



## **TROUBLESHOOTING GUIDE**

### **Wave'N Dry® Electronic Hands Free Towel Dispenser**

#### **Replacing batteries**

Always be sure to replace all of the batteries. All 6 “D” cell batteries and the 1 “AA” battery must be replaced at the same time. If all are not replaced you will get a reduction in the lifespan of the new batteries.

#### **When is it time to replace the batteries?**

On the bottom front of the right side of the inside body (cover open) there is a small LED light. This light will blink when battery life is near the end. When flashing you still have power for 1 to 3 more rolls, but replacement batteries should be installed.

#### **What affects battery life?**

It is critical that the roll towels are placed on the roll supports correctly. If the three notches on the end of the roll are not lined up properly with the three spokes on the right hand roll support, there will be a tremendous amount of drag on the roll and battery life will be severely affected.

#### **What to do if the dispenser is not working?**

The first thing to check is if the batteries have been dislodged from the contacts. If a patron has hit the side of the dispenser with enough force, they can knock the batteries out of place. Second, place new batteries in the unit and try it (with the front door closed). If it still does not work, either replace the unit with an extra dispenser or order another one from your distributor. You will not be charged for defective units. Please do not throw out the malfunctioning dispenser. We will collect it so we can identify the problem.

#### **What if the motor is working but the paper is partially or not coming out at all?**

This is rare, but make sure that the springs holding the front pinch roller are in place. These are small springs on either side of the front roller that keep pressure on the drive roller and advance the paper out of the unit. Once again, if a patron has hit the unit, there is slight chance that these small springs can be dislodged. Typically they are still in their place but only dislodged partly. This will cause towels to dispense partially or not at all.

#### **What if my dispenser has been damaged?**

Typically the only damage that can be done is the front cover vandalized. These covers are modular in design. Therefore if you need a new cover, Bay West can ship a replacement to your location. There is a hinge pin at the bottom of the inside cover that can quickly and easily be removed and replaced with a new cover. Also, if you require additional keys, springs or anything else for the dispenser please request them from your distributor.