

**BC950**

# **DOLPHIN INFRARED AUTOMATIC TOUCH FREE WALL MOUNTED LIQUID SOAP DISPENSER**

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**INSTALLATION, OPERATION AND MAINTENANCE INSTRUCTIONS**



TECHNICAL HELPLINE **01424 202224**  
**DOLPHINSOLUTIONS.CO.UK**

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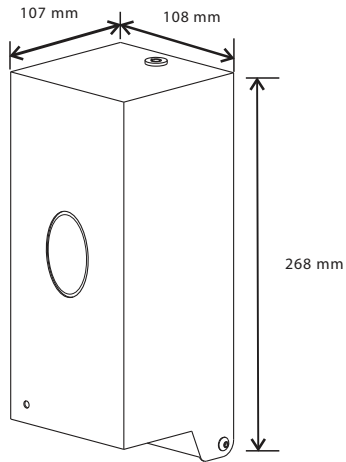
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ELEMENTS

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## TECHNICAL DATA



<b>Dimensions</b>	268mm (H) x 108mm (W) x 107mm (D)
<b>Grade</b>	304 grade satin stainless steel
<b>Capacity</b>	800ml capacity bulk fill plastic tank
<b>Volume per shot</b>	1 ml
<b>Power supply</b>	Requires 3 x 1.5V C batteries (not included). Battery life 100,000 shots or 1 year (whichever comes soonest)
<b>Mechanism life</b>	500,000 cycles
<b>Soap tube life</b>	200,000 cycles
<b>Sensing range</b>	Sensing range 60mm +/- 38mm (allow 200mm minimum clearance)
<b>Power</b>	Low battery indicator light Powers on/off automatically when cover open/closed
<b>Not suitable</b>	Use in shower areas
<b>Suitable</b>	Use with liquid hand soap, antibacterial soap and alcohol hand sanitiser with viscosity of 1cP - 3000cP
<b>Weight without soap</b>	1.4kg

## PACK CONTENTS

Warning - Make sure all parts are accounted for before discarding any packaging material. If any parts are missing, do not attempt to install the product until the missing parts have been obtained.

- 1 x Dispenser
- 1 x Cover lock key
- 1 x Installation, Operation and Maintenance Instructions
- 1 x Mounting template

### **Two fixing options**

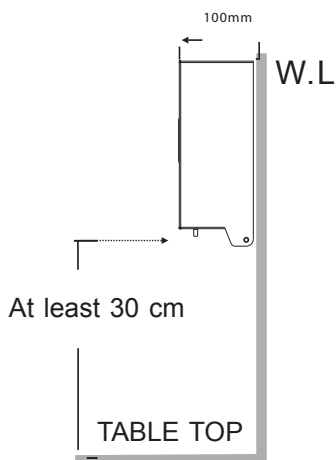
- 3 x Doubled sided adhesive pads
- 4 x 3.5x25mm screws and plugs

## PRE-INSTALLATION INFORMATION

- › Provide vertical, clean and smooth mounting surface.
- › Ensure bottom of dispenser (sensor lens) is at least 200mm above surface below and there is nothing reflective which could cause false activations.
- › Make sure there is enough room above dispenser to access cover lock key.
- › Test correct operation of the dispenser in desired location BEFORE permanent installation. until you obtain the missing parts.

### SUGGESTED INSTALLATION POSITION

- › DISTANCE : At least 30 cm for TABLE TOP.
- › Otherwise the DISPENSER will keep dispensing.



# INSTALLATION INSTRUCTIONS

## **USING SCREWS AND PLUGS (SUPPLIED):**

1. Affix installation template at appropriate location on mounting surface at least 200mm above surface beneath and ensure level/plumb.
2. Drill four holes at marked locations 6mm diameter.
3. Remove template then insert four plastic anchors into drilled holes.
4. Insert two screws into upper plastic anchors and leave protruding slightly to hang dispenser on.
5. Hang dispenser on two screws through the keyhole slots at top of backplate.
6. Use key to unlock and pull housing cover forward.

## **USING ADHESIVE PADS (SUPPLIED):**

1. Clean mounting surface in area to be installed with isopropyl alcohol.
2. Mark outline of dispenser on mirror with masking tape using a spirit level to keep straight.
3. Remove paper liners from self-adhesive pads and stick to dispenser backplate then place dispenser on mounting surface within masking tape outline and hold for 1 minute with an even steady pressure.

# INSTALLATION INSTRUCTIONS

## **FINAL INSTALLATION CHECKS:**

1. Check dispenser firmly attached to mounting surface.
2. Check reservoir is filled with correct viscosity soap.
3. Check soap tank cover is closed and air vent hole is not blocked.
4. Check soap tank is clean (no overspill of soap) and not leaking.
5. Check cradle gate is latched on valve tube (lift, push and press down to engage pins to latch or unlatch in reverse operation).
6. To help prime the dispenser, first squeeze out the air in the soap tube manually. Do not mix liquid soap of different brands as it may cause congealing and thickening more easily to cause clogging.
7. Check three new Alkaline Type C batteries are installed (not supplied) with correct polarity – observe markings on batteries and battery compartment.
8. Check battery box plug is properly engaged with the cable and the compartment door is closed.
9. Check LED is lit blue and then flashes four times by pushing up the cover safety interlock switch (blue stem) on bottom to click and hold it.
10. Check housing is properly locked and the security key is kept in a safe place.
11. Check plastic nozzle cap removed.

## OPERATION

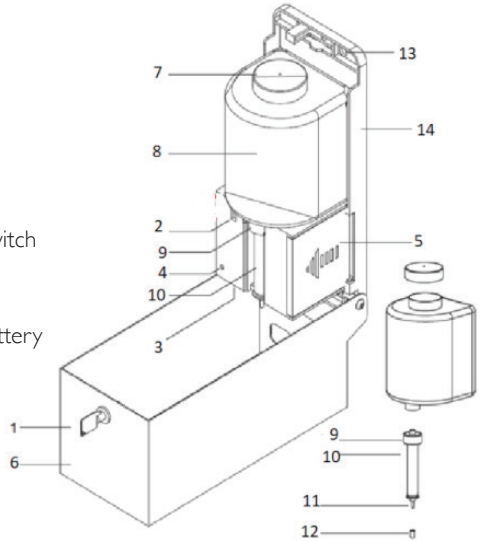
1. Place hand below the dispenser spout within the sensing range. The dispenser will automatically release the pre-set amount of liquid soap from the nozzle spout. The blue LED will flash once to indicate normal dispensing operation.
2. Obtain additional soap by withdrawing hand and then again placing hand below the dispenser spout within the sensing range.
3. There is one sensor on the gearbox, you will see the blue LED light flash four times during the auto-detecting process. When you close the cover, the sensor and the circuit board detects the light and distance from the counter and set the most suitable sensing range. There are no user adjustable controls for this feature. Important: unit must be installed above the minimum distance noted in the installation instructions. If the surface beneath changes after dispenser installation e.g. new countertop, it may be more reflective which could require dispenser to be raised to avoid mis-activation.
4. Use fresh new liquid soap only and clean the soap container properly before each re-fill. Deposits of old soap will lead to malfunction and jamming.
5. Do not dilute liquid soap unless concentrate and do not use soap containing abrasive. Observe indicated viscosity factor of liquid soap.
6. Do not immerse the soap dispenser in water or clean it under running water as this could cause a short circuit.
7. To check the batteries, open the housing cover and remove the soap reservoir then press and push up the cover safety interlock switch; if the LED is lit blue and then flashes four times it is in "stand-by" condition and battery charge level is sufficient, if the LED continues to flash blue the battery charge level is low and they should be replaced.



# PARTS DIAGRAM AND LIST

**PART NO. DESCRIPTION**

- 1 Security key
- 2 Cover interlock safety switch
- 3 Sensor assembly
- 4 LED indicator for low battery
- 5 Battery compartment
- 6 Housing
- 7 Tank cover
- 8 Soap tank
- 9 Connector between plastic pipe and container
- 10 Plastic pipe
- 11 Nozzle
- 12 Nozzle cap
- 13 Two keyhole fixing holes (2 more holes further down backplate)
- 14 Plastic backplate



## WARRANTY

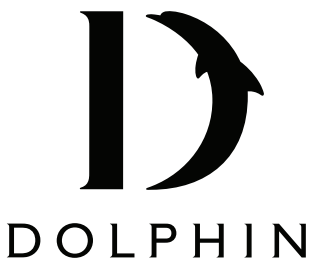
BC950 Automatic Liquid Soap Dispenser is warranted to be free from defects in workmanship and materials under normal usage from the date of purchase for a period of 1 year.

## MAINTENANCE

Clean stainless-steel case daily removing any soap residue and water marks with soft cloth and warm water and dry thoroughly. Every 3 months remove soap tank and wash out tank, spout nozzle, cap air hole and valve tube and replace with fresh new soap. Do not mix liquid soap of different brands as it may cause congealing and thickening more easily to cause clogging.

# TROUBLESHOOTING

PROBLEM SYMPTOM	SOLUTION DIAGNOSTIC
Soap dispenser non functional	<ul style="list-style-type: none"> <li>› If the battery indicator LED is off, ensure enough new batteries are installed and the battery box is placed correctly. Do not mix old and new batteries.</li> <li>› If the dispenser is still non functional after installing new batteries, replace the control box.</li> <li>› If the battery LED indicator is on but the soap dispenser is not functioning, check for reflected sensor signals jamming sensor (check distance to surface is at least 200mm, if surface is reflective place paper towel beneath to test). If still no function after this change the control box.</li> </ul>
Soap dispenser does not dispense soap	<ul style="list-style-type: none"> <li>› Check for reflected sensor signals jamming sensor (check distance to surface is at least 200mm, if surface is reflective place paper towel beneath to test)</li> <li>› Check the soap tube is placed correctly and the nozzle cap is removed.</li> <li>› Check soap qualities, properties and level in reservoir. Liquid soap will congeal after a period of non-use which may cause clogging. Removed the congealed soap, take out and rinse the soap tank with water, squeeze the soap tube until dispensing returns to normal.</li> <li>› Check sensor cover for dirt obscuring lens</li> <li>› Check battery charge level and polarity</li> <li>› Check spout nozzle, cap air hole and valve tube for obstructions place paper towel beneath to test). If still no function after this change the control box.</li> </ul>
Battery LED indicator flashing	<ul style="list-style-type: none"> <li>› Replace batteries</li> </ul>
Low volume of soap dispensed	<ul style="list-style-type: none"> <li>› Remove soap container and wash out spout nozzle, cap air hole and valve tube and replace with fresh new soap</li> <li>› Check if cradle gate is properly latched</li> <li>› Check if valve tube is loose in cradle or cross-threaded</li> </ul>
Soap dispenser dispenses without activation	<ul style="list-style-type: none"> <li>› Ensure the installed height of the unit is at least 200mm. Non-function or false activation may occur when the installed height is insufficient. If the unit is installed above a polished countertop, the installed height should be greater to prevent false activation from light reflection.</li> <li>› Check the surroundings for a light source reflecting to the unit that may trigger false activation and remove if possible.</li> <li>› Check there are no objects in the sensing range of the soap dispenser</li> </ul>
Soap leaks at bottom of housing	<ul style="list-style-type: none"> <li>› Check if valve tube cross-threaded onto bottom of reservoir or reservoir is damaged/punctured. If soap tank and the soap tube are free of leaks, the leak may be from false activation as above.</li> </ul>



**Dolphin Solutions Ltd**

Southpoint, Compass Park, Bodiam,  
Robertsbridge, TN32 5BS

Tel: +44 (0) 1424 20 22 24

Fax: +44 (0) 1424 205 200

[info@dolphinsolutions.co.uk](mailto:info@dolphinsolutions.co.uk)

[www.dolphinsolutions.co.uk](http://www.dolphinsolutions.co.uk)