

Installing the Hand Soap Dispenser and Troubleshooting Tips

Products Needed



Safeguard®
Liquid Anti-
Bacterial Hand
Soap

Tools Needed

- Drill & Drill Bit [7/32]
- Hammer
- Nut Driver [Drill Bit 5/16 Inch]
- Nut Driver [Hand Held, 5/16 Inch]
- Screw [#10, 1 Inch]
- Wall Anchor [#10-#12 x 1-1/4 Inch]

Frequency

Special Directions

Additional Tools Needed: Isopropyl Alcohol (90%), Scraper, Scrub Pad – Non Scratch, Paper Towel, Pen or Marker. (CCT 105)

Link to Video



Scan the QR code or click the link below to see the training video.

<https://bit.ly/43fvTTX>

Prepare the Wall



If needed, use a scraper, scrub pad, or paper towel and Isopropyl alcohol to **CLEAN** the wall of soils and old adhesive peel.

CAUTION: Do not use Heavy Duty Degreaser. This product prevents the adhesive tape on the hand soap dispenser from bonding to the wall.

Install Hand Soap Dispenser



Unpack the dispenser and open the cover.

WARNING: Assess the surrounding wall area to ensure that electrical outlets or hand sink water supply lines are not directly below or above the area to be drilled.

American Disabilities Act (ADA)

Requirements:
To meet ADA requirements, install all hand soap/sanitizer dispensers so that the top of the push bar is 40–inches from the floor.



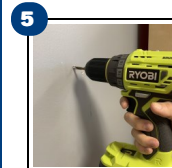
Hold the dispenser against the wall. Locate an area that allows the drip tray to be installed under the dispenser. Align (1) of the mounting holes to an existing hole or note where a new hole is needed.



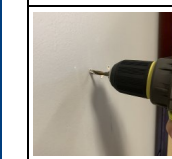
Mark the selected 1–3 hole(s) with pen or marker. Choose a mounting hole that will cover all the old mounting holes in the wall.

NOTE: Walls made with the following materials need anchors installed to secure the dispenser.

- Brick, Concrete, Masonry
 - Dry Wall
 - Fiberglass Panels
 - Stainless Steel Sheets
- NO anchor is needed if installing to a wood wall stud.



Use a drill and drill bit. Slowly drill the marked holes. If resistance is encountered, STOP drilling. This is an indication that water/drain pipes are in the wall. Find a new hole. Repeat as needed.



Use a hammer to tap the wall anchor into the hole(s). Ensure the anchor is flush to the wall.

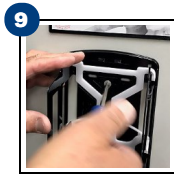
Installing the Hand Soap Dispenser and Troubleshooting Tips



7 Turn the dispenser over and remove the adhesive tape.



8 Align the dispenser against the anchored mounting hole(s). Push to adhere the dispenser tape to the wall.



9 Use a nut driver or drill with nut driver bit. Attach (1-3) screws to secure the dispenser to the wall.



10 Close the cover. Ensure the [Safeguard Hand Soap](#) label by centering it across the width of the dispenser between the cover window and gray push bar.

Install Drip Tray



11 Before securing the drip to the wall, install the drip tray by sliding the top edge of the drip tray under the dispenser.



12 Mark (2) new holes with a pen or marker.



13 Drill new holes.



14 Use a hammer to tap the wall anchor into the hole(s). Ensure the anchor is flush to the wall.



15 Use a nut driver or drill and nut driver. Attach (2) screws to secure the drip tray to the wall.

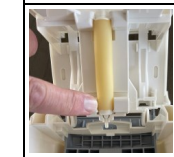
Prime the Dispenser



16 Open the cover by locating the white cover release under the dispenser. Push **UP** on the release to open.



17 Twist **OFF** the reservoir cap. Pour [Safeguard Hand Soap](#) into the refillable reservoir. Confirm the white tip ridge is properly seated in the slot. Tip outlet must extend below the dispenser.



NOTE: Incorrect installation will damage the reservoir tube or tip and cause soap leaks.



18 Twist **ON** the reservoir cap and close the cover.



19 Push the gray push bar 2-3 times until you see a dose of hand soap.

Troubleshooting

- 1 Use **care NOT** to **OVERPOUR** the soap.
- 2 Do **NOT** throw away the reusable reservoir.

Troubleshooting Tips for product **NOT** dispensing,

- **Reservoir Nozzle** – Ensure the white tip ridge is properly seated in the slot. Tip outlet must extend below the dispenser.
- **Reservoir Tube** – If the rubber tube is flat, the reservoir tube (outlet tip assembly) needs to be replaced.
- **Push Bar Hinge** – If the gray push bar is cracked or missing, the push bar needs to be replaced.
- **Dispenser Push Bar Hinge** – If the dispenser cover or hinge is cracked, the entire dispenser needs to be replaced.

Installing the Hand Soap Dispenser and Troubleshooting Tips

Troubleshooting Tips for leaking hand soap,

- **Reservoir** – If the white plastic dispensing nozzle tip is cracked or missing, the reservoir tube (outlet tip assembly) needs to be replaced.
- **Reservoir Tube** – If the rubber tube is cracked or missing, the reservoir tube (outlet tip assembly) needs to be replaced.
- **Reservoir** – If the cap is missing or a crack or leak is in the plastic reservoir, the entire reservoir needs to be replaced.

To order a replacement hand soap dispenser, reservoir tube (outlet tip assembly), push bar, or reservoirs visit [pgprosupplies.com](https://www.pgprosupplies.com)

