

# USER MANUAL

## GPURE® SMARTEC PLUS Stainless Steel Electronic Soap Dispenser



- **PLUS1020S** - Hob Mounted Electronic Soap Dispenser
- **PLUS2520S** - Wall Mounted Electronic Soap Dispenser



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\*Disclaimer: Stainless Steel Grades 304 is manufactured with ZERO\* Lead.

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## Scope of Use

Installation of all products should adhere to the manufacturer's guidelines, as well as comply with PCA, AS/NZS3500 standards, and any other relevant regulatory provisions. This product range complies with the Lead Free requirements of the National Construction Code Volume Three.

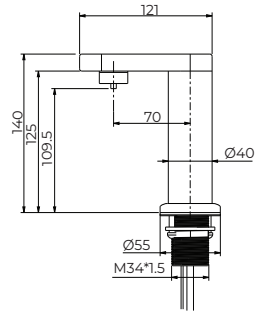
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- **Viscosity Level:** 1-3500m Pa.s (cP)
- **Suggested Viscosity Level:** 1800Pa.s (cP)
- **Soap Bottle Capacity:** 1L
- **Power Voltage:** 12V
- **Sensor:** Laser technology
- **Material:** Stainless Steel (304)
- **Mounting:** Wall or bench installation

## Technical Information

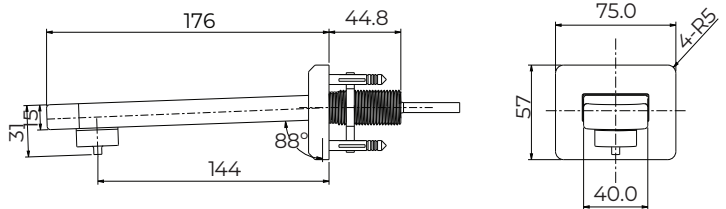
Body Material	Stainless Steel (SS304)
Pump mechanism	Plastic
Outlet	Free Flow
Run time	1.5 seconds (auto on / off)
Finish	Polished Stainless Steel
Servicing	Preventative Maintenance

## Product Images & Technical Drawings



### PLUS1020S

Zero Lead Stainless Steel 304 Hob Mounted Electronic Soap Dispenser w/ Laser Sensor  
Mains Powered



### PLUS2520S

Zero Lead Stainless Steel 304 Wall Mounted Electronic Soap Dispenser w/ Laser Sensor  
Mains Powered

Note: Dimensions are provided as a guide and are subject to manufacturing tolerances.

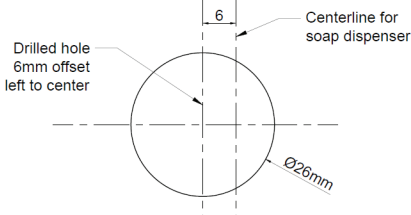
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## Installation Steps

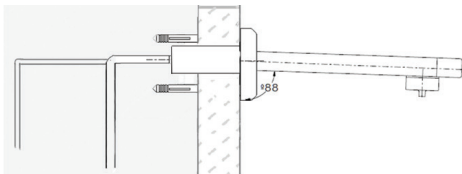
### PLUS1020S & PLUS2520S MOUNTING INSTRUCTIONS

#### For the Wall Mounted Unit

- Step 1. Drill a hole (2 mm) at the desired location for the soap dispenser spout installation.



- Step 2. Remove cover flange and slide the cover flange along the spout.
- Step 3. Remove fixing screws and backnut together with the G1/2 thread. (No need for this installation)
- Step 4. Attach the soap tube to the barb at the rear of the spout.
- Step 5. Feed both the soap tube and sensor cables through the hole. (Conduit recommend)
- Step 6. Fasten the spout flange with the 4 fixing screws.
- Step 7. Slide the cover flange against the wall and replace the cover flange screw.
- Step 8. Connect both sensor cable and soap tube to the soap pump.
- Step 9. Connect power supply.

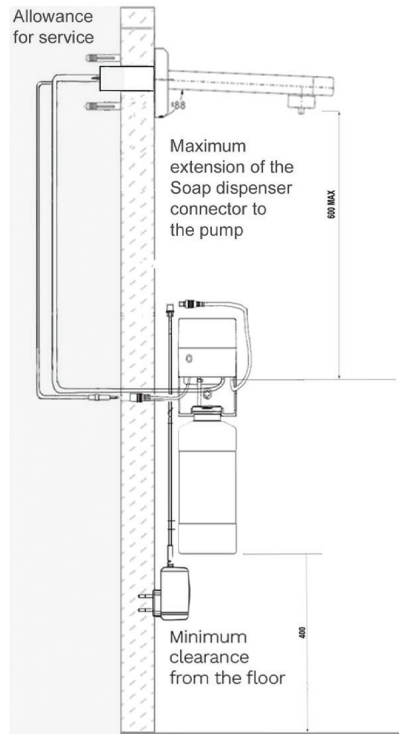


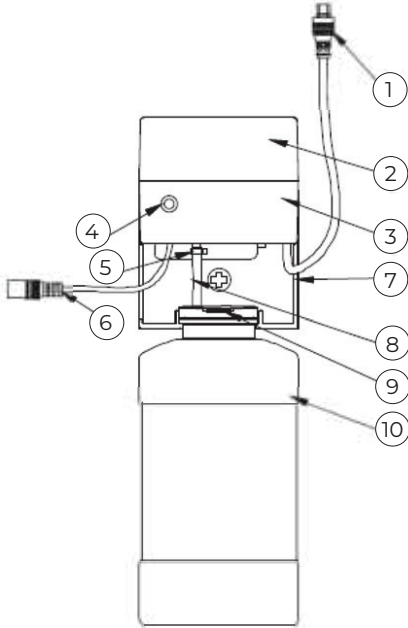
Refer to the following diagram for the pump installation.

#### For the Bench Mounted Unit

- Step 1. Drill a hole (34mm to 35mm) in the counter top.
- Step 2. Remove the locknut and washer. Insert the sensor cable followed by the soap tube through the tap hole. Finally, insert the tap body.
- Step 3. Replace lock nut and fasten to the bench / basin.
- Step 4. Connect both sensor cable and soap tube to the soap pump.
- Step 5. Connect power supply.

#### Pump Installation Diagram for All Units

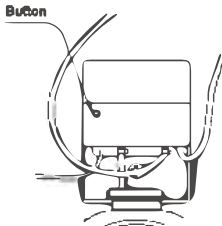


**SOAP DISPENSER CONTROL BOX ASSEMBLY DIAGRAM**


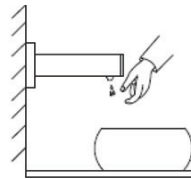
Item#	Part Name
1	Sensor cable (female)
2	Control box cover
3	Control box base
4	Button to release air
5	Hose clip
6	Power cable
7	Fixed frame
8	Suction hose
9	Bottle cap
10	Soap bottle

**BEFORE FIRST USE**

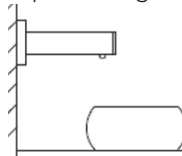
On first use, push the button to release air till soap comes out from spout.


**Figure A**

Step 1. Move hand into induce range, soap comes out.



Step 2. After a second, the soap dispenser stops working.



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## Troubleshooting

Problem	Cause	How to Fix
No soap or foam	<ul style="list-style-type: none"><li>Blocked hoses</li><li>Very slow soap</li><li>Taking too long to come out</li></ul>	<ul style="list-style-type: none"><li>Clean out hoses using warm water</li><li>Make sure to use the correct viscosity soap, this could damage the pump, please refer to the installation guide.</li><li>Foam-maker is blocked</li><li>Soap could be too thick, or the hoses are blocked</li><li>Ensure to prime the hoses before use</li><li>Ensure to clean the hoses with warm soapy water if the soap is hard or not been used for a long duration</li></ul>
Nothing is happening	<ul style="list-style-type: none"><li>No lights</li></ul>	<ul style="list-style-type: none"><li>Make sure the power is switched on</li><li>Ensure the sensor has lights when hand is under the sensor, if not then check for power connections and or the power supply is on</li><li>When in doubt, please refer to the above to make sure pipes are not hard and blocked</li></ul>
Too much soap	<ul style="list-style-type: none"><li>Soap is running out for a long time</li></ul>	<ul style="list-style-type: none"><li>It could be that you need to adjust the sensor to reduce the time to reduce the soap been disposed from the tap</li></ul>
Soap or foam comes out when nobody uses	<ul style="list-style-type: none"><li>Incorrect installation or the periodic sensor is activated</li></ul>	<ul style="list-style-type: none"><li>Reinstall the unit according to the guide</li><li>Ensure the sensor is not set for periodic sensor in activation</li></ul>
The soap tap is too loose in the bench of basin	<ul style="list-style-type: none"><li>The soap taps spout turn, loose in the bench or basin</li></ul>	<ul style="list-style-type: none"><li>Have you put in the correct hole in the bench of the basin</li><li>The installation is not done correctly, please ensure the under-bench parts are secured firmly.</li><li>If the back nuts are loose, then this problem will occur</li></ul>

## Cleaning & Maintenance

**To minimise downtime and maximise the functional life of the product, GENTEC recommends servicing your product at least every 12 months, under heavy use may need to be checked and serviced more often.**

- The product must be handled carefully to avoid causing any physical damage.
- Use the product at least once every week to ensure all parts are kept lubricated and functioning properly.
- Service the product at least once a year to avoid any product failures - The service timeline provided is based on normal use. More frequent servicing may be required for heavy usage.
- The service timeline provided is based on the normal use. More frequent service may be required for hard usages.
- A working pressure of 350kPa is highly recommended to ensure the maximum up-time of the product.
- Regularly clean the product with a soft cloth with warm soapy water, wash off with warm water and dry off with a soft dry cloth, paying attention to removing the dust and contamination in the bends and joints is highly recommended.
- Abrasives, hard clothes, strong acids, and bleaches must be avoided when cleaning all GENTEC products.
- Installation must be completed by a qualified and licenced plumber and adhere to AS/NZS3500 and manufacturer's recommendations.

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## Water Quality

### Maximum chloride Cl- level Guidelines in plumbing systems

	Cold Water	Hot Water
Grade 304L	200	50
Grade 316L	1000	250

When materials may be used in either hot or cold water lines, the guidelines for hot water should be used.

Within these guidelines at ambient temperatures and provided the pH >~6, any negative effect to stainless steel will be unlikely.

Note: Chlorides in water - where the density of the solvent (water) is 1 (which it is to within 0.1% at ambient temperatures), then mg/L = ppm.

For brass products, please ensure the chlorine and chloramines levels are not more than 0.4 ppm.

Please ensure that the water quality supplied to the fixtures meets safe drinking standards to prevent potential staining of the product.

### Chlorine guidelines (not to be confused with chloride)

- 304L suitable for chlorine levels up to 2ppm.
- Short term dosing, for example 25-50ppm, for sterilisation purposes of 24-48 hours acceptable if effectively flushed through afterwards.
- Sterilisation is essential during commissioning of potable water systems.

Reference: <https://www.assda.asn.au/component/content/article?id=271:chlorine-and-chloride--same-element,-very-different-effect>

## Responsibly Sourced



### Reduce Carbon Footprint

GENTEC is rejuvenating the product- no power, less maintenance and longer life.

### Rejuvenation Program

To learn more about the rejuvenation program, please contact our customer service at [info@gentecaustralia.com.au](mailto:info@gentecaustralia.com.au) for more information.

### Ethically and Environmentally Sourced

Please refer to GENTEC Business Ethics & Ethical Sourcing Policy at <https://gentecaustralia.com.au/terms-and-conditions/>







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A: Unit 6, 20-28 Ricketty St,  
Mascot, Sydney, NSW 2020

E: [info@gentecaustralia.com.au](mailto:info@gentecaustralia.com.au)

P: +612 9319 4422

F: +612 8088 7635

Gentec products come with a Manufacturer's Warranty. To ensure the validity of this warranty, Gentec products must be installed following the provided installation instructions and adhering to AS 3500, NCC Volume Three, relevant Australian Standards, and any local authority requirements applicable to the product. Additionally, water and electrical supply conditions must meet the appropriate national and/or state standards. Non-compliance with these provisions may void the warranty and impact product performance.

Note: The information provided is only a guide, actual product may differ. The information here should not be relied on without clarification with Gentec. Gentec reserves the right to make design changes at any time without notification.

\*Subject to terms and conditions. For detailed warranty information, installation compliance, maintenance and cleaning guidelines, and other relevant details, please visit <https://gentecaustralia.com.au>

[gentecaustralia.com.au](https://gentecaustralia.com.au)