



Dispenser Troubleshooting (Models 12111, 13111 and 14111)

Unit is not dispensing, and the green light does not come on

- Make sure palm of hand is far enough backwards and about 2" under the dispenser to activate it
- Make sure the batteries are of the correct type and properly installed

Unit does not dispense product, but the green light comes on

- Check that the refill bag is firmly seated in the dispenser
- Check that the red cap is removed from the refill bag
- Try to replace the bag and see if the condition improves

Unit does dispense but the red light comes on

- Batteries are getting low and need to be replaced soon

Red light is flashing

- Batteries are low and need to be replaced

Unit is very insensitive and does not dispense

- The unit is in too brightly lit of an area, try to move the dispenser out of direct sunlight

Unit is dripping

- Check that the refill bag is firmly seated in the dispenser
- Check that the refill bag has no cuts or holes in it
- Try to replace the refill bag and see if the condition improves

Unit dispenses on its own without user activation

- Unit is mounted too close to a surface underneath (try mounting the unit higher up or above a less reflective surface)

If the above suggestions do not solve your problem, please contact your account executive or customer service to obtain service or replacement.

Warranty Information

The Germstar 32oz Dispenser comes with a 1-year limited warranty on material and workmanship with submission of warranty card included with the dispenser. To preserve this warranty the following guidelines should be observed.

- Refrain from using the dispenser in extremely steamy/humid environments
- Use only Germstar refill solutions
- Observe all guidelines and instructions in this booklet

Warranty becomes void under, but not limited to, the following conditions:

- The unit is forcibly damaged
- It is used with refills that are not Germstar 32oz solutions bags
- If the battery compartment is flooded with solution