

# 5LTR DISPENSER TROUBLE SHOOTING

**The dispenser will not activate? See below for tips:**

1. Ensure that you are using LIQUID sanitiser only, not gel or foam. Use of gel will void your warranty period.
2. Change the batteries and ensure they are installed correctly. Fresh batteries will increase the voltage required to pump the liquid through the dispenser. We recommend good quality AA Alkaline.
3. Remove and clean the nozzle - the nozzle can be removed by twisting anti-clockwise. Remove built up residue with warm water and/or wipe with a damp cloth.
4. Ensure that the bottle of sanitiser liquid inside the station is full, and the tube is deep into the bottle.
5. If the lid on the sanitiser bottle is airtight, loosen the lid to allow air in. This puts less pressure on the dispenser pump.
6. Switch the dispenser onto setting 'II' for the highest liquid spray output and to initiate priming.
7. If you have just set-up your Sanitation Station, or replaced the liquid, it may take up to 10 attempts to prime the line and have the liquid spray from the nozzle. Watch as the liquid moves up through the tube and any air bubbles are dispersed.

## **Still no luck?**

- You may require a replacement dispenser pump.
- Your dispensers are covered under a 12-month warranty.
- Please call (02) 9524 0553 or email [support@sanitationstation.com.au](mailto:support@sanitationstation.com.au) to order a new dispenser pump.

# FAQ'S

## **What type of Hand Sanitiser can I use?**

This dispenser is not compatible with gel sanitiser. Using a gel product in this dispenser will void your warranty. To re-order Hand Sanitiser go to [www.sanitationstation.com.au/reorder/](http://www.sanitationstation.com.au/reorder/)

## **How many sprays will I get from a 5L container?**

Your 5L model has an adjustable spray output. On position II you will get approx. 5000 sprays (1ml) and up to 10,000 sprays (0.5ml) on position I.

## **How can I tell how much liquid is left?**

Open the Sanitation Station door and check the Sanitiser bottle located on the first shelf.

## **The Dispenser sensor is slow to react?**

Place hands under the Dispenser and lift upwards towards Dispenser. Repeat until a fine mist is sprayed into hands.

## **Can I order more sanitiser liquid?**

Yes! Visit our website to order more liquid [www.sanitationstation.com.au/reorder/](http://www.sanitationstation.com.au/reorder/)

## **How long will the Batteries last?**

The 4x AA Batteries will last up to 30,000 sprays. The unit has a light indicator (red) to show low power or obstruction.

## **I need more help!**

Call our customer care team on 02 9524 0553, or email us [support@sanitationstation.com.au](mailto:support@sanitationstation.com.au)

## HOW TO REORDER

[orders@sanitationstation.com.au](mailto:orders@sanitationstation.com.au)  
[sanitationstation.com.au/reorder/](http://sanitationstation.com.au/reorder/)

P 02 9524 0553