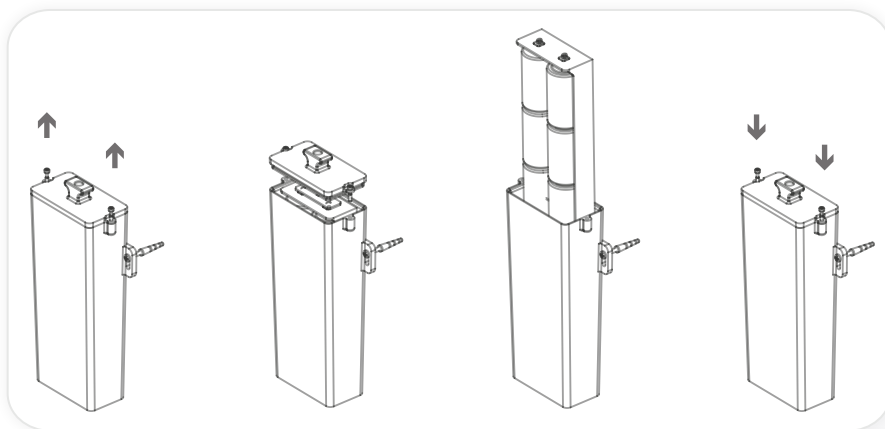
When the battery weakens, the red indicator light will blink at a constant rate when the user's hands are within the sensor range. The battery must be replaced within two weeks.

To replace the battery in battery models:

1. Carefully open the battery box
2. Remove the old batteries
3. Replace the used batteries with new D batteries

**NOTE:** Do not mix used batteries with new ones.

4. Close the box.



**Important:** Spent batteries should not be disposed of with normal household waste. Contact your local authority for information on waste disposal and recycling.



# MAINTENANCE

## Care and cleaning of chrome and special finishes

DO NOT use steel wool or cleansing agents containing alcohol, acid, abrasives, or the like. Use of any prohibited cleaning or maintenance products or substances could damage the surface of the soap dispenser. For surface cleaning use ONLY soap and water, then wipe dry with a clean cloth or towel. When cleaning bathroom tiles, the soap dispenser should be protected from any splattering of harsh cleansers.



## SPARE PARTS LIST

Seals and screws kit Tubular SD .....	07210098
Seals and screws kit Quadrat SD .....	07210128
Sensor .....	08002195
Soap Tank 1L .....	07100020
Transformer .....	06522042
Soap Dispenser Pump assembly .....	07222001
Remote control .....	07100008
IP67 transformer box .....	06530021
IP 67 Battery Box for 6xD Alkaline batteries .....	06530041
Bottle support .....	07120175

## LIMITED WARRANTY

Y. Stern Engineering Ltd. warrants that its electronic products will be free of defects in material and workmanship during normal use for two years from the date the product is purchased.

If a defect is found in normal use, Y. Stern Engineering Ltd. will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty. Proof of purchase (original sales receipt) must be provided to Stern Engineering Ltd. with all warranty claims.

Stern Engineering Ltd is not responsible for labor charges, installation, or other incidental or consequential costs other than those noted above. In no event shall the liability of Stern Engineering Ltd. exceed the purchase price of the product.

If you believe that you have a warranty claim, contact your Stern Distributor, Dealer or Plumbing Contractor. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from whom the product was purchased and the installation date. Also include your original invoice.

Y. STERN ENGINEERING AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty excludes product damage due to installation error, incorrect maintenance, wear and tear, battery, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer. This warranty does not cover product damage caused by the following:

- Incorrect installation.
- Improper manipulation, tampering, bad or lapsed maintenance.

# TROUBLE SHOOTING

PROBLEM	INDICATOR	CAUSE	SOLUTION
No soap coming out of the spout	Red light in the sensor flashes continuously when the user's hands are within the sensor's range.	Low battery.	Replace battery.
		Soap has run low or completely out.	Refer to page 4 and refill the soap tank.
	Red light in the sensor flashes (once) and the motor is operating.	The soap tank has been filled but soap has not reached the spout.	Press the refill button located at the bottom of the pump until soap starts to come out of the spout again.
		The connectors between the motor and the power source are not connected properly.	Connect the connectors <b>all the way</b> through. Refer to page 7 to see how.
	Red light in the sensor does not flash (once) when user's hands are within the sensor's range.	Sensor is picking up reflections from the washbasin or another object.	Eliminate cause of reflection.
		Connectors between the electronic unit and the pump assembly \ transformer are disconnected or not properly connected.	Connect the electronic unit connectors to the pump assembly and transformer.
Battery is completely used up.		The battery must be replaced.	
Red light flashes (once) and the motor operates.	Soap solidification at the pipe.	Fill the bottle with hot water at 50/60C and run the pump constantly.	
Soap coming out from the spout does not stop		The black connector between the pump assembly and soap dispenser are not connected all the way through.	Connect the black connectors all the way through.

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