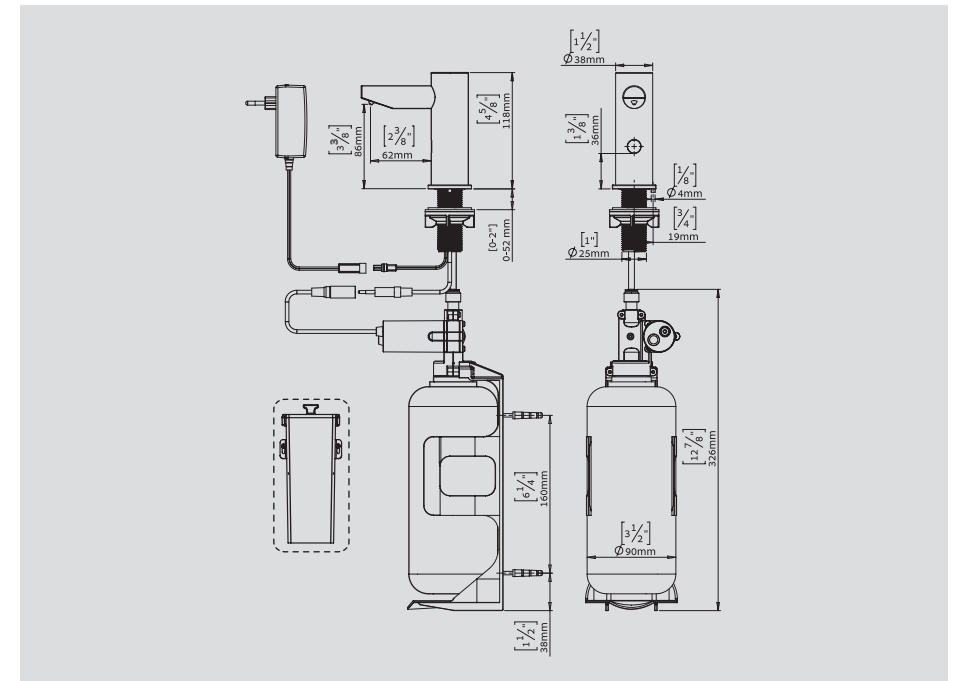




**TOUCH FREE DECK MOUNTED SOAP DISPENSER**

**Dia ActivSense<sup>™</sup> Deck Mounted  
Soap Dispenser**

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<b>BATTERY POWERED</b>	SD6350B
<b>ELECTRICAL POWERED</b>	SD6350E

<b>Capacity</b>	1 Liter / 33.8 oz., or 6 Liters / 1.6 Gallons
<b>Power Supply</b>	Battery Box for 6xD Alkaline batteries or 12V transformer
<b>Soap viscosity for liquid soap dispenser</b>	100 – 3800 cPs
<b>Standard discharge for liquid soap dispenser</b>	1.4cc (customizable by optional remote control)
<b>Sensor range</b>	30-100 mm +/- 10 mm /1.18-3.94” (customizable by optional remote control)

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## 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.

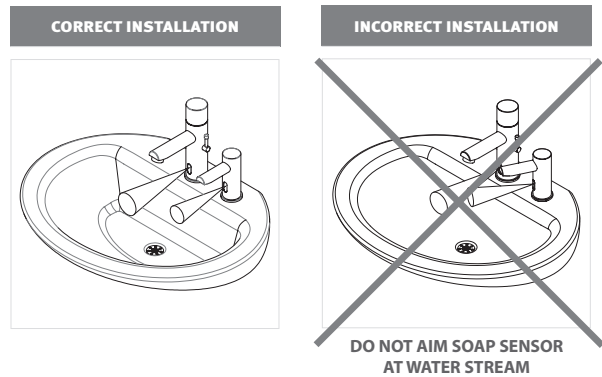
If any parts are missing, do not attempt to install your touch free soap dispenser until you obtain the missing parts.

### Warnings

Do not install the system facing a mirror or any other electronic system operated by an infra-red sensor.

To prevent reflection problems, it is recommended to keep a minimum distance of 1.50 meters between the soap dispenser and any other objects.

**IMPORTANT:** Keep in mind that when using the faucet installed next to the soap dispenser, the user hands should not interfere with the soap dispenser sensor detection area.

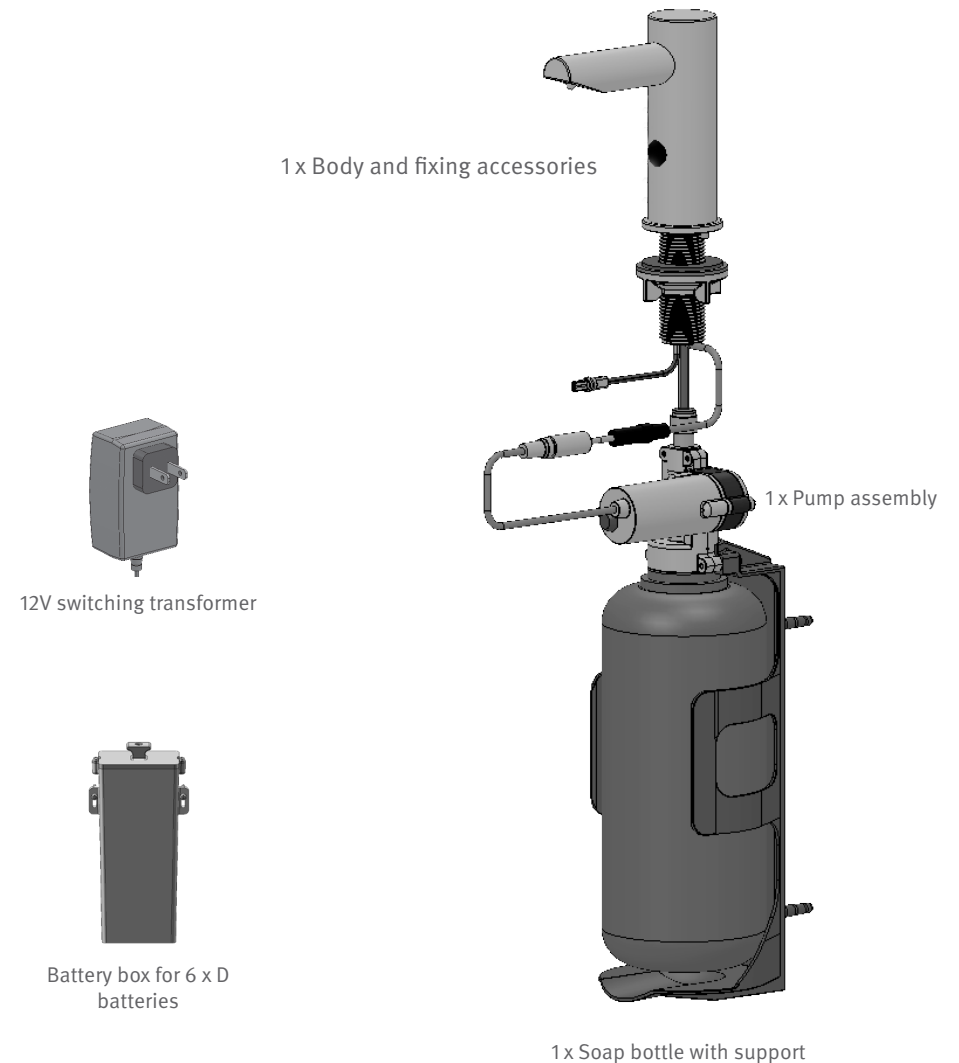


Liquid/foam soap dispensers, with proper care, will provide long term trouble free service. Quality liquid soap of recommended viscosity and pH levels are the main factors for smooth operation of your dispenser. If needed, use a viscometer to verify the viscosity of your soap to ensure maximum benefit. The recommended range for liquid soap viscosity is 100-3800 cPs and for foam - up to 100 cPs. Thicker liquid soap flows slower and inhibits the pump valve, causing strain and damage.

Liquid/foam soap dispensers are suitable for use with any generic liquid soap of the correct viscosity and pH. The pH level of all soap used in our soap dispensers should be between 6.5 to 8.5. Lower levels will cause corrosion to the metal dispenser and even the rubber and plastic components. Higher pH levels will cause swelling to rubber parts and degradation of plastic components over time.

## PACK CONTENTS

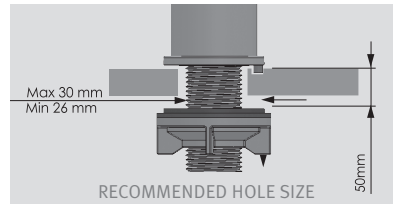
Familiarize yourself with the part names and confirm that the parts are included.



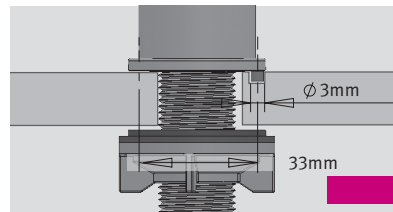
# INSTALLATION

## STEP 1 – REMOVE ALL MOUNTING HARDWARE

Drill a hole in the deck or lavatory for the soap dispenser body and a small hole for the anti rotation pin, according to the recommended hole size.  
Disassemble the nut, disk and gasket from the base of the soap dispenser body.

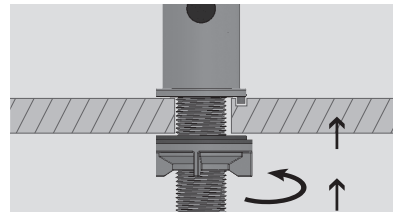


This dispenser is supplied with anti-rotation solution. Drill one additional hole for anti-rotation pin.



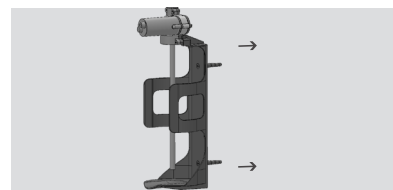
## STEP 2 – INSTALLING THE SOAP DISPENSER

1 Place the soap dispenser body along with the bottom ring into the hole in the deck or lavatory.  
Slide the gasket, disk and nut over the soap dispenser body nipple and secure it.

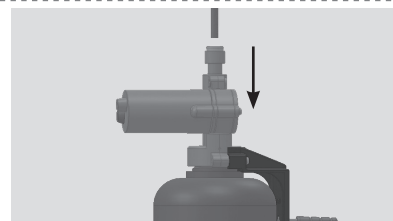


### FOR INDIVIDUAL DISPENSER MODELS:

2 Fix the bottle support to the desired location. The pump MUST be within reach range of the cable and black supply tube.



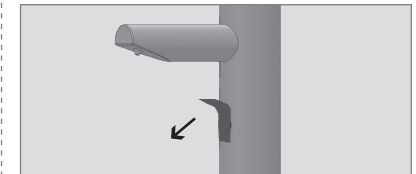
3 Snap the soap pipe from the dispenser body into the quick connection fitting of the pump.



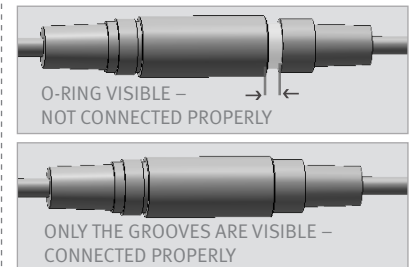
# INSTALLATION

## STEP 3 – CONNECTING THE POWER SOURCE

1 Remove the protective sticker covering the sensor. Keep away from the sensor range.



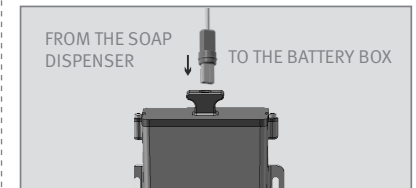
2 Connect the motor connector to its matching connector coming from the electronic unit. Please note that since the connector is water proof, some friction might apply.



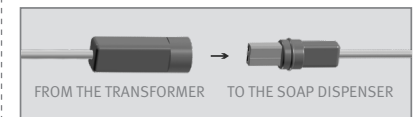
**IMPORTANT:** the 4 contacts connector should be connected properly so that the white o-ring is not visible and a clicking sound is heard.

**PAY ATTENTION:** If the 4 contacts connectors is not connected properly, the motor will work continuously.

2a **For battery versions:** install the battery box on the wall underneath the sink and connect the battery connector.  
**Caution:** make sure to connect the connectors according to the indication on the battery box sticker.



2b **For transformer versions:** plug the transformer into the electricity socket and connect the transformer connector

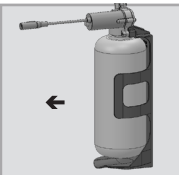


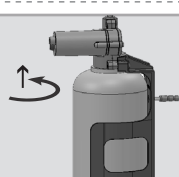
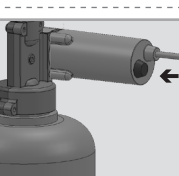



3 Wait about 10 seconds before you put your hands within the sensor range.



## FILLING THE SOAP TANK

If your model is an MF model, please refer to the Multifeed installation guide.

1	Unscrew the soap tank from the pump assembly and pull it out of the bottle support.	
2	Fill in the liquid soap up to the top line.	
3	Insert the bottle inside the bottle support.	
4	Screw the soap tank back to the pump assembly. Make sure the tank is firmly secured into 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.	
6	<b>NOTE:</b> 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.	

## REMOTE CONTROL FUNCTIONS

If available, the soap dispenser remote control can adjust the dispenser's settings. To use the remote control hold it in front of the sensor at a distance of 10-15cm (4-6").

Attention: The remote control will not operate out of the recommended range (too close or too far).

The remote control can be used to adjust the following functions:

### 1-SOAP QUANTITY

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

① 0.7 to 0.9cc    ② 1.2 to 1.6 cc    ③ 1.6 to 1.9 cc    ④ 2.1 to 2.3 cc \*

Indication: continuous blinking of the LED light in the sensor eye.

### 2-ADJ

This function resets the sensor back to factory settings.

Indication: 2 blinks of the LED light in the sensor eye.

### 3-TEMPORARY OFF FUNCTION

This function temporarily disables the dispenser. Use this function to perform maintenance in front of the sensor without activating the system (for example: cleaning). The soap dispenser will shut off for one minute after this button is pressed once.

To return to normal operation before the minute is over, press the On/Off button again. Indication: OFF – 2 fast blinks, ON – 4 fast blinks

### 4-FILL THE SOAP TANK

Once the soap tank has been filled \ refilled, press the FILL button. The pump will run for one minute, priming the piping with soap. Once soap begins dispensing from the spout, priming is complete. Press the FILL button again to stop the priming before the minute is over.

Indication: continuous solid LED light in the sensor eye.



## BATTERY REPLACEMENT

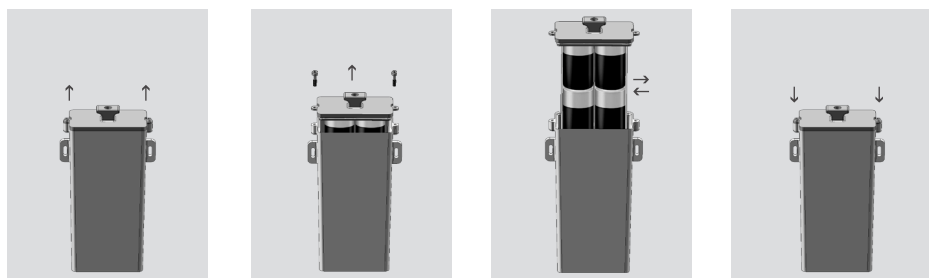
### Battery models only

When the battery weakens, the LED 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, use a 2.5 mm Allen key
2. Remove the old batteries
3. Replace the used batteries with new D batteries
4. Close the box.

NOTE: Do not mix used batteries with new ones.



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



## SPARE PARTS LIST

Seals and screws kit	SD001
Sensor kit (single)	SD002
Pump assembly	SD004
Soap bottle 1L (single)	SD005
Soap bottle support kit (single)	SD007
Battery box (batteries excluded)	SD009
12V switching transformer	SD010
Remote control for SD	RC6960SDL

## 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.

### Disassemble of the soap pipe from the pump

The soap pipe can be disconnected from the soap pump by a simple slide & pull action. The sliding ring of the quick connection fixation nipple on the pump should be pulled down. It releases the open end of the soap pipe which can then be easily pulled out.

### Clean the soap tank

Clean out the tank prior to refill by flushing warm water through the hoses and pump until clean water is released from the spout. TIP: Keeping a spare tank will enable this process to be completed in a speedy and hygienic manner with minimal downtime.

# LIMITED WARRANTY

All parts and finishes of the Symmons products are warranted to the original consumer purchaser to be free from manufacturing defects in material and workmanship for 5 years Non-Residential or Commercial Applications. Symmons warrants to the original consumer purchaser/end-user that any Symmons product will be free of defects in material and workmanship during normal domestic use for the life of your home.

Symmons recommends using a professional plumber for all installation and repair. During the warranty period, Symmons at its sole option, will provide replacement part(s) or product (or, if no longer available, a comparable product) to replace those which have proven defective in materials or workmanship under normal installation, use and service, FREE OF CHARGE for the time period of 5 years from the date of purchase.

(BATTERIES NOT INCLUDED)



### Need Help?

Symmons customer service:

(800) 796-6667, (781) 848-2250

Email: [customerservice@symmons.com](mailto:customerservice@symmons.com)

Monday – Friday 7:30 am – 7:00 pm EST



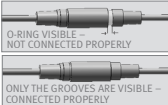
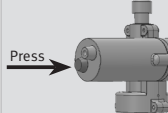
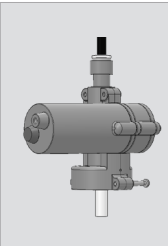
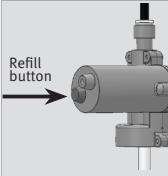
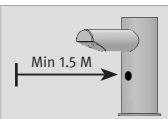
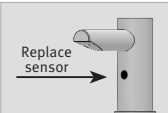
[www.symmons.com/service](http://www.symmons.com/service)

- Technical help
- Product information
- Warranty policy

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration
False activation: Soap dispensing	Continuous discharge from the nozzle	AUX connector not fully inserted	The connector should be inserted fully until white o-ring is not visible. Remove the o-ring if necessary	
	Random discharge from the nozzle	Reflection issue from other object	Eliminate any cause of reflection and if necessary use appropriate remote control to shorten detection range.	
	Soap discharging from pump housing.	Damaged pump due to high viscosity or debris in pipes	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
Soap not dispensing	Pump is making sounds when sensor is activated	Soap tank is empty	Fill with soap with correct viscosity (100 - 3800 cPs) and prime pipes using the fill button on remote control.	
		Soap dispenser has not been primed	Prime the soap dispenser by pressing the fill button on the remote or by pressing the refill button located at the bottom of the pump, until soap exits the nozzle.	
		Damaged pump (discharge from housing)	Replace the Pump	
		Debris or dried soap in the pipe or tank	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity.	
		High viscosity soap (> 3800 cPs)	NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
		Bent pipes	Unbend or straighten pipes.	

# TROUBLESHOOTING

Indication	Investigation	Cause	Solution	Illustration
Soap not dispensing	Pump is not making sound when the sensor is activated	Sensor is blinking when hand is placed in front	AUX connector not fully inserted  The connector should be inserted fully until the white o-ring is not visible. Remove the o-ring if necessary	
		Refill button on pump does not activate the pump.	Replace the Pump. Rinse warm water through the pipe and the body of the soap dispenser all the way to the nozzle.	
		Damaged pump (discharge from housing).		
		Debris or dried soap in the tank or tubing	Run warm water through pipe, pump, and body all the way to the nozzle. Replace with soap of correct viscosity. NOTE: Using the soap dispenser with high viscosity soap may cause permanent damage to the pump and shorten the lifecycle.	
	Sensor is not blinking when hand is placed in front	Refill button on pump does not activate the pump.	Transformer: Check operation with functioning transformer. Where necessary replace with appropriate transformer. For part numbers see spare parts list.	
			Battery: Check operation with functioning battery pack. Where necessary, replace batteries or replace the battery pack: Battery pack (without batteries)	
		Reflection issue from other object	Eliminate any cause of reflection and use appropriate remote control to shorten detection range.	
		Damaged sensor	If the above two solutions have not resolved this issue replace with appropriate sensor. For part numbers see spare parts list.	





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