

## FAQ - frequently asked Questions

Satino-Dispenser	FAQ	Solution/ Idea:
<b>301070</b> <b>Sensor Towel Dispenser</b>	The sensor does not work.	Please check whether the power plug is connected, if the batteries are inserted correctly and whether the dispenser is turned „ON“.
		If necessary check the correct charge state of the batteries.
		The dispenser works also „consumption-oriented“. Means a fresh towel is released only, if the previous was consumed. Access if necessary gently from the bottom of the dispenser and lift the inner blade slightly.
		Make sure that there is no „paper jam“ between the rollers.
		The optical sensor reacts to light changes in scope. Diffuse light, shadows, reflections etc. can restrict its function. Check possibly a different location.
		With the WEPA sensor towel dispenser, you can set pause times individually („Time/Delay“). During the break-time, the sensor switches „on mute“. Customize this pause time if necessary to your needs.
		Check if the sensor is free from dirt or other restrictions.

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<b>301070 Sensor Towel Dispenser</b>	The paper towel is too long or too short.	Mit dem Sensor-Handtuch-Spender können Sie die Blattlänge individuell einstellen. – Drehen Sie hierzu am Rad („Length/ Länge“)
	The dispenser releases paper automatically.	With the WEPA sensor towel dispenser you can set the blade length individually. To do this, rotate the wheel “Length“
	This dispenser pushes 1-2cm paper automatically.	The dispenser requires a minimum distance of 30cm above for examples wash stands, wall projections etc. Smaller distances can lead to malfunctions.
	This dispenser pushes 1-2cm paper automatically.	If the inner blade is „jammed“ the dispenser automatically moves 1-2cm paper in front in order to release the jammed blade inside.
	The motor turns slowly.	In most cases, an indicator of the declining/ poor condition of the batteries. Please check and replace.
	The motor turns slowly/ the battery consumption is too high!	The dispenser is related to OEM Satino by WEPA consumables. – Different media e.g. in size, thickness, diameter can have a negative impact
	It often comes to jam!	Please note that the paper is taken out up and sidewise. If required we can provide you with an additional ICON for better visualization.

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Satino-Dispenser	FAQ	Solution/ Idea:
<b>331060</b> <b>Sensor-Foam/Soap Dispenser</b> <b>331530 Sensor Foam/Soap</b> <b>Dispenser Mini</b>	The sensor does not work.	Please check that the batteries are inserted correctly.
	The sensor dispenser is automatic!	The sensor requires a space of at least 20cm below the dispenser. Everything else such as e.g. wash-stands, cabinets, wall projects etc are interpreted as hands and thus release a function! Place the unit again if necessary!
	The sensor reaction is different.	The sensor works with a pulse technique, which lasts in a slightly various reaction time!
	The motor turns slowly.	In most cases an indication of a waning charge level of the batteries.
	Soap/Foam runs out.	The motor does not go back to its original position, thus the pump holding down, soap can leak. In most cases an indication of a bad state of charge of the batteries.
	Foam soap catches the soap outlet.	Check the correct position of the pump inside the dispenser and press this possibly slightly towards the wall.
	The LED on the dispenser lights up blue.	The hood of the dispenser is open or not properly closed.
	The LED on the dispenser flashes up red.	The state of charge of the batteries has reached a critical level. Please replace batteries.
	The LED on the dispenser lights up red.	The batteries are used up. Please renew.
	The LED on the dispenser lights up white.	The „normal“ display during the dispensing process.

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Satino-Dispenser	FAQ	Solution/ Idea:
<b>331090 AutoCut Dispenser</b>  <b>331520 AutoCut Dispenser Midi</b>	The towel can be inferred bad!	Check that the towel roll is loaded correctly (see figure inside the dispenser)
	The paper towel wraps around the cutting drum!	In most cases an indication of a mirror converted inlaid role. Please verify the correct installations (see figure in the dispenser or instruction sheets)
	A fresh towel is not or even just slightly carried out!	Usually an indication of an excessively low mounting height of the dispenser. Instead of down, the paper is upwardly pulled against the housing of the dispenser. – We recommend a mounting height of 150cm.
	The paper towel tears in the application	Please use only the recommended Satino prestige towel 150m 2ply (316870) which is tuned in tension and tensile strength to the AutoCut dispenser.
	The paper towel has wrapped around the cutting drum!	Open the AutoCut dispenser. Lift the cover of the cutting drum. - Remove the wrapped paper. Using a cutter knife - please make sure that the cutting drum is not damaged.