



**Tork Elevation Liquid Soap Dispenser:**  
 S1 System: 570020A (white); 570028A (black)  
**Dispenser Dimensions HxWxD Inches (cm):**  
 11.5 x 4.4 x 4.5 (29.1 x 11.2 x 11.4 cm)

**Soap Product Options (1 L bottles):**

- 400011 - Tork Premium Extra Mild Non Perfumed Liquid Soap
- 400012 - Tork Premium Luxury Soft Liquid Soap
- 400013 - Tork Premium Hair and Body Liquid Soap
- 400014 - Tork Premium Antibacterial Liquid Soap
- 400016 - Tork Premium Alcohol Gel Hand Sanitizer

**Dispenser Parts**



Part Description	Replacement SKU
PUSH BUTTON - WHITE	205602
PUSH BUTTON - BLACK	205603
KEY FOR TORK DISPENSER	200260 KEY
SOAP PUMP (GREY CAP & BLACK RUBBER)	252380-02 NEW
ELEVATION LOCK - WHITE	205502
ELEVATION LOCK - BLACK	205503

**Part Description with Replacement Instructions**

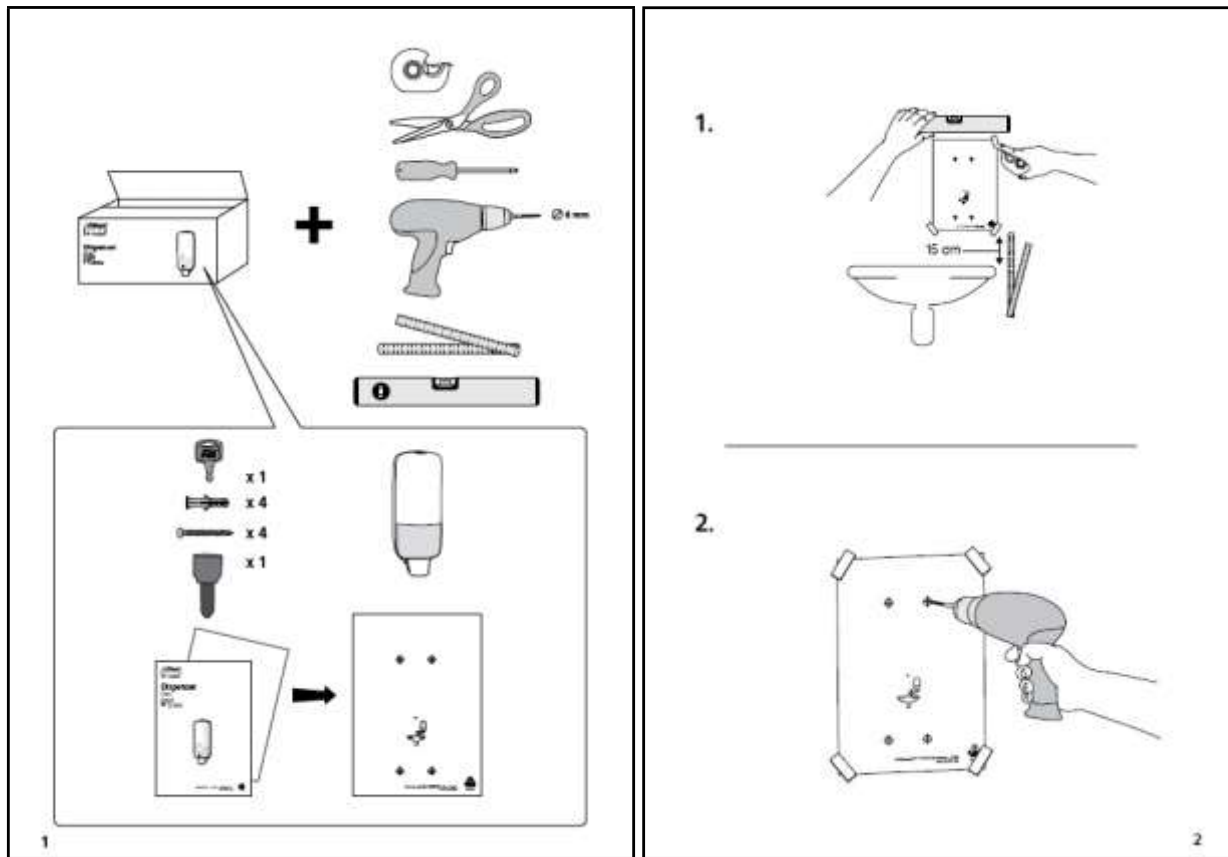
Parts with SKU numbers are available for order as of the revision date on the manual. Contact an Essity Sales Rep or the Essity Quality Coordinator to order these parts.

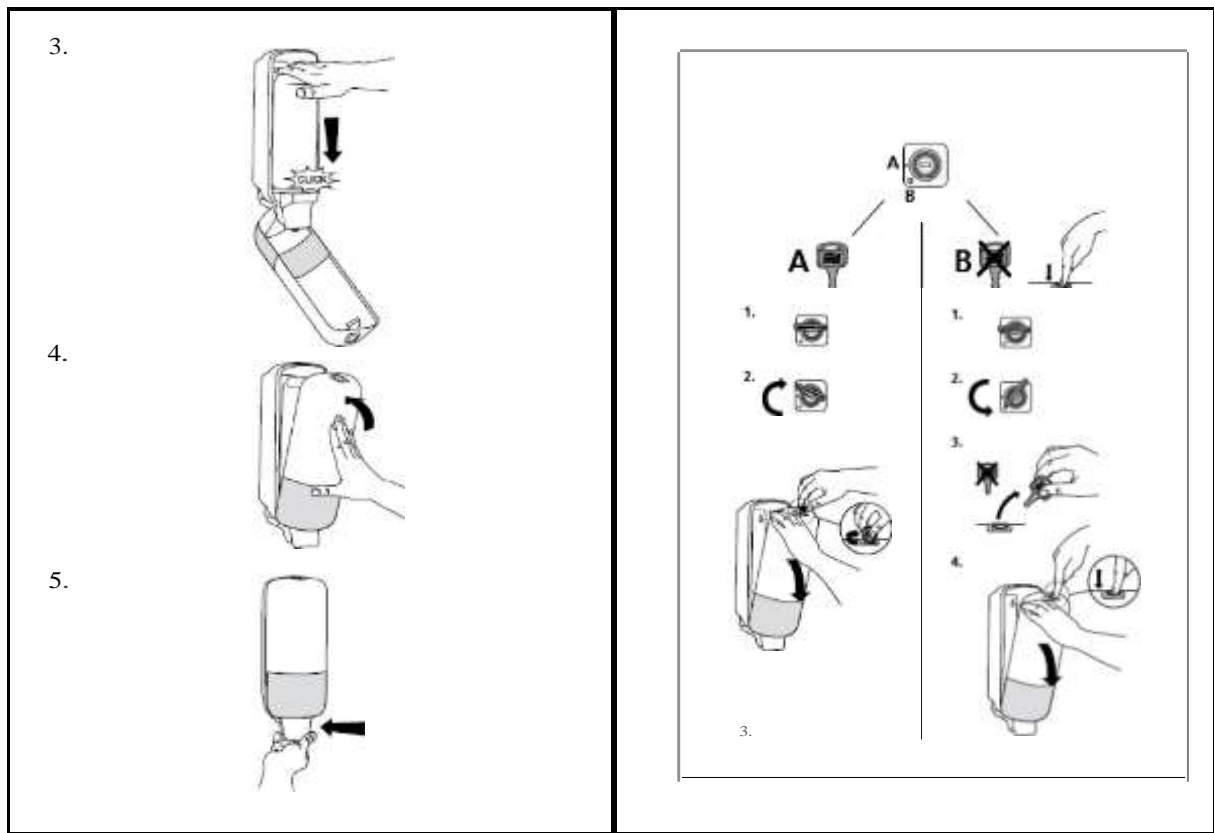
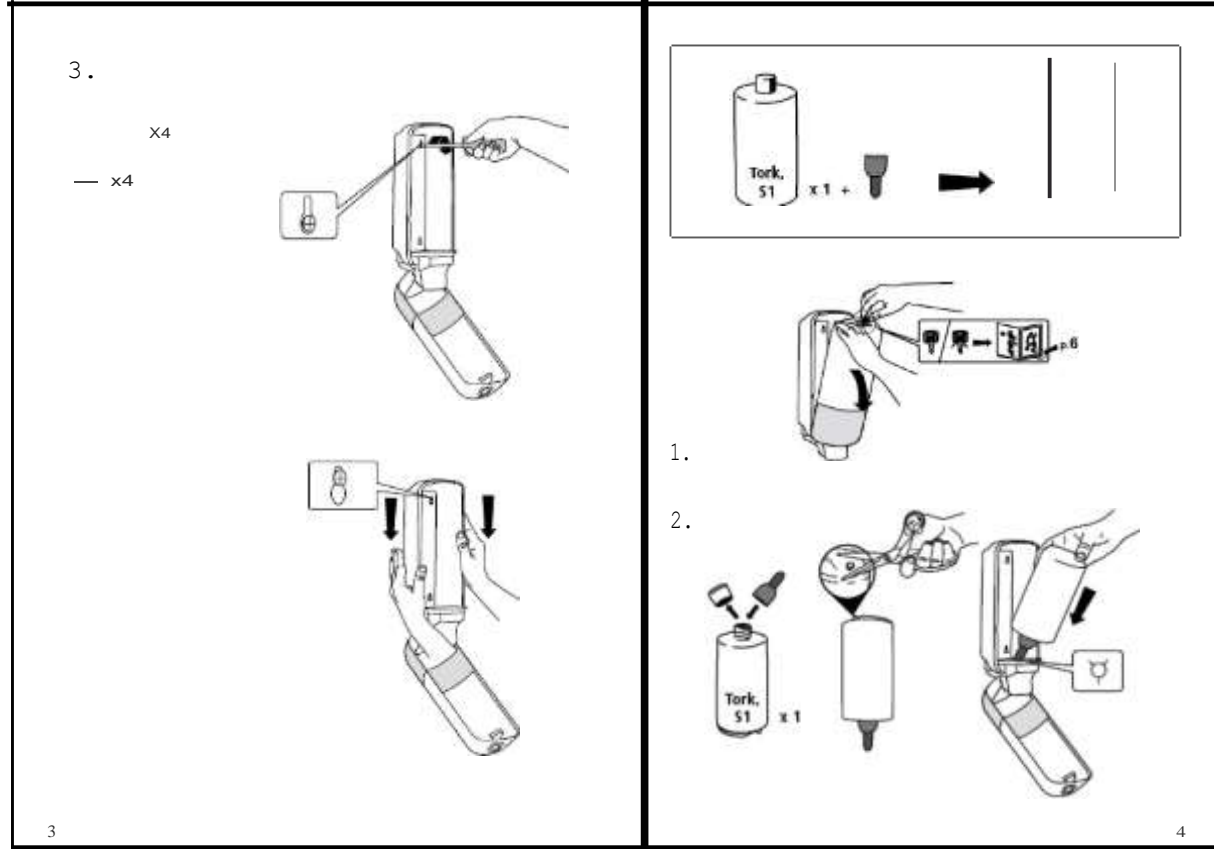
**Replacement SKU      Description & Replacement Instructions**

252380-02 NEW	<b>RUBBER PUMP NOZZLE</b> The rubber pump nozzle screws onto the top of the soap bottles. The nozzle and soap bottle are then installed into the dispenser. See the <u>Loading Instructions</u> section for more details.
205602 White 205603 Black	<b>PUSH BUTTON (WHITE OR BLACK)</b> The user presses the pump handle to dispenser soap. Open cover. Press pin on either side to release from base. Other pin will release easily. Snap new button in place.
205502 White 205503 Black	<b>ELEVATION LOCK (WHITE OR BLACK)</b> The lock can be replaced by pressing the plastic tabs on each side to free the lock from the opening.
200260 KEY	<b>METAL KEY FOR TORK DISPENSERS</b>

**Mounting and Filling Instructions**

Installation instruction sheet and mounting template are provided inside each carton.





## **Preventive Maintenance**

Clean the cover with a general all-purpose cleaner that is safe for plastics. Do not use abrasives. Dispenser is not dishwasher safe. Dispenser can be completely disassembled for cleaning, if necessary.

## **Troubleshooting**

**Problem: Soap bottle is collapsing inside dispenser, preventing bottle from completely dispensing.**

- ✓ This is a known issue being caused by the bottle and nozzle attachment being air-tight. Until this is corrected with a redesign, the recommended method to avoid this problem is to poke a small hole in the bottle to equalize the pressure inside the bottle. After the bottle and nozzle have been installed in the dispenser, poke a small hole anywhere above the soap line. The plastic is thinner on the side of the bottle compared to the bottom of the bottle, so making the hole on the side of the bottle (somewhere above the soap line) is recommended. Some sort of hand protection (ie. cutting gloves) is strongly recommended when making the hole.

**Problem: Any other problem not stated above.**

- ✓ Contact the Essity Quality Coordinator.

## **Contacting Essity**

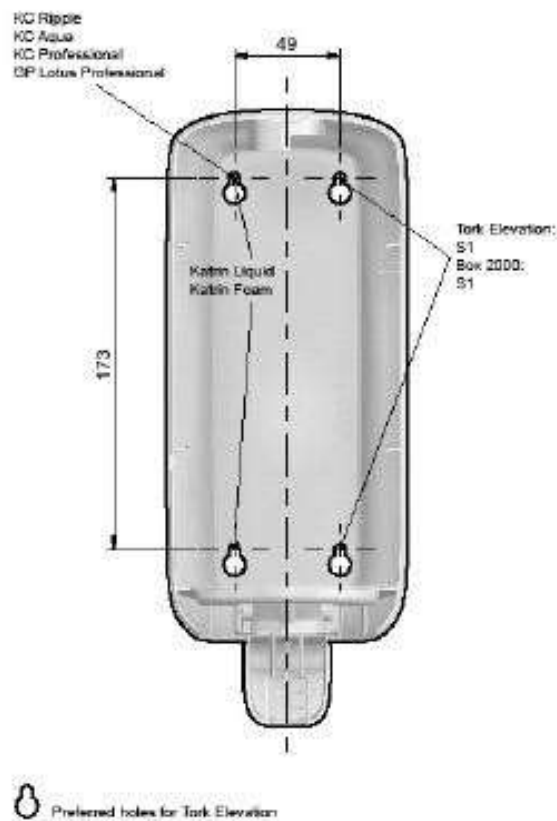
To contact the Essity Quality Coordinator, dial 1-866-722-6659 and press 6.

Product Date Code Location: The assembly date code for the product can be found on the TorkSelect label affixed to the inside back of the dispenser.



### 570020A – 570028A Tork Liquid Skincare Dispenser Mounting Hole Dimensions (mm)

#### Drilling holes:

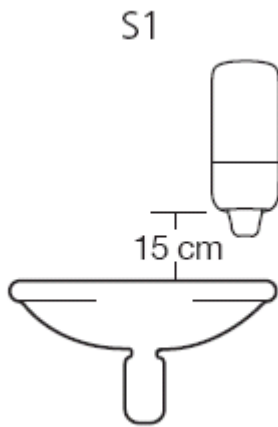


#### **Alternate Mounting (using double-sided tape)**

The dispenser is supplied with double-sided tape as an alternative mounting method.

1. Apply to clean and dry surface
2. Remove protection sheet
3. Press on firmly
4. Wait 30 minutes before loading bottle

**Recommended Mounting Height (standard access)**

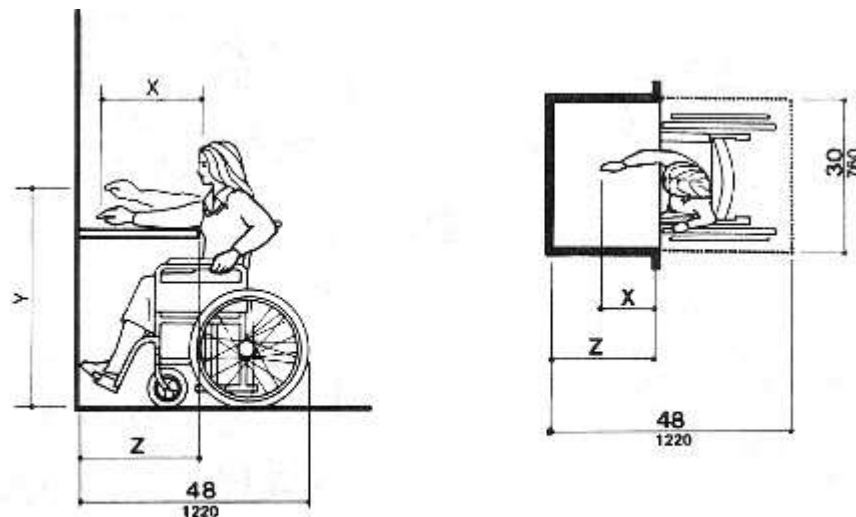


Mount soap dispenser 6" (15cm) above sink or counter surface.

**Recommended Mounting Height (ADAAG Guideline)**

**Maximum Forward Reach over an Obstruction**

The maximum level forward reach over an obstruction with knee space below is 25 inches (635 mm). When the obstruction is less than 20 inches (510 mm) deep, the maximum high forward reach is 48 inches (1220 mm). When the obstruction projects 20 to 25 inches (510 mm to 635 mm), the maximum high forward reach is 44 inches (1120 mm). (4.2.5, 4.25.3).



NOTE: x shall be  $\leq 25$  in (635 mm); z shall be  $\geq x$ . When x < 20 in (510 mm), then y shall be 48 in (1220 mm) maximum. When x is 20 to 25 in (510 to 635 mm), then y shall be 44 in (1120 mm) maximum.

**Note:** Compliance with ADA guidelines is the responsibility of the installer and building owner. Local and state requirements may differ from ADAAG guidelines.