

# TSL.R.010

ribbon soap dispenser

installation + maintenance

+  
THE  
SPLASH  
LAB

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# TSL.R.010 ribbon soap dispenser

**Read and save these instructions**

## **WARNING**

To reduce the risk of fire, electric shock or injury to persons, observe the following:

- + Use this unit only in the manner intended by the manufacturer. If you have any questions, contact the manufacturer (see back page for details).
- + This equipment should be installed in a way that ensures all electrical parts are kept dry.
- + A means of electrical isolation must be incorporated in the fixed wiring, in accordance with the current local regulations in force.
- + Disconnect the power supply before performing any maintenance on the product.
- + Children should not play with this equipment. Cleaning and maintenance shall not be performed by children without supervision.
- + This equipment is designed to be used in commercial and public areas; it is not intended for domestic or residential use.
- + Replace fuse only with the same type and rating of fuse.
- + Ensure wiring and cover is installed correctly before connecting to live power supply.
- + If in doubt, consult an electrician.

## **General information**

310 410 5008

Showroom:

8745 Washington Boulevard, Studio D, Culver City CA 90232

Warehouse + Offices:

20809 Higgins Court, Torrance CA 90501

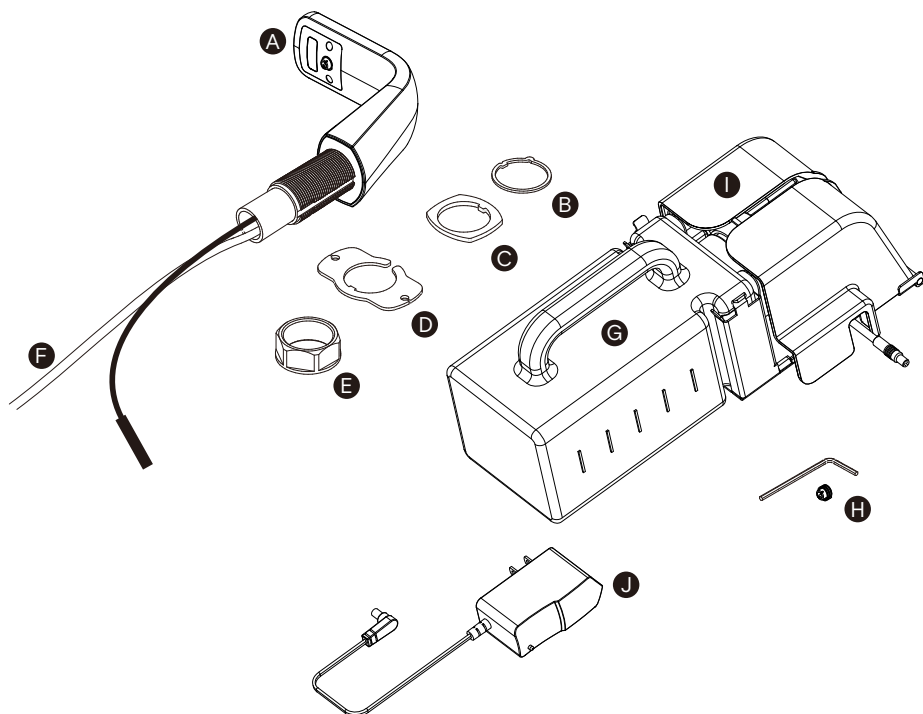
## **Technical support**

[info@thesplashlabusa.com](mailto:info@thesplashlabusa.com)

**For further contact information visit:**

[www.thesplashlabusa.com](http://www.thesplashlabusa.com)

# box contents



A	Dispenser head assembly
B	Anti-rotation collar (already installed)
C	Gasket
D	Anti-rotation washer
E	Fixing nut
F	Soap foaming pipe
G	Soap reservoir - 0.4 gallons (1500ml)
H	Hex wrench/ Soap outlet
I	Soap foamer pump unit
J	Power supply unit

# technical data

Finishes	TSL.R.010.C.H	Bright Polished
	TSL.R.010.CS.H	Brushed Stainless
	TSL.R.010.CP.H	Brushed Copper
	TSL.R.010.BK.H	Brushed Black
	TSL.R.010.BR.H	Brushed Brass
Power supply - Mains	Input 100-240V ac; 50/60Hz Output 6V DC, 1.5A, 9W max	
Power supply - Battery	6V Type AA x 4 pcs Alkaline (not included)	
Standby power	9mA	
Weight	2lb 16oz (1.4kg)	
Material	304 stainless steel	
Sensor range	5-29/32"±19/32" (150±20mm)	
Recommended soap viscosity	Foam soap: - <10cPs	
Approvals	CE, RoHS, ADA	
Warranty	1 year parts and labor	

# before you install

## Power supply

A plug socket must be provided for connection to the mains power supply.

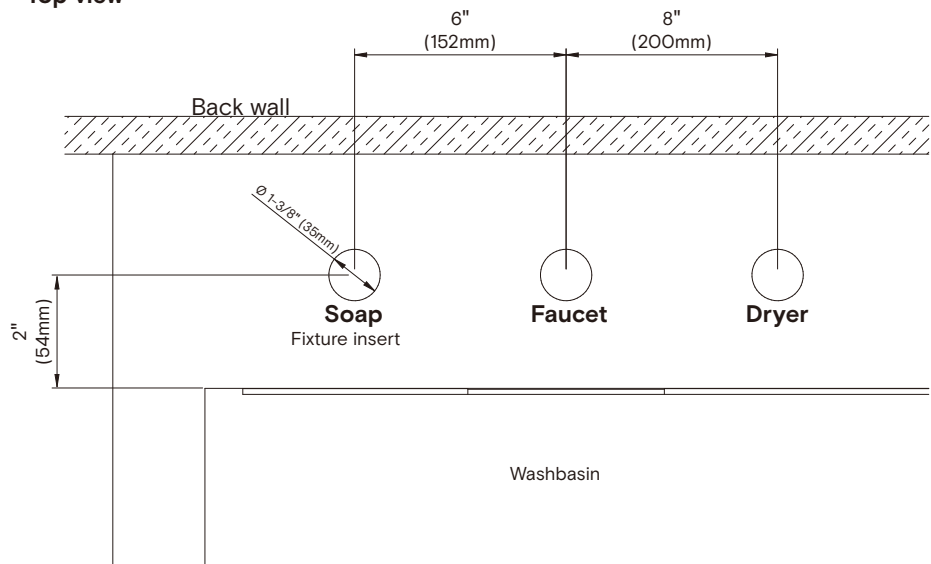
## Basins

Use of a The Splash Lab Monolith basin is recommended for use with the Ribbon range of products. If an alternative basin is used, then appropriate mounting points must be created in basin or countertop to accommodate the Ribbon products.

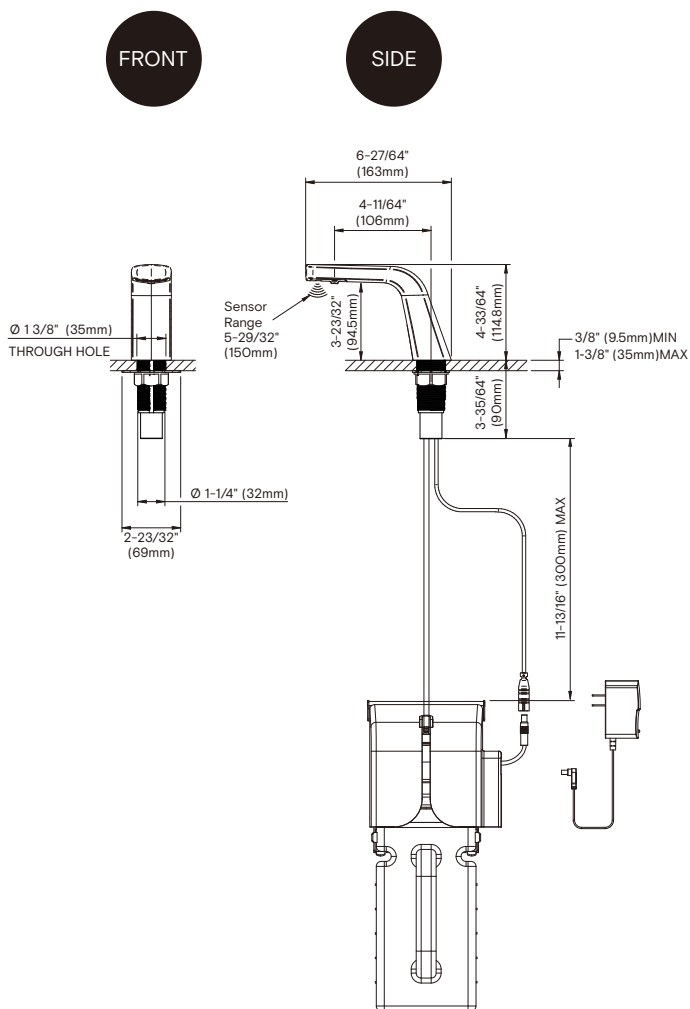
## Spacing

If the Ribbon Soap Dispenser is installed with the Ribbon Faucet, it should be 6" (152mm) to the left of the Faucet, which is at the center. The dryer should be 8" (200mm) to the right of the Faucet.

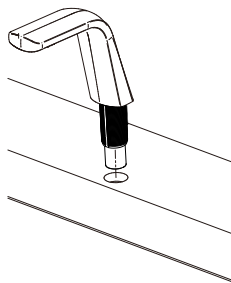
## Top view



# before you install

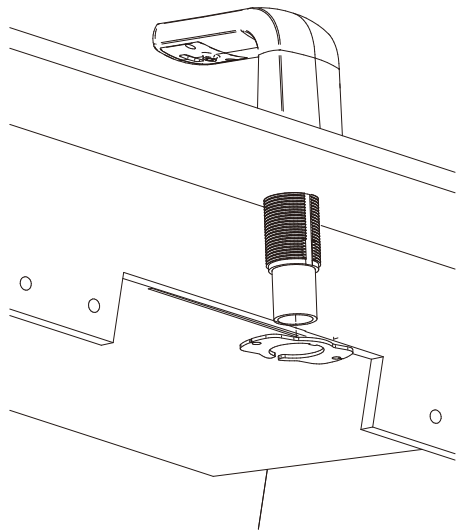


# how to install



**1**

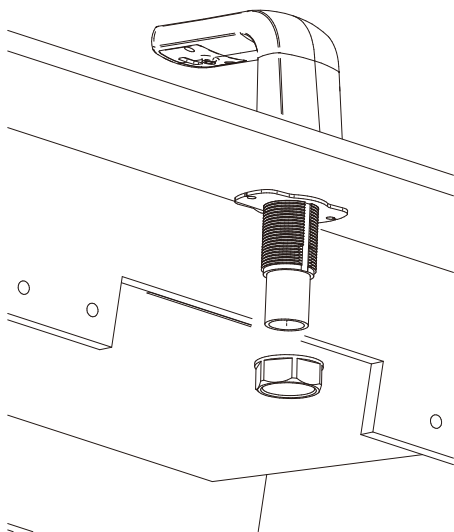
Drill hole 1 3/8" (35mm) diameter in vanity top, if not already cut.



**2**

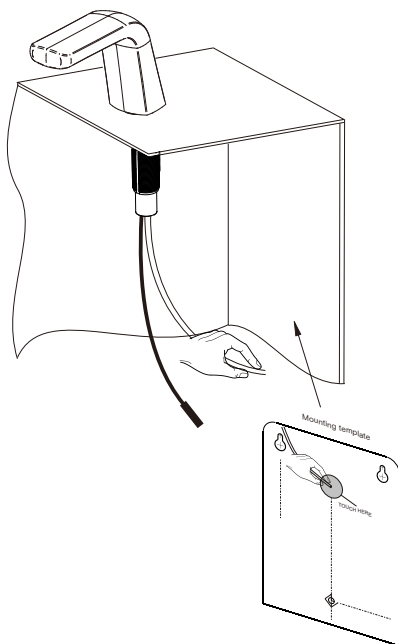
Fit anti-rotation washer from below basin.





**3**

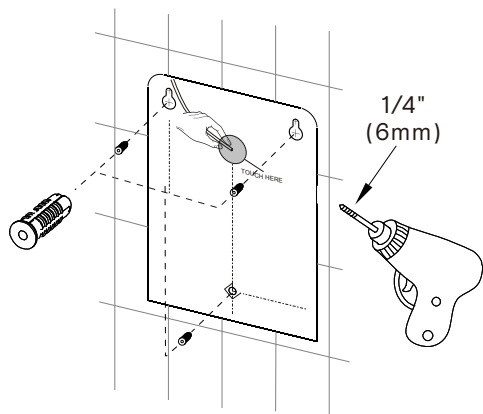
Fit fixing nut, and secure using wrench.



**4**

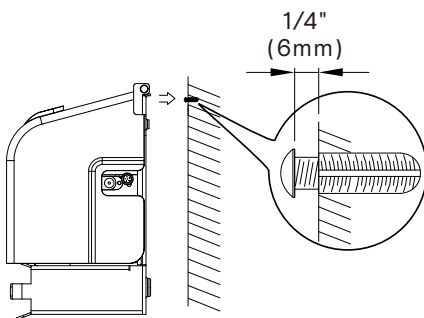
Position the mounting template at a place where the soap tube can reach the gray circle on the mounting template to find the best place to install the control box and the supporting bracket.

# how to install



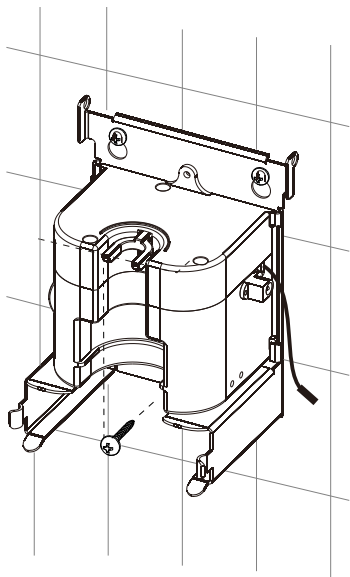
**5**

Put the mounting template in the best installation position on the wall according to the position of the holes in the mounting template. Then drill 3 holes [size:1/4" (6mm)] and put the 3 wall plugs in the holes.



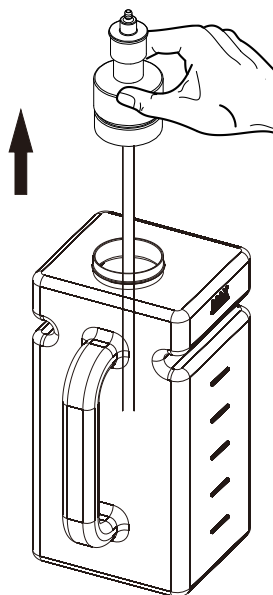
**6**

Put two fixing screws into the top wall plugs, but leave a 1/4" (6mm) space between the head of the screw and wall, so the control box assembly can hang properly.



**7**

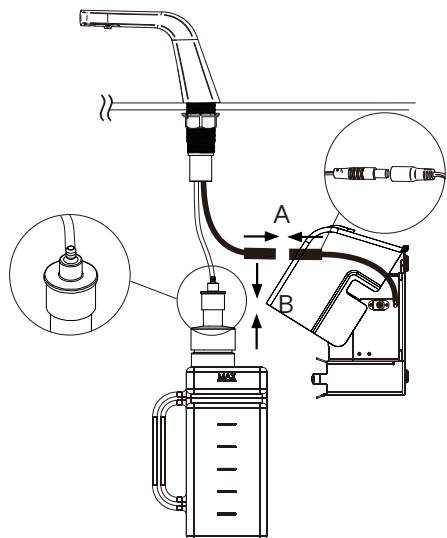
When the control box assembly has been hung on the wall, fasten the third screw into the bottom wall plug.



**8**

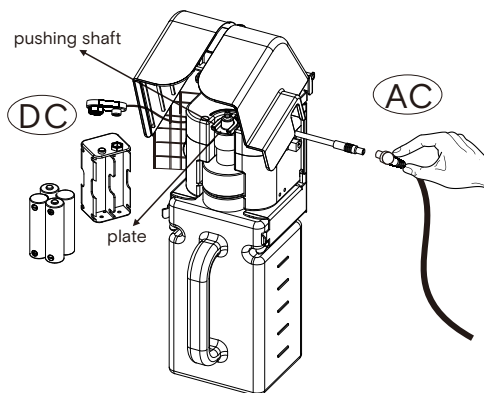
Pull up the soap pump, fill in the liquid soap and then push down the soap pump until you hear it snap into place.

# how to install



9

Connect the wire of the soap dispenser to the wire of the control box assembly. Connect the tube of the soap dispenser to the connector on the soap pump.



10

Push the soap tank to the track. Make sure the soap pump plate is under the pushing shaft before you put back the soap tank, so the soap dispenser can work properly. Plug-in an AC adapter or battery box to supply power. Installation finished.

\*To use power mains as the power source, do not place batteries in the battery compartment.

# operation

- + The user is to place hands under the sensor to activate the dispenser.  
The user then places hands within the detection range of the sensor to activate the soap dispenser.
- + The motor will start and soap is dispensed onto the user's hands.
- + The motor will stop when the user's hands are removed from the detection range.

# maintenance

- + The soap dispenser should be serviced on a regular basis to ensure long service life of the unit.
- + Isolate the unit from the power supply before any servicing or maintenance work is carried out.
- + The dispenser should be activated at least once a day to ensure that soap does not congeal in the pipework.

# cleaning

- + All grades of stainless steel will stain or discolor if due care and attention is not taken. The surface must be regularly cleaned to ensure a long service life of the soap dispenser.
- + Use a soft cloth or sponge with a mild solution of soapy water as part of the regular washroom janitorial routine. Do not use abrasive or cream cleaners as these will damage the surface finish.
- + If the soap dispenser is subjected to a highly chlorinated environment e.g. swimming pools or marine coastal locations, a further treatment, in addition to the regular cleaning as described above, is recommended to use a household cleaning product containing silicone.
- + If further information is required, contact The Splash Lab Team for more detailed stainless-steel care guidelines.

# troubleshooting

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## If the dispenser will not run

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- + Ensure there is power to the dispenser and the wire from the AC adaptor is connected correctly to the pump motor.
  - + Check that the sensor cables are fully connected to the corresponding cables from the foam pump unit.
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## If the dispenser can be heard to operate, but soap is not dispensed

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- + Check that the soap pick-up pipe is fully immersed in the soap in the reservoir. If necessary, replenish the soap in the reservoir.
  - + Check that there are no leaks in the pipework, and that all connections are fully pushed home.
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## If the dispenser runs all the time

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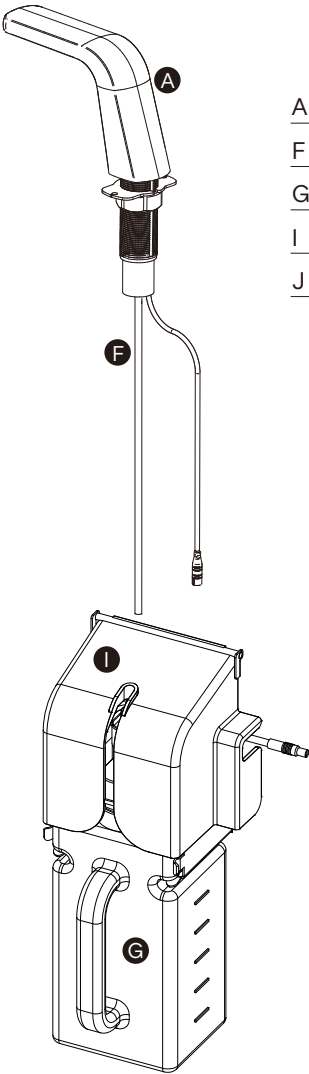
- + It is likely that the sensor is detecting either an object, or reflection causing it to operate constantly.
  - + Remove the obstruction or cause of reflection.
- 

We are always looking to improve. If these steps did not solve your problem please contact us and we will endeavor to help.

Tel: 310 410 5008

Email: [info@thesplashlabusa.com](mailto:info@thesplashlabusa.com)

# diagram



A	Dispenser head assembly
F	Soap foaming pipe
G	Soap reservoir - 0.4 gallons (1500ml)
I	Soap foamer pump unit
J	Power supply unit



# warranty

We believe the future is personal. With a global mindset, we challenge conventional restroom norms via product innovation to create considered restroom solutions for corporate and educational spaces. We use rich raw materials, cutting-edge automation and considered restroom design to powerfully and positively influence the lives of people. We are The Splash Lab.

Demonstrating our commitment to quality and our belief in the strength of our designs, we can offer the following warranties.

The Splash Lab will warrant that its products will be free of manufacturing and material defects during normal use and environmental conditions as detailed below:

**Ribbon Collection**      1 year parts & labor

If a defect is found in normal use, The Splash Lab will, at their 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.

Non-operation of the product due to environmental conditions beyond our control, installation error, incorrect maintenance, water quality, fair wear and tear, incorrect or inappropriate installation, misuse and abuse is not covered by the warranty.

Proof of purchase (original sales receipt) must be provided to The Splash Lab with all warranty claims.

The above warranty is valid for goods supplied within North America.

For goods supplied outside of North America, The Splash Lab will honor the above stated warranty periods for the parts only.

THE SPLASH LAB DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.





# contact



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