

DS800

# DOLPHIN SOAP CARTRIDGE MULTIFEED FOAM SYSTEM

## Installation, Operation and Maintenance Guide



### PRODUCT CODES

- > DS800 Multifeed Soap System
- > DS800-Pipework Pipework & Fittings Pack – Order 1 per dispenser
- > Dispensers not included - order separately

Guide created July 2019 : Revision B

# CONTENTS

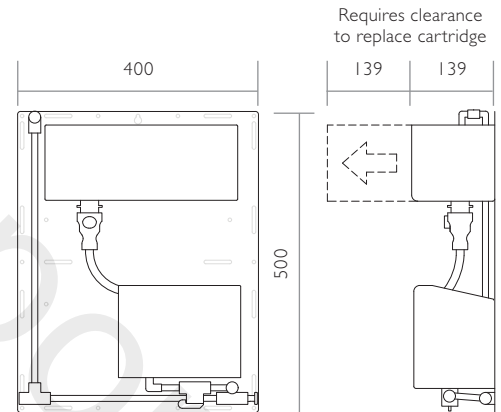
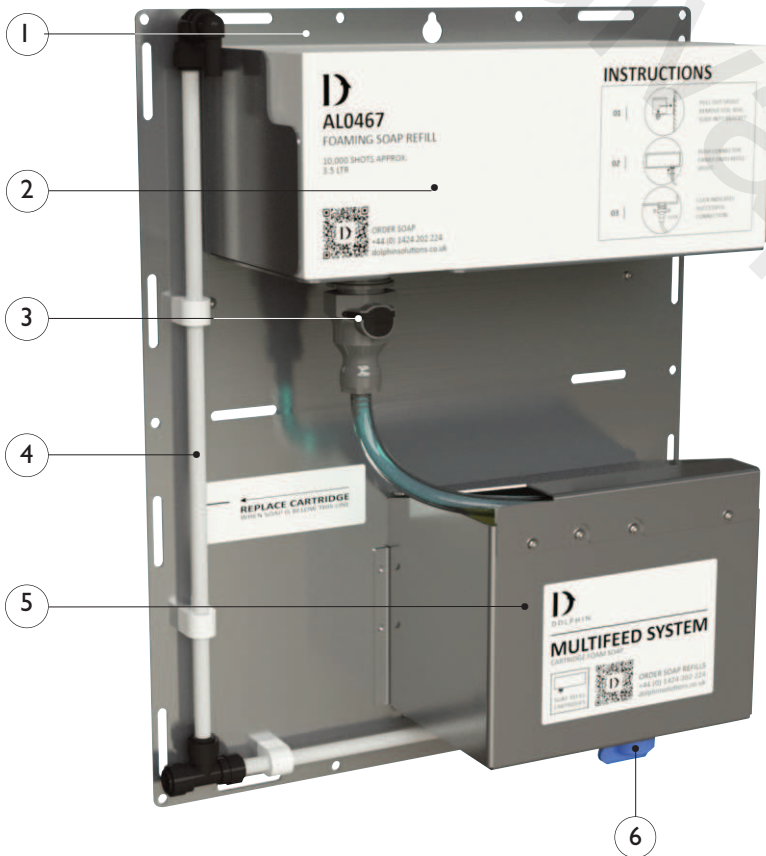
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# PACK CONTENTS

## 1 x WALL MOUNTED MULTIFEED SYSTEM

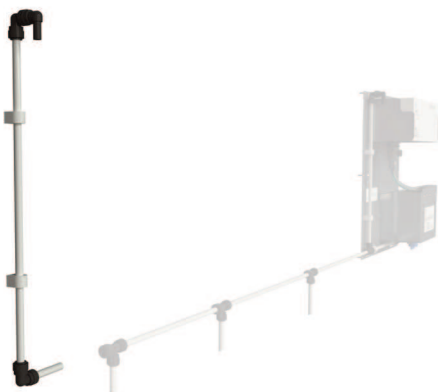
Fasteners included



Description	Additional information
1 Back Plate	Variety of fixing holes
2 3.5 Litre Refill Cartridge	Consumable item 1 x complimentary cartridge supplied
3 Valved Connector	Used to remove and replace cartridge from the system
4 Level Indicator Pipe	Visual indication of soap level to inform when cartridge needs replacing
5 2 Litre Reservoir (Fixed)	Continues supply to dispensers while cartridge is empty and awaiting replacement
6 Isolation Valve	For isolation of soap supply to dispensers

## 1 x VENT PIPE

Placed at end of dispenser run



## 1 x PIPEWORK / FITTINGS PACK

1 pack per soap dispenser

- 1 x 900mm Length Pipe
- 1 x 10mm Equal Tee Connector
- 1 x 10-8mm Straight Reducer
- 4 x 10mm Pipe Clips



# INSTALL QUICK START GUIDE

## Key

P = Pump

C = Compressor

➔ = Soap flow

### STEP 1 SELECT POSITION

Select position for multifeed system ensuring facility staff will have unobstructed access for regular cartridge replacement.

### STEP 2 FIX MULTIFEED

Mount multifeed system onto flat wall using the fixing holes and slots provided.

### STEP 3 FIX PIPEWORK

Use pipework and fittings to create a straight and horizontal run past all dispensers. Breakoff to each dispenser using tee fittings.

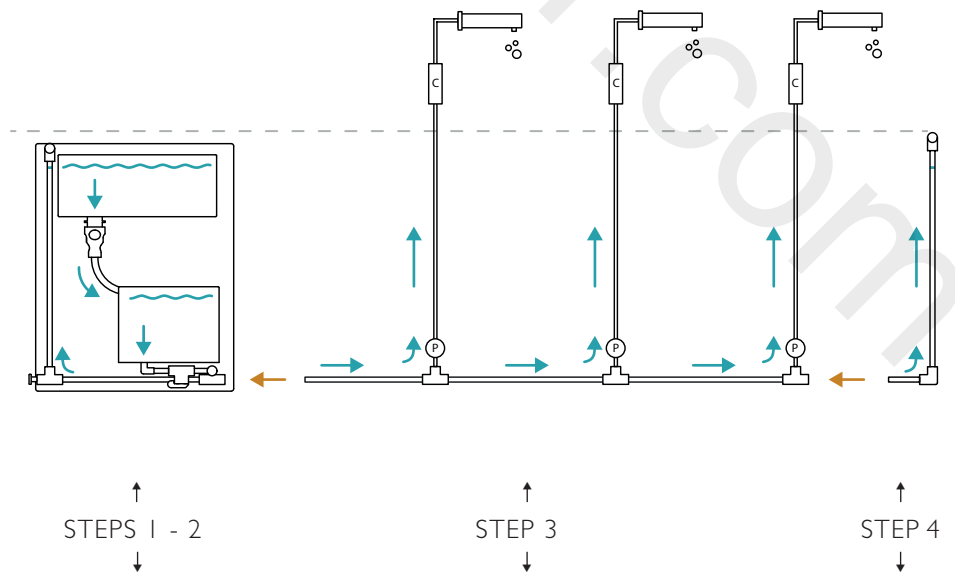
### STEP 4 FIX VENT PIPE

Install vent pipe vertically at the end of the run. Ensure top is higher than multifeed system to avoid overflow.

## EXAMPLE 1

### SYSTEM PLACED BELOW DISPENSERS

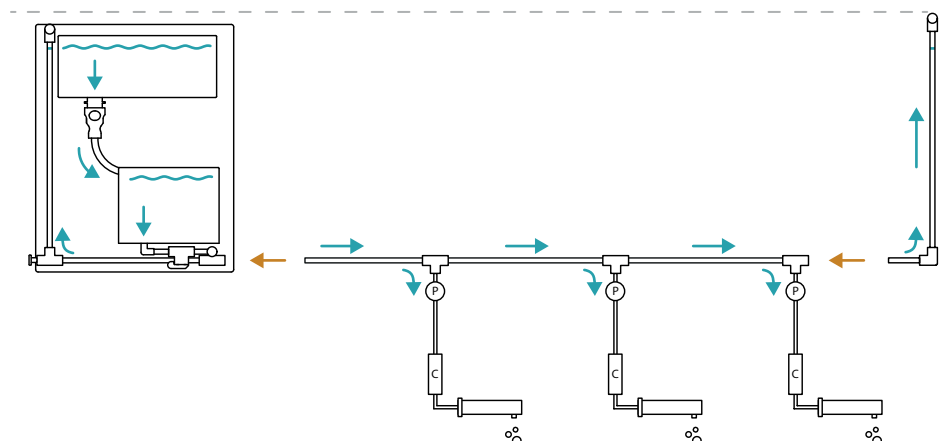
- › Ensure pumps are installed below system and foaming compressors are placed directly next to dispensers



## EXAMPLE 2

### SYSTEM PLACED ABOVE DISPENSERS

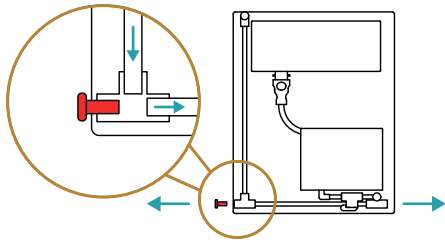
- › Ensure foaming compressors are placed directly next to dispensers



# INSTALL IMPORTANT NOTES

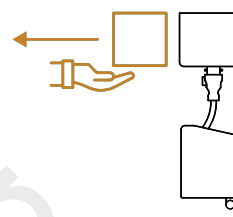
## SUPPLY DIRECTION

- › Soap supply can feed left or right from multifeed system.  
Move supplied red plug to block direction not in use.



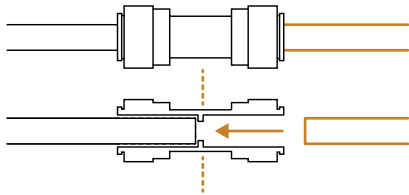
## EASE OF ACCESS

- › Ensure facility staff will have unobstructed access to multifeed system being mindful they will need to access the system regularly to replace the cartridge.



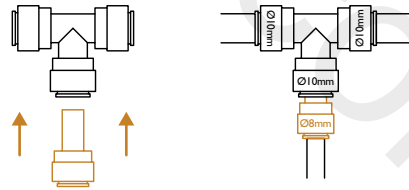
## PUSH FITTINGS

- › Push pipe all the way in to avoid leaks. Pull to check the pipe is secure.
- › Keep fittings and pipework clean and scratch free.
- › Avoid angled cuts or distortion by cutting with pipe cutters.



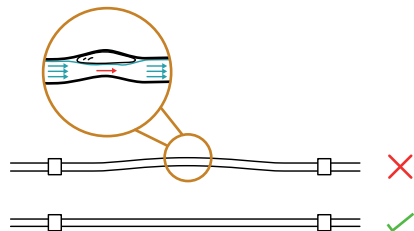
## 10-8mm REDUCER

- › 10-8mm reducer can be used to step down pipe size dependent on input diameter of selected dispensers.
- › If required, push the reducer into the 10mm equal tee fitting at the breakoff point to each dispenser.



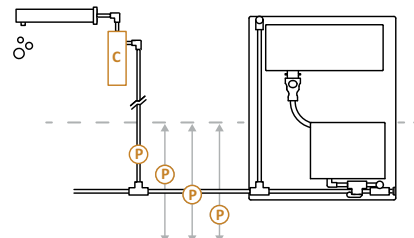
## STRAIGHT PIPEWORK

- › It is vital to install pipework straight as undulations will trap air reducing efficiency and function.
- › Use pipe clips provided or a metal cable tray.
- › A slight upwards gradient towards the vent pipe is acceptable and can help air escape.



## COMPRESSOR & PUMP

- › Compressor (C) mixes air with soap to create foam soap. For best results, place compressor as close to the dispenser as possible.
- › Place Pump (P) below cartridge to reduce work load on the pump and increase its lifespan.



## SOAP TYPE

- › Foam refill soap cartridges must be purchased from an authorised supplier.
- › Contact Dolphin for information.

## COMPATIBLE DISPENSERS

- › Panel mounted: **BCL632F**
- › Counter mounted: **BC633F**
- › Behind mirror : **BCZI596**

# INSTALL EXAMPLE SET-UPS




## Key

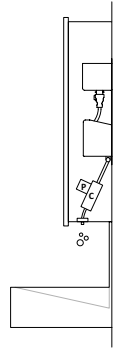
P = Pump

C = Compressor

01




### Multifeed System Behind Mirror

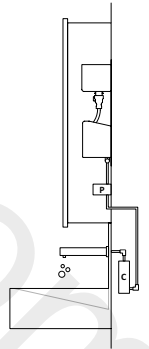
-  System behind mirror
-  Automatic dispensers
-  Behind mirror dispensers



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### Multifeed System Behind Mirror

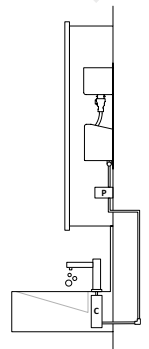
-  System behind mirror
-  Automatic dispensers
-  Panel mounted dispensers



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### Multifeed System Behind Mirror

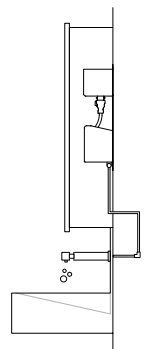
-  System behind mirror
-  Automatic dispensers
-  Counter mounted dispensers



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### Multifeed System Behind Mirror

-  System behind mirror
-  Manual dispensers
-  Panel mounted dispensers



# INSTALL EXAMPLE SET-UPS




## Key

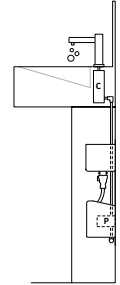
P = Pump

C = Compressor

05




### Multifeed System Under Counter

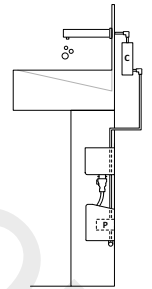
-  System under counter
-  Automatic dispensers
-  Counter mounted dispensers



06




### Multifeed System Under Counter

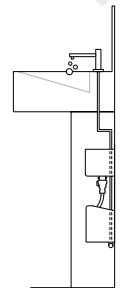
-  System under counter
-  Automatic dispensers
-  Panel mounted dispensers



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### Multifeed System Under Counter

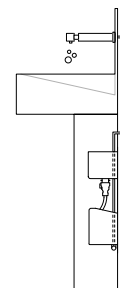
-  System under counter
-  Manual dispensers
-  Counter mounted dispensers



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### Multifeed System Under Counter

-  System under counter
-  Manual dispensers
-  Panel mounted dispensers

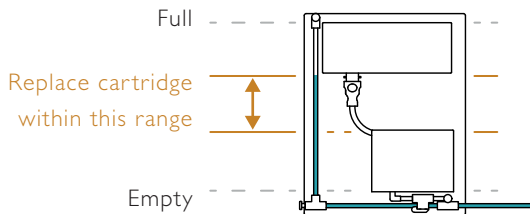




# OPERATIONS AND MAINTENANCE

## CHECK SOAP LEVEL

- › Level indicator pipe provides visual indication of soap level to inform when cartridge requires replacement.



## ORDER MORE SOAP

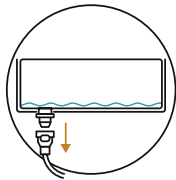
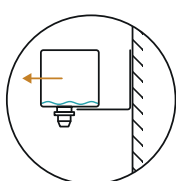
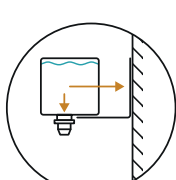
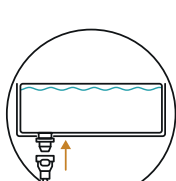
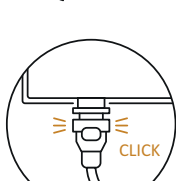
- › Foam refill soap cartridges must be purchased from an authorised supplier.
- › Contact Dolphin for information.

WEB [dolphinsolutions.co.uk](http://dolphinsolutions.co.uk)  
TEL +44 (0) 1424 202 224  
FAX +44 (0) 1424 205 200



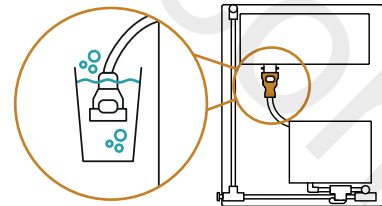
## REPLACE CARTRIDGE

- › Instructions to replace refill cartridge below.
- › These instructions are also printed on each individual cartridge.

-  01 › Disconnect empty box by pressing firmly on button and pulling downwards
-  02 › Slide refill off bracket and recycle cardboard box and ramp
-  03 › Pull out spout from inside new refill, remove foil seal and slide into bracket
-  04 › Push connector firmly onto refill spout
-  05 › Click indicates successful connection

## CLEAN CONNECTOR

- › Connector can require cleaning after time to remove build up of soap residue.
- › To clean, disconnect from cartridge and submerge in a cup of warm water. Dry and reconnect.



## CLEAN THE SYSTEM

- › When cleaning the outside of the system do not use steel wool or cleaning agents containing alcohol, acid, or abrasives. These substances could damage the surface of the system or react with materials used inside causing leaks.
- › For surface cleaning use only soap and water and wipe dry with a clean cloth. When cleaning around the system ensure it is protected from any splattering of harsh cleansers.
- › The sealed multifeed system and pipework will not require any internal flushing.

## CLEAN DISPENSERS

- › See technical documents on specific dispensers for information on maintenance and cleaning.



# TROUBLESHOOTING

For accurate troubleshooting on individual soap dispensers seek the guide for that specific model via [dolphin.co.uk](http://dolphin.co.uk).

For troubleshooting on the cartridge multifeed system and adjoining pipework see below.

Assumption is made that there are no issues with individual soap dispensers.

PROBLEM	SYMPTOMS	CAUSE	SOLUTION
› LEAK AT A PUSH CONNECTOR FITTING	Connector has tension on it / pipework is not level as it enters connector.	Pressure compromising the integrity of the joint.	Reconfigure pipework to release tension. A cable tray is the best way to keep pipework straight and level.
	Connector has no tension on it and all pipework enters parallel.	Pipe not fully inserted into connector. Seal not made.	Ensure pipework is fully inserted into connectors. Pull to check.
		Dirt compromising joint integrity. Seal not made.	Remove pipe from connector and clean. If damaged replace/re-cut pipe.
		Angled cut comprising joint integrity. Seal not made.	Remove pipe from connector and re-cut.
› LEAK UNDER MULTIFEED SYSTEM	Soap leaking around connector.	Valved connector is not fully coupled with cartridge spout.	Disconnect connector, ensure cartridge spout is slid correctly into bracket, then firmly reconnect. Click indicates successful connection.
		Soap has built up around connector during cartridge replacements.	Clean valved connector following instructions in the maintenance section.
	Soap leaking under reservoir.	Reservoir bag has been damaged.	Request service visit by Dolphin engineer to replace reservoir bag.

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Assumption is made that there are no issues with individual soap dispensers.

PROBLEM	SYMPTOMS	CAUSE	SOLUTION
<p>NO FLOW OF SOAP TO DISPENSERS</p>	<p>When automatic dispensers are triggered, no soap is dispensed.</p>	<p>System has run out of soap and cartridge is empty.</p>	<p>Replace cartridge and bleed dispensers if air has entered.</p>
	<p>When manual pumps depressed, no soap is dispensed.</p>	<p>Valved connector is not fully coupled with cartridge spout.</p>	<p>Disconnect connector, ensure cartridge spout is slid correctly into bracket, then firmly reconnect. Click indicates successful connection.</p>
	<p>Assumption: No issue with actual dispensers. All pipework connections are free of leaks</p>	<p>Reservoir isolation valve is closed. (Blue handle is perpendicular to pipework)</p>	<p>Turn blue handle so it is parallel with pipework and front of reservoir.</p>
		<p>Soap has not been bled all the way to dispensers.</p>	<p>Bleed the system.</p> <p>For automatic dispensers use the refill button to prime the dispensers.</p> <p>For manual dispensers pump until soap is dispensed.</p>

# WARRANTY, COMPLIANCE & CERTIFICATION

## WARRANTY

Dolphin warrants that its products will be free of defects in material and workmanship during normal use for one year from the date the product is purchased.

If a defect is found in normal use, Dolphin will, at its discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty. Proof of purchase (original sales receipt) must be provided to Dolphin with all warranty claims.

Dolphin is not responsible for labour charges, installation, or other incidental or consequential costs other than those noted above. In no event shall the liability of Dolphin exceed the purchase price of the product.

If you believe that you have a warranty claim, contact your Dolphin Distributor, Dealer or Plumbing Contractor. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, the date the product was purchased, from whom the product was purchased and the installation date. Also include your original invoice.

DOLPHIN AND/OR SELLER DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

This warranty excludes product damage due to installation error, incorrect maintenance, wear and tear, battery, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer.

## WELL COMPLIANCE

The DS800 used in conjunction with compatible foam soap dispensers meets the requirements outlined in WELL v2 2018 by IWBI (International WELL building Institute)

Section

Water, W08 Handwashing, Part 2A

WELL is a building standard with an aim to improve global health by transforming the spaces where people spend their lives. Research and evidence based.

By using sealed soap cartridges in the DS800, the risk of bacterial contamination is dramatically reduced creating a more hygienic washroom compared to those using bulk fill top up containers.

## PATENT PENDING

Pending UK Patent Application

No. 1314060.3

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