



## Operating Manual for Smixin Hand Washing Station

Wall-mounted / Countertop / Free-standing

The version of the user manual is written at the end of each page. Note that this version is subject to updates. The prevailing version is present on the Smixin website, at this address: [www.smixin.com/support](http://www.smixin.com/support).

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# 1 Safety

## 1.1 General safety rules

*Qualified personnel* The Hand Washing Station is continuously connected to the electrical mains, clear fresh water mains and waste water drainage. For these reasons any installation, connection, and maintenance work shall only be carried out by qualified personnel.

Qualified personnel are distinguished from non-qualified personnel by the following skills and abilities:

- Professional training as well as additional knowledge and experience,
- Knowledge of respective technical terms, knowledge of relevant rules and regulations,
- Ability to evaluate the assigned tasks, ability to recognize potential hazards and ability to take appropriate safety measures.

*Defects and repairs* In the case that any defect is identified for the Hand Washing Station, please contact the service partner or Smixin SA

## 1.2 Hazards in handling the Hand Washing Station

### 1.2.1 Intended use

The Hand Washing Station is intended for washing hands only.

In order to use the Hand Washing Station as intended, only use consumables recommended by Smixin SA

The Hand Washing Station can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.

Children shall not play with the Hand Washing Station.

Cleaning and user maintenance shall not be made by children unless they are older than 8 years and supervised.

### 1.2.2 Foreseeable misuse

Washing other body parts or objects in the Hand Washing Station is considered to be improper use.

Use of consumables other than those recommended by Smixin SA is also considered to be improper.

### 1.2.3 Bacteria build-up and Contamination

#### WARNING



#### Soiling and bacteria build-up

- ▶ Connect the SMU to the soap bag connector firmly (see chapter 7.3.3 Insert soap bag).
- ▶ Change the SMU after 3,000 hand washing cycles or after 6 months of use at the latest.

#### WARNING



#### No drinking water

The water and air mixture is not for drinking. It may contain traces of soap.

### 1.2.4 Fire hazard

#### WARNING



#### Fire Hazard

- ▶ Make sure that no burning or hot objects are thrown into the waste bag.

### 1.2.5 Electrical hazards

#### WARNING



#### The Hand Washing Station is constantly loaded with an electrical low-voltage charge

- ▶ Switch off the Hand Washing Station immediately, if you discover damage of adaptor or power cable.
- ▶ The external cord of the power supply cannot be replaced; if the cord is damaged, the power supply shall be scrapped.
- ▶ The Hand Washing Station shall only be used with the power supply provided.

**WARNING**

- ▶ Operating the system close to other electronic equipment may cause interference if the equipment is inadequately protected. Observe any warning signs and manufacturers' recommendations

**1.2.6 Mechanical hazards****WARNING****The system may fall down due to incorrect installation**

Severe injuries from crushing and impact, material damage to the system and the water supply line are possible

- ▶ Be sure that the wall respectively the counter on which the Hand Washing Station is mounted can support the weight of the system.
- ▶ Make sure that the Hand Washing Station is mounted professionally on the wall respectively the counter and that all necessary screws are used.
- ▶ Make sure that floor cleaning machines are kept at a sufficient distance from the system in order to prevent collision.
- ▶ Never hang or place heavy objects on top of the system.

**WARNING****The doors may drop when loaded improperly**

- ▶ Never hang or place heavy objects on the door.

**1.2.7 Other hazards****WARNING****Optical Hazard**

- ▶ The Docking Station contains a powerful led. Do not look directly at it.

## 2 Introduction

### 2.1 Scope of delivery

The scope of delivery includes:

- Hand Washing Station,
- Power supply with national adapters,
- Soap bag with SMU,
- Paper,
- Paper roll tube (for models with automatic dispenser),
- Keys,
- operating manual,
- USB cable (for models without screen),
- Positioning jig for fixation on a counter,
- Screws for fixation on a counter.
- Water drain system.

In addition for the Wall-mounted:

- Wall bracket and screws to assemble it,
- Bottom Box and screws to assemble it,
- Screws and dowels for the wall bracket.

In addition for the Free-standing:

- Bottom Base and screws to assemble it,
- Bottom Box and screws to assemble it.

### 2.2 Instructions provided in this operating manual

- An essential prerequisite for a safe handling of this system is the knowledge of the basic safety rules.
- This operating manual contains the most essential instructions for a safe operation of the system.
- This operating manual, and especially the safety instructions, must be strictly observed by each person who does maintenance work or changes the system parameters on the Hand Washing Station.
- The owner is obligated to make sure that any person conducting maintenance work or makes changes to the system parameters on the Hand Washing Station is familiar with the operating manual.
- In addition, the local rules and regulations for accident prevention valid at the site of installation must also be followed.

## 2.3 Warnings and Notes

This system is designed and manufactured with care. Nevertheless, risks may result from its use.

The system is to be used only

- for the intended use (see 1.2.1 Intended use) and
- only when it is in absolutely perfect condition in regards to safety regulations.

Warnings and notes are given in this operating manual in standard form and as symbols:

### WARNING



**Non-observance of this safety advice may result in injury or material damage.**

- ▶ Here you will find the actions to take for avoiding danger.

### NOTE



- ▶ Here you will find useful tips on using our product.

## 2.4 Declaration of conformity



The machine was developed referring to the following directives:

- Low Voltage Directive: 2006/95/EC (until 19<sup>th</sup> April 2016),
- Low Voltage Directive: 2014/35/UE (from 20<sup>th</sup> April 2016),
- EMC Directive: 2004/108/EC (until 19<sup>th</sup> April 2016),
- EMC Directive: 2014/30/UE (from 20<sup>th</sup> April 2016),
- Machinery Directive: 2006/42/EC,
- RoHS Directive: 2011/65/UE.



## 2.5 Guarantee

Generally, the General Conditions of Sales of Smixin SA apply. Any guarantee and liability claims for personal injury and property damage are excluded if they are caused by one or more of the following reasons:

- Hand Washing Station is not used as intended,
- Hand Washing Station is improperly used or modified,
- Hand Washing Station is operated with defective or improperly installed or non-functioning safety devices and guards,
- Instructions for transport, storage, installation, operation and maintenance given in the operating manual of the Hand Washing Station are not observed,
- Insufficient supervision of wear parts,
- Case of force majeure and influence of foreign bodies.

Warranty obligations are limited to 2 years and related to defects in materials and workmanship.

## 2.6 Contact address

### **Smixin SA**

Rue Centrale 115  
CH-2500 Bienne 7  
Switzerland

Switchboard +41 32 366 64 00

Technical Hotline +41 32 366 64 01

Mail: [info@smixin.com](mailto:info@smixin.com)

Internet: [www.smixin.com](http://www.smixin.com)

## 2.7 Rating plate

The rating plate is located behind the Hand Washing Station.



*Fig. 1 Rating Plate*

### 3 Product overview

The Smixin Hand Washing Station possesses three variants:

- Countertop
- Wall-mounted: Countertop + Bin module + Wall Bracket
- Free-standing: Countertop + Bin module + Bottom Base

Moreover, two options can be added to the system:

- Automatic Paper Dispenser: Dispenses automatically one sheet of paper at the end of the hand washing.
- Touch Screen: Allows to display video for user guidance and advertisement and easy parameterization of the system using the touch screen or WLAN access

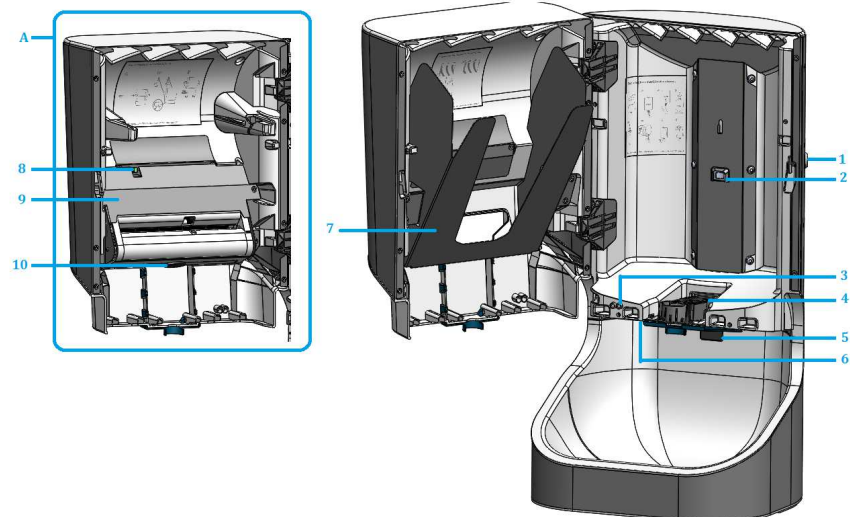


Fig. 2 Interior view of the Upper Part

- |                        |                             |
|------------------------|-----------------------------|
| 1 Lock                 | 7 Manual paper dispenser    |
| 2 On/Off Switch        | A Automatic version         |
| 3 Lights               | 8 USB Micro B access*       |
| 4 Docking Station      | 9 Automatic paper dispenser |
| 5 Body Sensor          | 10 Paper dispensing button  |
| 6 Cleaning mode button |                             |

\*USB access is located at the same area on systems with manual paper dispenser.

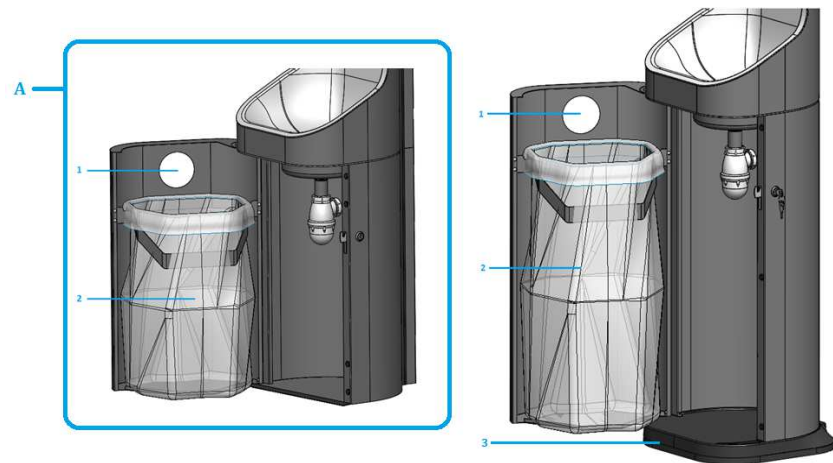


Fig. 3 Interior view of the Upper Part

- 1 Bin hole
- 2 Waste bag (not provided)
- 3 Bottom Base
- A Wall-mounted version

### 3.1 Overview of functions

The Hand Washing Station provides a complete hand wash cycle following the steps below:

- Wetting and soaping** The SMU mixes water, soap and air to a soap emulsion enabling efficient wetting and soaping in one step. The duration of soap distribution as well as the amount of soap is configurable.  
The factory setting is 0.5 ml of soap, which is dispensed during 3 seconds.
- Pause** The configurable pause between the steps wetting / soaping and rinsing allows additional scrubbing time.
- Rinsing** Hands are rinsed with a water and air mixture. The rinsing time is configurable.
- Drying** The paper dispenser provides paper for drying hands. The Wall-mounted and Free-standing models additionally include a paper bin.

## 3.2 Washing hands

A body sensor detects the presence of a person in front of the Hand Washing Station. Once a person is detected, a white light illuminates the sink.

As soon as the user puts his/her hands under the outlet, a hand sensor initiates a hand-washing cycle.

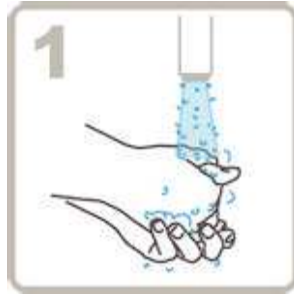


Fig. 4 *Wetting and soaping*

The soap emulsion is distributed. Wetting and soaping hands are done in one step.



Fig. 5 *Pause*

A programmable pause allows additional time for scrubbing.



Fig. 6 *Rinsing*

A mixture of water and air ensures efficient rinsing.

After rinsing the paper dispenser provides paper to dry the hands.

### 3.3 SMU and Docking Station

The Smart Mixing Unit (SMU) and Docking Station are the key components for the hand washing function.

The SMU performs the following functions:

- dosing and pumping the soap into the mixing chamber,
- mixing soap, water and air to a soap emulsion,
- dispensing the soap emulsion for the wetting and soaping step as well as distribution of a mixture of water and air for the rinsing step.



Fig. 7 SMU

- |               |             |
|---------------|-------------|
| 1 Soap pump   | 3 Air inlet |
| 2 Water inlet | 4 Spout     |

The Docking Station is the fixture of the SMU. It comprises:

- motor of the soap pump,
- quick connection with the water line,

To open the docking station, just pull in your direction. To close the docking station, push it back into place until it snaps with a clicking sound.

## **4 Installation and Initiating operation**

### **4.1 Appropriate operating site**

The Hand Washing Station shall not be used outdoors and must be protected against moisture, heat (ambient temperature > 40 °C), oily, sun and corrosive environment. Install the Hand Washing Station so that it is protected from direct sunlight and in an environment that is not too brightly enlightened.

Use the hand wash system in a normal environment without significant vibration or dust and, in particular, without flammable gases or combustible evaporating liquids.

For connection and environmental conditions please refer to chapter 9 Technical data.

### **4.2 Offloading**

Avoid any shock and damage to the Hand Washing Station.

The Countertop model is provided in one box. The Wall-mounted and Free-standing models are provided in three boxes each.

In their packaging the Hand Washing Station model Countertop has a weight of approx. 20 kg, the model Wall-mounted approx. 36 kg and the model Free-standing approx. 40 kg. Carrying and offloading should be carried out by 2 persons.

After arrival of the system check all components for damage from transport. In case of any transport damages please immediately notify your service partner or Smixin SA

### **4.3 Qualification of installation and commissioning personnel**

The Hand Washing Station is connected to the clear fresh water and the drainage network. In addition a power connection is necessary. Installation, Commissioning and repair work may therefore only be carried out by qualified personnel!

## 4.4 Installation of Countertop Hand Washing Station

The Countertop Hand Washing Station is supplied with a positioning jig and 6 screws for installation on a counter. The supplied screws (5 x 45 mm) are dimensioned for counters with a thickness between 5 and 30 mm. If your counter measures more than 30 mm, the screws should be longer by the difference between 30 mm and the actual counter thickness.

### WARNING



#### Damage of the sink due to long screws

- ▶ If you use other than the supplied screws, make sure that they are not too long. Oversized screws damage the sink of the Hand Washing Station.

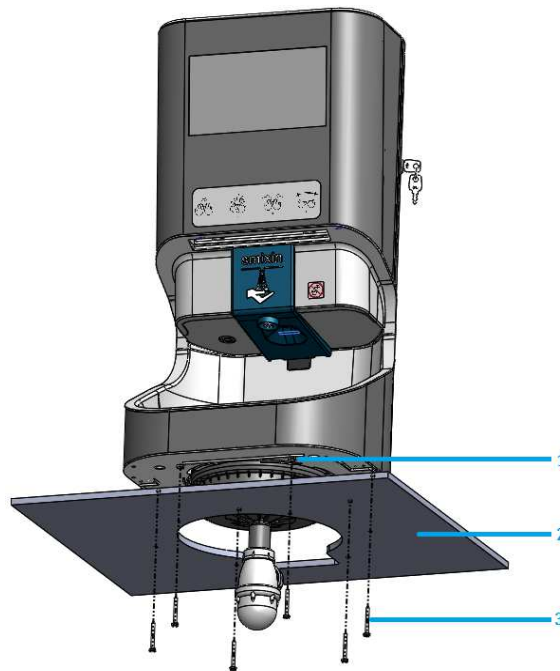


Fig. 8 Hand Washing Station Countertop with counter

- 1 Thread for screwing the Hand Washing Station to the counter
- 2 Counter
- 3 Screws to fasten the Hand Washing Station to the counter (6 screws)

Before mounting take into account the system's weight and the space required for the Hand Washing Station.



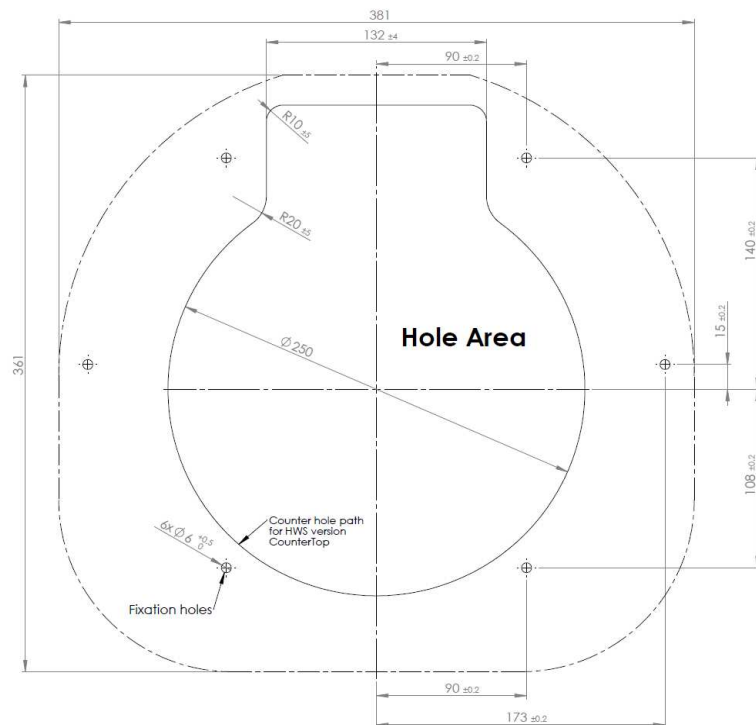
**WARNING**



- ▶ Make sure that the counter has sufficient strength to support the Hand Washing Station.

You can fasten the Hand Washing Station to the counter as follows:

1. Mark the position of the hole area for water supply and drainage with the positioning jig.
2. Mark the positions of the holes for screwing the Hand Washing Station to the counter with the positioning jig.
3. Saw the hole area and drill the holes for the screws.
4. Fasten the Hand Washing Station with the supplied screws to the counter.
5. Make a white silicone seam (RAL 9010) between the counter and the Hand Washing Station.



*Fig. 9 Positioning jig for Countertop installation*

Now you can make required connections to the Hand Washing Station.

## 4.5 Installation of Wall-mounted Hand Washing Station

Your Wall-mounted Hand Washing Station is supplied with a wall bracket.



*Fig. 10 Wall-mounted Hand Washing Station with wall bracket*

Before mounting take into account the system's weight and the space required for the Hand Washing Station. This information is in chapter 9.5 Overview of dimensions

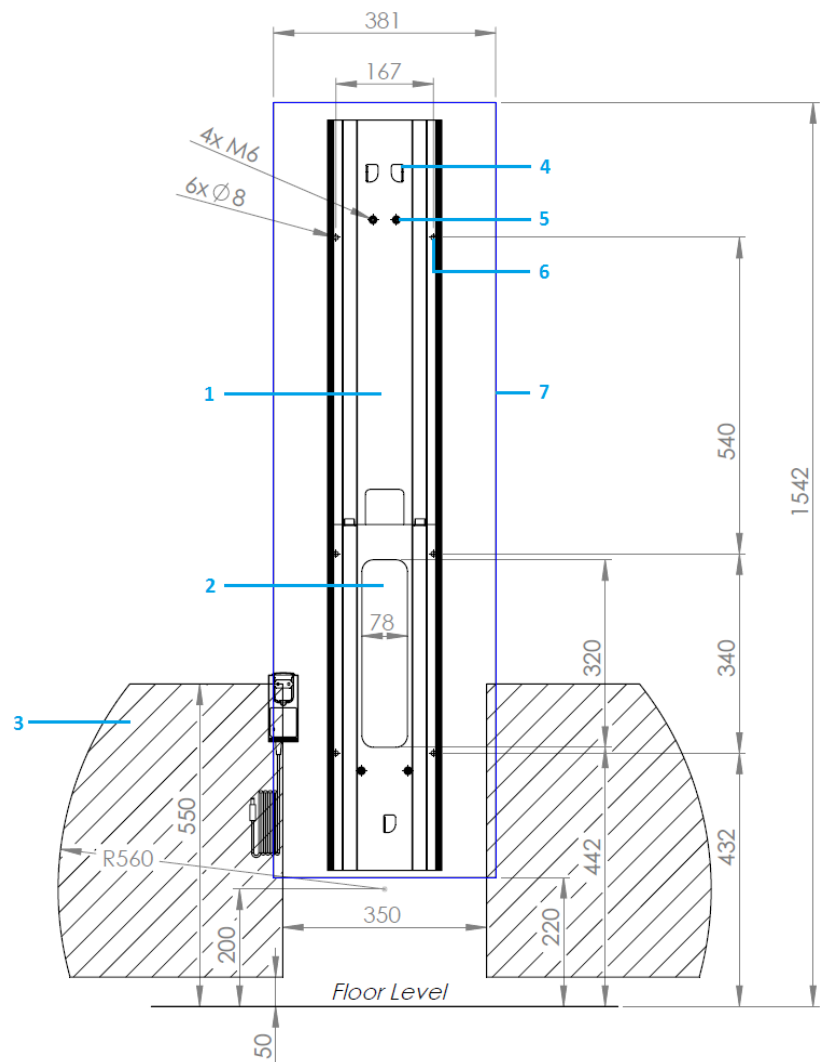


Fig. 11 Wall bracket of Wall-mounted model

- 1 Wall bracket
- 2 Cut out for water supply, drainage and power cable
- 3 Area for power socket
- 4 Hooks to hang Hand Washing Station to the wall bracket (3 hooks)
- 5 Holes to screw the Hand Washing Station to the wall bracket (4 screws)
- 6 Holes to fasten wall bracket to the wall (4 screws)
- 7 Footprint of Hand Washing Station on the wall

**WARNING**



- ▶ Make sure that the wall has sufficient strength to support the Hand Washing Station.

To attach the wall bracket to the wall, proceed as follows:

1. Place the wall bracket to the wall intended for installation and use a spirit level to align it. The recommended height for the lower end of the wall bracket is 23 cm above floor level.  
Make sure that the water supply and drainage pipes fit the cutout area (Pos. 2.) Make sure that the power socket is located in the foreseen area (Pos. 3).
2. Mark the positions of the four holes on the wall and drill the holes.
3. Fasten the wall bracket to the wall with the supplied screws and the screw anchors.
4. Insert the cable of the power supply into the wall bracket.

**NOTE**



- ▶ The standard height for the fastening of the wall bracket is 23 cm above floor level

You can now fasten the Hand Washing Station to the wall bracket. To do this, please proceed as follows:

1. Hang the Hand Washing Station to the hooks provided (Pos. 4).
2. Firmly screw the Hand Washing Station to the wall bracket using the screws (Pos. 5).

Now you can make required connections to the Hand Washing Station.

## 4.6 Connections and commissioning

*Water connection* A water supply connection should be made by qualified personnel.

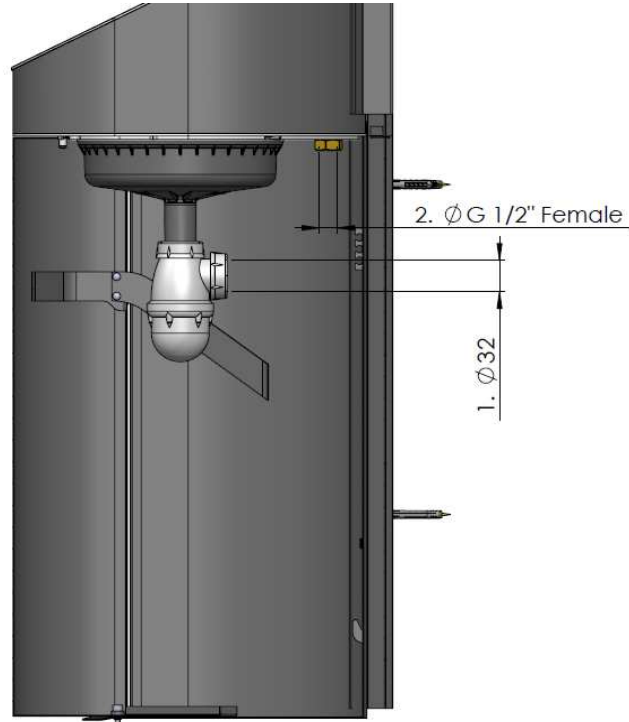


Fig. 12 Water connections

1 Water drainage

2 Water supply connection

Connect the water drain system by snapping the six snap fixations of the black part to the system. Then, place the syphon on the black part tube and screw the fixation ring as shown on Fig. 12 Water connections.

To connect the water supply and the drainage, proceed as follows:

1. Connect the water supply line to the water connection (Pos. 2). Thread G ½".
2. Connect the water drainage (Pos. 1). The diameter of the siphon tube is 32 mm.

### WARNING



- ▶ Use only certified pipes for connection. For more information, ask your local competent authorities.

*Electrical connection* To connect the power, proceed as follows:



Fig. 13 Power supply unit

1. Connect the power cable to the Hand Washing Station (see Fig.14 Power connection on the system, Pos. 1).
2. Plug the power cable into the mains socket.
3. Flip the power switch to "On".
4. Wait 10-20 seconds until the Hand Washing Station is calibrated. During calibration the blue maintenance light is blinking.
5. For touch screen model: Wait 5 minutes until the screen booting process is over.

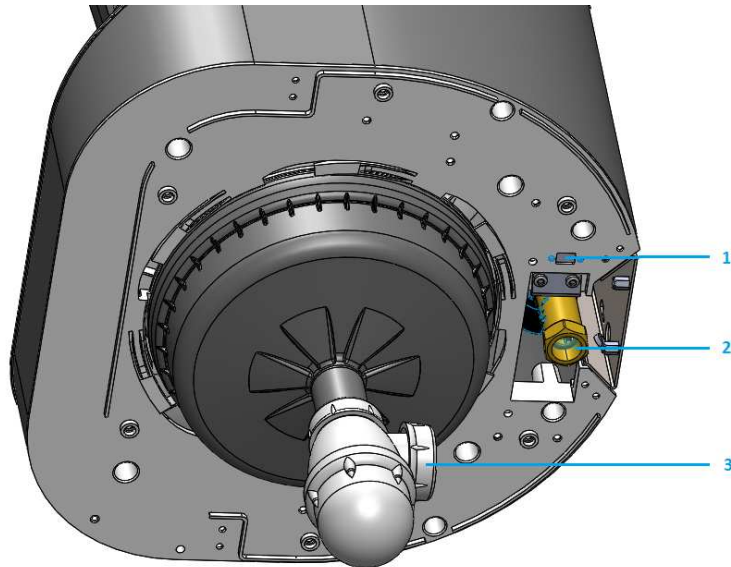


Fig.14 Power connection on the system

- |                           |               |
|---------------------------|---------------|
| 1 Electrical power-in     | 3 Water drain |
| 2 Water supply connection |               |

*Filling paper towels and soap* Load the Hand Washing Station with paper and soap recharge, according to chapters 7.3.2 Refilling paper and 7.3.3 Insert soap bag

- Checking the System Functions*
1. Make sure the power switch of the Hand Washing Station is "On".
  2. Check if the building water pipe is turned on.
  3. Stand in front of the Hand Washing Station and check if the body sensor detects your body. The white light above the sink should turn on.
  4. Check that no maintenance light is on (for instance: Blue light turns on if no SMU is inserted).
  5. Hold your hands above the sink and check if a hand washing cycle is started automatically.
  6. For system with touch screen: Check the functionality of the touch display. The booting process of the touch display can last up to 5 minutes.

## 4.7 Setting up the Hand Washing Station

1. Use the key to open the upper door,
2. Open the docking station by pulling in your direction,
3. Insert the soap bag with SMU into the docking station. Make sure the black side is facing your body (see chapter 7.3.3 Insert soap bag),
4. Close the docking station by pushing in the direction of the Hand Washing Station,
5. Fasten the soap bag to the hook,
6. Make sure the system is connected to the power supply and to the water mains as well as to the drains system. Make sure the building water pipe is open (see chapter 4.6 Connections and commissioning),
7. Flip the power switch to "On". The sensors of the Hand Washing Station auto-calibrate during 10 – 20 seconds. The blue maintenance light is blinking while the system is being calibrated. During calibration all functions are disabled,
8. Load paper (see chapter 7.3.2 Refilling paper)
9. Activate the Cleaning mode button for some seconds until the water flows continuously into the sink,
10. Close the door.

Additional steps for the bin module:

11. Open the lower door,
12. Insert a waste bag (see chapter 7.3.1 Changing the waste bag),
13. Close the door.

## 4.8 Quick check

1. Step up in front of the Hand Washing Station. Once the Hand Washing Station detects your presence, a white light illuminates the sink and the system is ready for operation,
  2. Put your hands above the sink under the SMU,
  3. Wash your hands (see chapter 3.2 Washing hands),
  4. Make sure that no water leaks and no maintenance light is on.
- Now the Hand Washing Station can be used.



## 5 System parameters and Statistics

### 5.1 Factory settings

Upon delivery the Hand Washing Station is configured according to the following factory system parameters:

Parameter	Factory setting	min.	max.
Soap amount [ml]	0.5	0.5	5
Duration of soap emulsion distribution [s]	3	1	20
Pause between wetting / soaping and rinsing [s]	3	0	20
Duration of Rinsing [s]	12	1	40
Time-out between two hand-washing cycles [s]	4	0.1	100
Duration of cleaning mode for cleaning [s]	60	5	300
Language	English	-	-
Paper length (for automatic paper dispenser)	20	20	45

You can adapt the system parameters according to your needs (see chapter 5.2 Accessing the system parameters).

Please set date and time, before first operation.

### 5.2 Accessing the system parameters

#### 5.2.1 Access to the menu via USB

The Hand Washing Station is equipped with a USB interface. To connect a Windows device with the Hand Washing Station via the USB interface, proceed as follows:

1. Connect a USB cable to the USB interface of the Hand Washing Station. The USB interface is located in the upper door of the system, behind the paper dispenser.

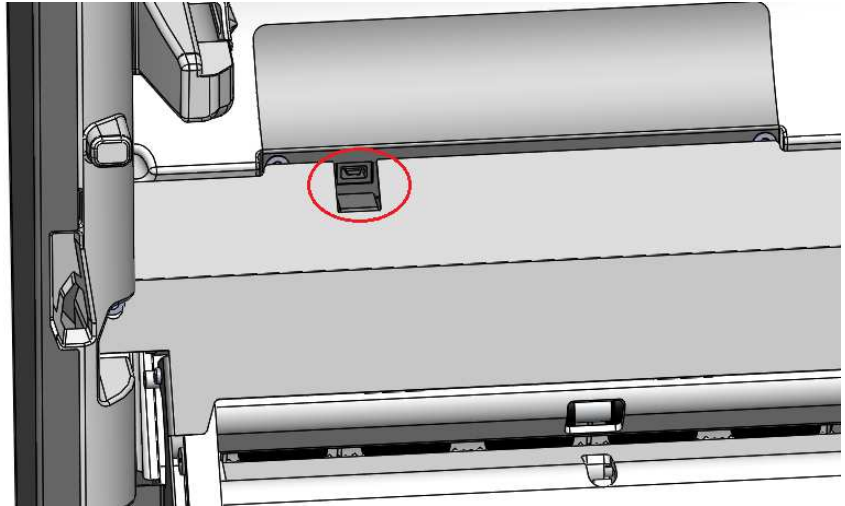


Fig. 15 Access via USB interface

2. Connect the USB cable to your Windows device.
3. Start the Smixin configurator for Windows on the Windows device.

The Smixin configurator for Windows is available on the website [www.smixin.com/support](http://www.smixin.com/support).

## 5.2.2 Access to the menu via WLAN

1. Select the hotspot Smixin: SMIXIN-System-XXXXXX.
2. Enter the default password: "11111111"
3. Start the web browser and go to [www.smixin.com](http://www.smixin.com).
4. Enter the password in the log in window.

## 5.2.3 Access to the menu via the touch screen

To operate the Hand Washing Station using the touch display, proceed as follows:

1. Double-click on the upper right corner of the display.
2. Enter the password in the log in window.

## 5.3 Configuring the parameters

### 5.3.1 Logging in

After the steps defined in chapter 5.2 Accessing the system parameters, proceed as follows:

1. Enter your password. The default password is "11111111"
2. Use "C" to correct wrong values.
3. Confirm your entry with "OK".

The "Back" button takes you back to the video mode.

**NOTE**



- ▶ Change your password after setting-up.
- ▶ You can change the password in the section "System parameters". Write down your password and keep it in a safe place.
- ▶ Don't let unauthorized persons have access to your password.

### 5.3.2 System parameters

After entering the password in the log in window you are ready to inspect the system status and statistics and to change and save the parameters of the Hand Washing Station. The menu has the sections "Cycle Parameters" and "System parameters".

In the section "Cycle Parameters" you can adjust the main parameters of the hand washing process (See chapter 5.1 Factory settings).

**NOTE**



- ▶ After changing parameter values press the "Save" button to save the new values.

In the section "System parameters", you can find detailed information about the system version and state and adjust various system parameters like: Language, Password, Time, Thresholds and many more.

### 5.3.3 Statistics

In the section "Statistics" you can view statistic on the use of the Hand Washing Station.

**NOTE**



- ▶ The total number of hand-washing cycles since installation is provided in the section "System parameters".

*Download raw data* For additional analysis on the usage of the Hand Washing Station in a spreadsheet the full raw data can be downloaded in CSV format. To download the raw data set proceed as follows:

1. Connect the Hand Washing Station to your device and log in.
2. Go to the section "Statistics".
3. Click on the button "Download raw data".

"Download process" window appears.

## 5.4 Uploading videos

You can upload your own video to the Hand Washing Station. The display resolution is 1024x600 pixels. To upload a video, please proceed as follows:

1. Connect the Hand Washing Station to your device and log in (See chapter 5.2 Accessing the system parameters).
2. Go to the section "System parameters".
3. Click on the button Movie "Select".
4. Follow the screen instructions.
5. Select the desired video.
6. Click on "Upload".

Depending on the size of the video this process may take a few minutes to complete. We recommend to use the following video format:

- Maximum file size: 50 Megabyte
- Format: AVI
- Codec: MPEG-2
- Resolution: 1024x600 pixels
- Frame rate: 24 or 25 frames per second
- Bit rate: 2000 Kbps VBR

## 5.5 Updating firmware

Smixin regularly updates the Hand Washing Station firmware to improve security, add features or to solve bugs. You can directly update the firmware by proceeding as follows:

1. Connect the Hand Washing Station to your device and log in in (See chapter 5.2 Accessing the system parameters).
2. Go to the section "System parameters".
3. Click on button Advanced Parameters "Show".
4. Click on button System Firmware "Select".
5. Select the file containing the firmware update.
6. Click on button System Firmware "Upload".

The latest firmware is always present on the smixin website on the support section: [www.smixin.com/support](http://www.smixin.com/support).

## 6 Status light and errors

### 6.1 Maintenance lights

System status is displayed through maintenance lights using a certain color code. This code is described below.

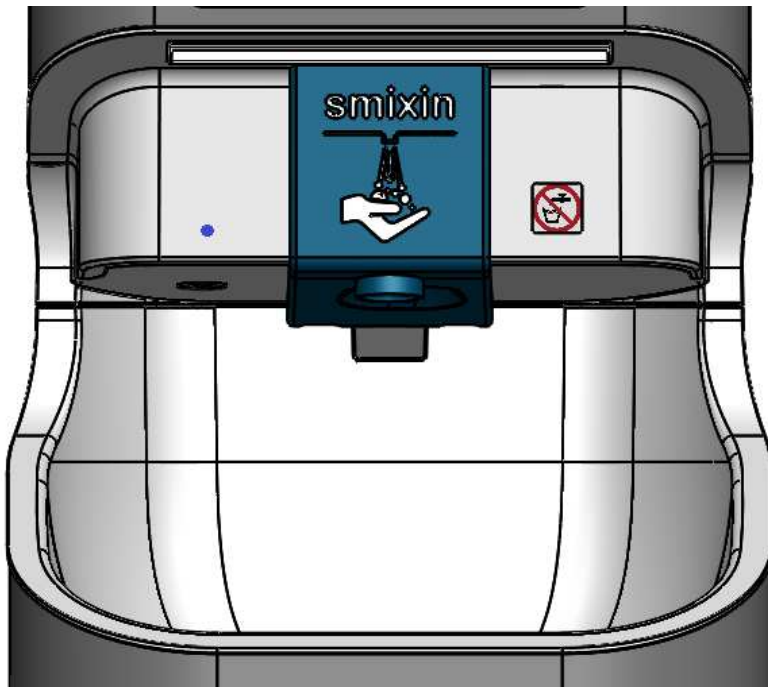


Fig. 16 Blue maintenance light

#### NOTE



- ▶ The Docking Station also has two lights oriented to the sink that reproduce the same code as maintenance lights.

#### 6.1.1 Blue light turns on

Possible reasons:

- Consumable is empty:

Check if there is enough soap in the bag (see chapter 7.3.3 Insert soap bag) or if there is paper (see chapter 7.3.2 Refilling paper)

- The SMU is not detected:

Check if the SMU is properly placed on the Docking Station and if the Docking Station is properly closed

### **6.1.2 Blue light blinks slowly (once every second)**

- Consumable is low

Be aware that consumables are low and will need to be refilled soon.

### **6.1.3 Blue light blinks quickly (3 blinks and 1 pause)**

- Cleaning mode is activated:

The Hand Washing Station is in cleaning mode.

During the cleaning mode, you can activate only the water-air mixture by activating the cleaning mode button. The hand-washing cycle is disabled.

### **6.1.4 Red light turns on**

Possible errors:

- Defective parts:
- Error in electronic control:

If the red light turns on, first try to reboot the system, by switching off the system, waiting for 3 seconds and switching the system back on. If the red light is still up after rebooting please contact your service partner.

### **6.1.5 Red light blinks slowly (once every second)**

- Consumables has not been refilled:

It has been a week or more since one of the consumable has been detected to be empty and not refilled. Refill paper (see chapter 7.3.2 Refilling paper) or soap (see chapter 7.3.3 Insert soap bag)

## 6.2 Troubleshooting

Error	Remedy
No function	<p>Check if the system is plugged to power.</p> <p>Check if the system is switched on.</p> <p>Check if maintenance lights are active.</p> <p>Check if the white light above the sink is on when you stand in front of the system.</p> <p>Check if the body sensor window is stained</p> <p>Check if the docking station window is stained</p> <p>Switch off the system, wait for 5 seconds and switch the system on again.</p>
No / insufficient amount of water	<p>Check if water supply is turned on.</p> <p>Check if there is leakage.</p> <p>Check if the system parameters are correct.</p>
No / insufficient soap emulsion	<p>Check whether there is enough soap in the soap bag.</p> <p>Check if the soap bag was installed correctly in the docking station.</p> <p>Check if the soap bag is already open for more than 6 months.</p> <p>Check if the system parameters are correct.</p> <p>Set the soap quantity to the maximum 5 ml (see 5.1 Factory settings) and launch 3 hand washing cycles, and then set back the system parameters.</p>
Minor leakage in Docking Station	<p>Check if there is water inside the docking station. Cut water supply immediately, switch off the system and contact your service partner or Smixin SA at once.</p>
Leakage	<p>Cut water supply immediately, switch off the system and contact your service partner or Smixin SA at once.</p>
Soap leakage	<p>Switch off the system immediately and remove the soap bag, the docking station and the blue cover. Clean all leaked soap. Add a new soap bag and strongly screw the SMU (see chapter 7.3.3 Insert soap bag). Then, put back the docking station and blue cover.</p>

For further support, contact your service partner or Smixin SA at once, or go to the Smixin homepage.

## 7 Maintenance, service and cleaning

### 7.1 General maintenance, service and cleaning notes

The Hand Washing Station's main purpose is to improve hygiene. Thus, regular service and thorough cleaning of the system are essential.

Regular service and cleaning include:

- changing the waste bag (see chapter 7.3.1 Changing the waste bag)
- Refill paper (see chapter 7.3.2 Refilling paper)
- changing the soap bag (see chapter 7.3.3 Insert soap bag)
- cleaning the Hand Washing Station (see chapter 7.2 Cleaning)

#### 7.1.1 Organization Schedule

Smixin SA recommends to clean the system and check its normal operation regularly, and to change the waste bag, soap bag or paper as required. Note that the soap bag has to be changed after 6 months of use at the latest.

#### WARNING



#### Contamination and bacteria build-up

Infections and material damage are possible

- ▶ Change the SMU and soap pouch after 3,000 hand washing cycles or after 6 months of use at the latest.

#### WARNING



#### The Hand Washing Station is constantly connected to the electrical mains

- ▶ Make sure that adaptor and power cable are undamaged.
- ▶ Switch off the Hand Washing Station immediately, if you discover any damage.
- ▶ Replace damaged parts with new original parts.



## 7.2 Cleaning

Clean the sink and surfaces of the Hand Washing Station regularly, with the help of the cleaning mode (see 7.2.1 Cleaning mode).

After opening the Door, clean the inside of the system using a soft tissue. Remove all paper dust and other particles that are present.

Clean also regularly the water drain by unsnapping the black part and by removing all excessive dirt residues that it contains.

### WARNING



#### Inappropriate Cleaners

Scratches and discolorations are possible!

- ▶ DO NOT use abrasive cleaners.
- ▶ DO NOT use abrasive sponges.
- ▶ Use only solvent-free cleaners.

### 7.2.1 Cleaning mode

To activate the cleaning mode, press the cleaning mode button. Thus, no hand washing will start during cleaning.

In the cleaning mode, the blue and red lights are blinking alternately.

If you press the cleaning mode button again, water will flow to help you cleaning the sink.

The factory setting of the cleaning mode is 60 seconds. You can configure this time (see chapter 5.1 Factory settings).

## 7.3 Service

### 7.3.1 Changing the waste bag

To change the waste bag, proceed as follows:

1. Open the lower door.
2. Remove the waste bag.
3. Insert an empty waste bag.
4. Close the door.

### NOTE



- ▶ The system is intended to be used with waste bag of 35-40L for the Wall-mounted version and 60L for the Free-standing version.

### 7.3.2 Refilling paper

To refill paper for the paper dispenser, proceed as follows:

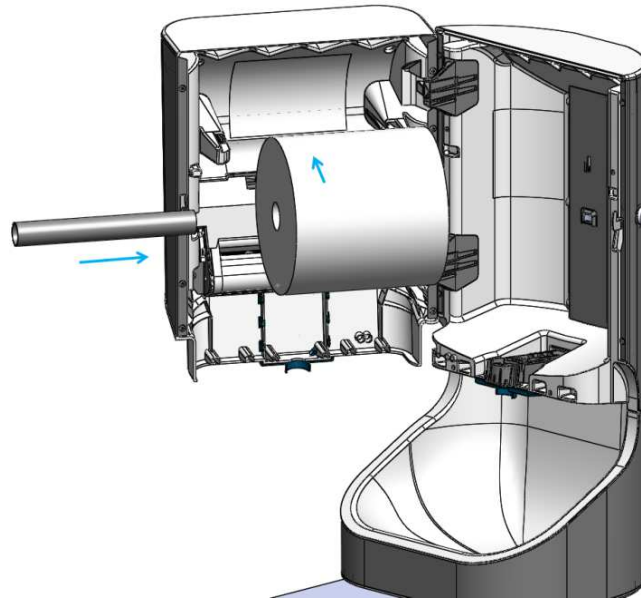


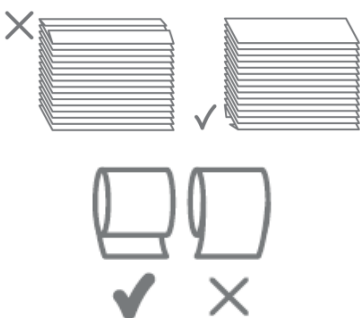
Fig. 17 Refill paper

#### WARNING



#### The doors may drop when loaded improperly

- ▶ Never hang or place heavy objects on the door.



1. Use the key supplied to open the lock of the upper door.
2. For manual dispenser: Insert multi-fold paper towels into the opening provided. Pay attention to the correct orientation of the paper.
3. For automatic dispenser: Insert paper roll in the tube. Put the tube with the new roll back in place. Insert the beginning of the paper into the automatic dispenser. Pay attention to the correct orientation of the paper.
4. Close the door.

#### WARNING



#### The inside of the Hand Washing Station must not be accessible to users

- ▶ Always check if the door is correctly locked.

### 7.3.3 Insert soap bag

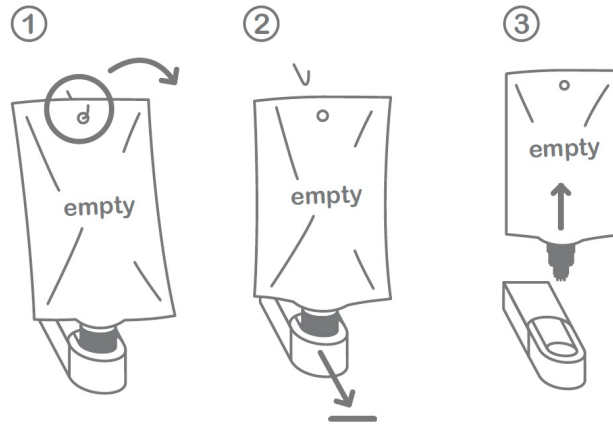


Fig. 18 Remove empty soap bag

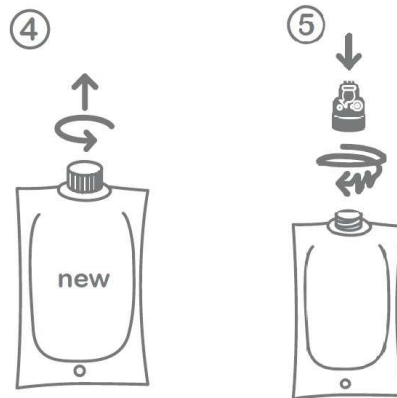


Fig. 19 Mount SMU onto soap bag

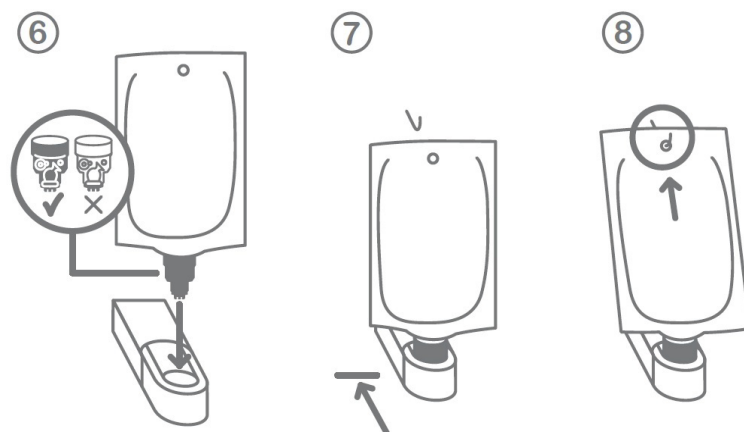


Fig. 20 Insert new soap bag in docking station

To change the soap bag:

1. Open the upper door using the key.
2. Remove the soap bag from the hook.
3. Open the docking station by pulling the front part in your direction.
4. Remove the old soap bag including the SMU and trash it.
5. Remove the cap from the new soap bag.
6. Screw a new SMU onto a new soap bag connector of the new soap bag until it snaps. Make sure to tighten properly the SMU. You should hear four “click”.
7. Insert the SMU into the docking station. Make sure the black side is facing your body. Note that open and close the Docking Station will reset the soap level counter.
8. Push the front part of the docking station back until you hear a “click”.
9. Hang the soap bag onto the hook using the prepared hole in the bag.

#### WARNING



##### Soiling and bacteria build-up

- ▶ Connect the SMU to the soap bag connector firmly; be sure to hear a snapping click.
- ▶ Change the SMU after 3,000 hand washing cycles or after 6 months of use at the latest.

#### NOTE



- ▶ If the SMU is dropped, its proper functioning can no longer be guaranteed.
- ▶ The SMU and soap pouch must not be re-used for hygienic reasons.

## 7.4 Maintenance

### 7.4.1 Replacement of O-ring

*O-Ring replacement* The rubber O-Ring which tightens the water-in connection in the docking station needs to be replaced when it shows signs of leaking or aging every two years.

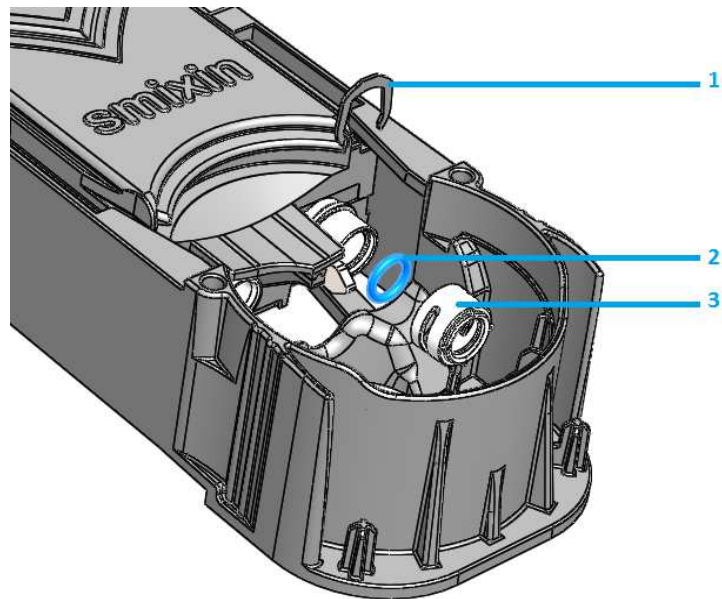


Fig. 21 Docking Station

1 Clamp  
3 Hat

2 O-Ring

To replace the O-Ring proceed as follows:

1. Open the Docking Station.
2. Remove clamp (Pos. 1).
3. Remove hat (Pos. 3).
4. Exchange old O-ring (Pos. 2) with a new one.
5. Put back hat (Pos. 3)
6. Put back clamp (Pos. 1).

#### 7.4.2 Maintenance after a long downtime

Please perform all maintenance tasks listed below:

- clean the Hand Washing Station,
- check water connections,
- check power adaptor and cables,
- insert waste bag,
- insert a new soap bag,
- refill paper.
- Let water flow out for one minute using the cleaning mode (see 7.2.1 Cleaning mode).

## 8 Transport, storage and disposal

### 8.1 Removing, packing, loading

To remove the Hand Washing Station, proceed as follows:

1. Turn off the water supply.
2. Activate the cleaning mode button to release water in the pipes.
3. Remove the soap bag and paper towels from the Hand Washing Station.
4. Flip the power switch to "Off".
5. Disconnect the power supply from power mains and disconnect the power supply from the Hand Washing Station.
6. Disconnect the water supply and drain connectors. Use a bucket to dispose of remaining water in the pipes.
7. Remove the screws used to fix the Hand Washing Station to the wall bracket or the counter
8. Remove the Hand Washing Station from the wall bracket or the counter.
9. In case of Wall-mounted model: Remove the wall bracket from the wall.

Always use the original packaging to pack the Hand Washing Station and the other components to protect them from damage.

### 8.2 Transport

Avoid any shock, significant vibrations and damage to the Hand Washing Station during transport.

Always pack the system in its original packaging.

### 8.3 Storage

The ambient conditions must meet the following requirements:

- ambient temperature between 0 and 50 °C,
- relative air humidity <80 %

## 8.4 Environmental protection and disposal



Dispose of packaging material and old equipment in compliance with relevant safety and environmental regulations.

When the Hand Washing Station becomes outdated and has to be decommissioned, the applicable legal provisions and regulations regarding disposal must be observed.

It is important to dispose of recyclable materials properly and with consideration given to our environment.

Please contact your waste disposal center if you are in any doubt.

## 9 Technical data

### 9.1 Environmental conditions

Ambient temperature [°C]	5 - 40
Relative air humidity %	< 80

### 9.2 Electrical specifications

#### 9.2.1 Hand Washing Station

Input voltage [Vdc]	12	
Max power consumption [W]	20	
Standby mode consumption [W]	1.5 <sup>2</sup>	6 <sup>3 4</sup>
Average operating power <sup>1</sup> [W]	8.5 <sup>2</sup>	13 <sup>3</sup>
Operating temperature [°C]	5 - 40	

<sup>1</sup> average of one hand wash with factory settings and assumed 8 sec. to come and leave.

<sup>2</sup> model without communication module and without automatic paper dispenser

<sup>3</sup> model with communication module (touchscreen) and with automatic paper dispenser

<sup>4</sup> screen running in standby for models with communication module (touchscreen)

#### 9.2.2 Power supply

Manufacturer	Globtek
Reference	GTM91099-6015-3.0-T2
Input voltage [Vac]	100-240
Output voltage [Vdc]	12
Rated power [W]	60
Frequency [Hz]	50/60

The Hand Washing Station shall only be used with the power supply indicated above.



## 9.3 Consumables specifications

### 9.3.1 Paper for automatic dispenser model

Manufacturer	Tork
Reference	471113
Roll length	143m
Roll width	19.5cm
Roll diameter	19.3cm
Core inner diameter	4.5cm
Ply	2

Smixin recommends using the paper specified. Using a different paper may impair the function of the system.

### 9.3.2 Paper for manual dispenser model

Manufacturer	Tork
Reference	120289
Unfolded length	25.5cm
Unfolded width	21.2cm
Folded length	8.5cm
Folded width	21.2cm
Ply	2

Smixin recommends using the paper specified. Using a different paper may impair the function of the system.

### 9.3.3 Soap pouch

Supplier	Smixin
Reference	6100
Soap amount	1500ml
Flavour	Cherry Blossom

## 9.4 Water and drain connections

Water connection	G ½"
Water pressure	0.15 – 1 Mpa (1.5 – 10 bars)
Operating pressure	0.06 – 0.07 Mpa (0.6 – 0.7 bars)
Drain	32 mm diameter of siphon tube

## 9.5 Overview of dimensions

### 9.5.1 Countertop Hand Washing Station

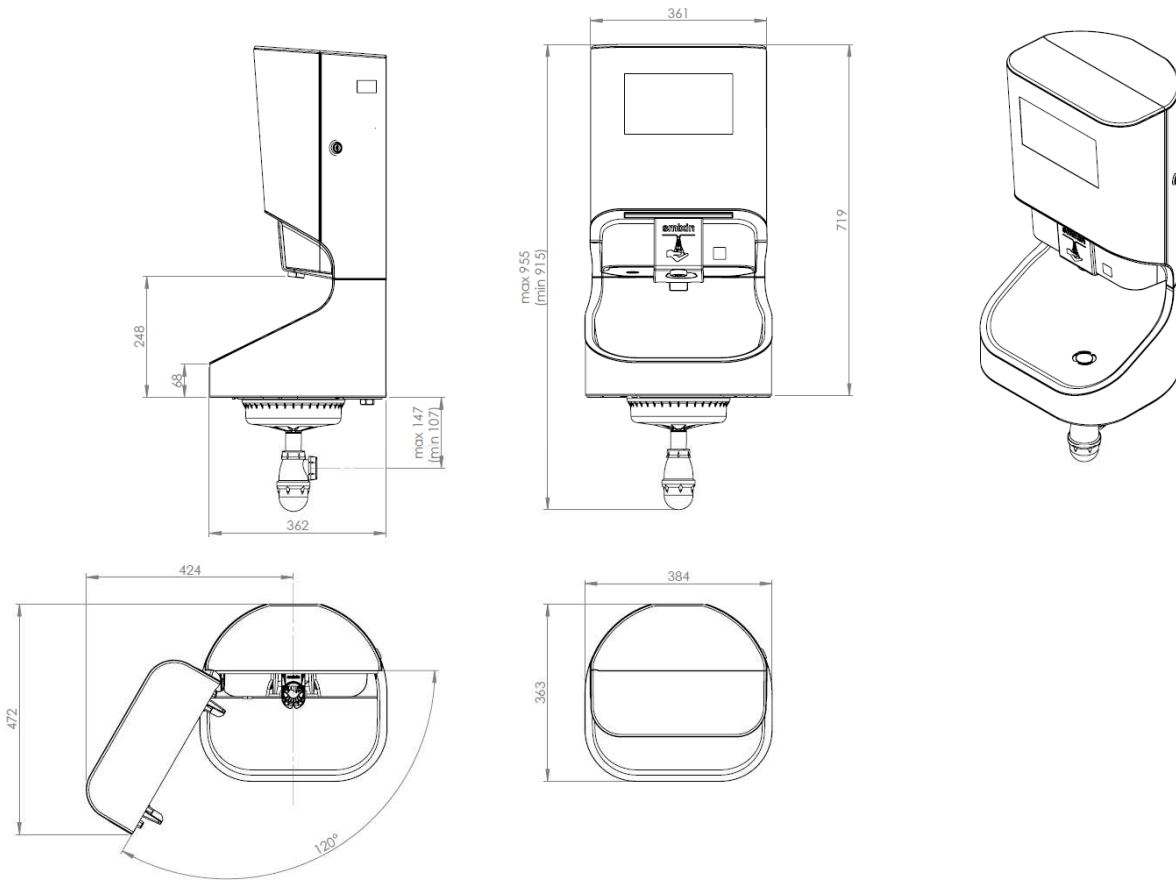


Fig. 22 Dimensions of Countertop Hand Washing Station

## 9.5.2 Wall-mounted Hand Washing Station

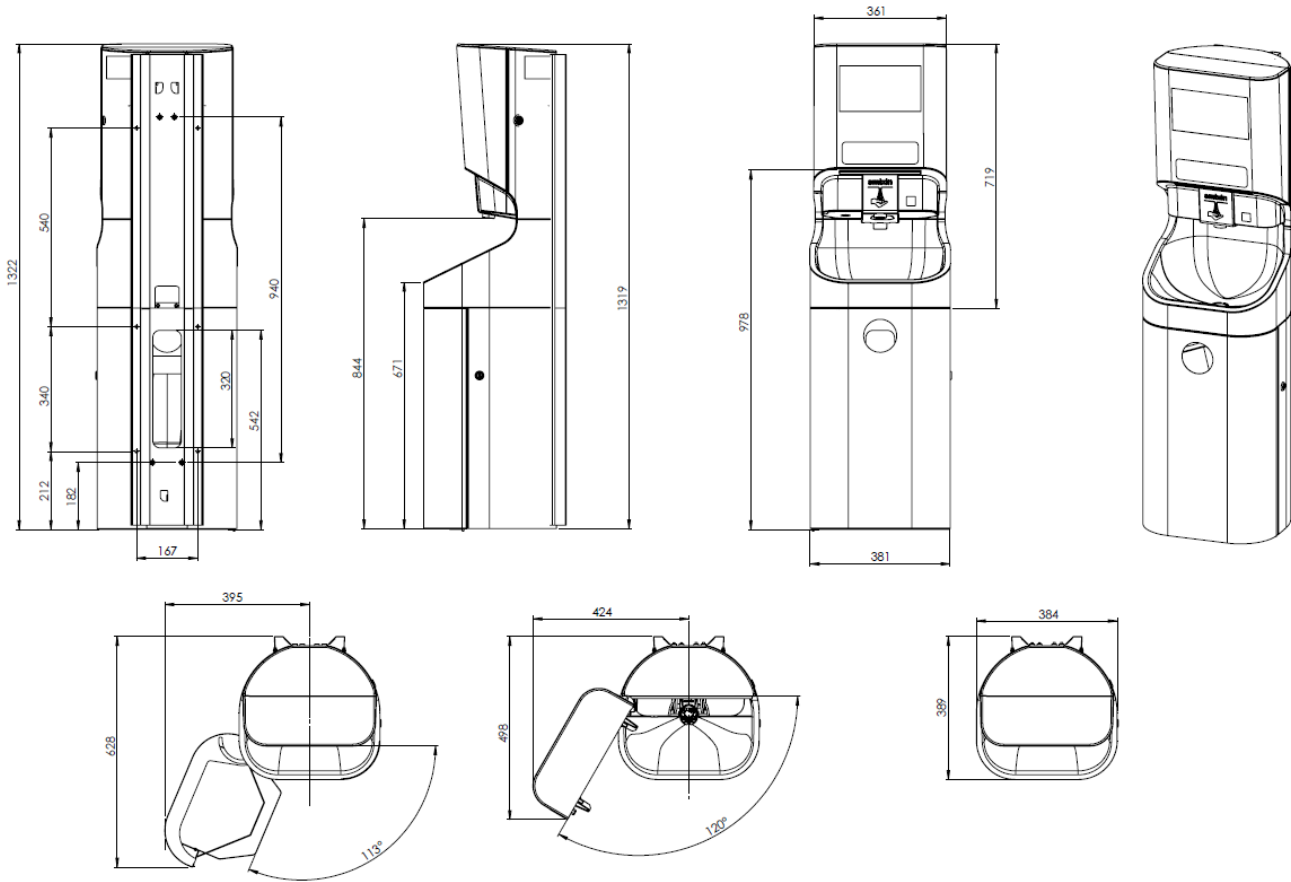


Fig. 23 Dimensions of Wall-mounted Hand Washing Station

### 9.5.3 Free-standing Hand Washing Station

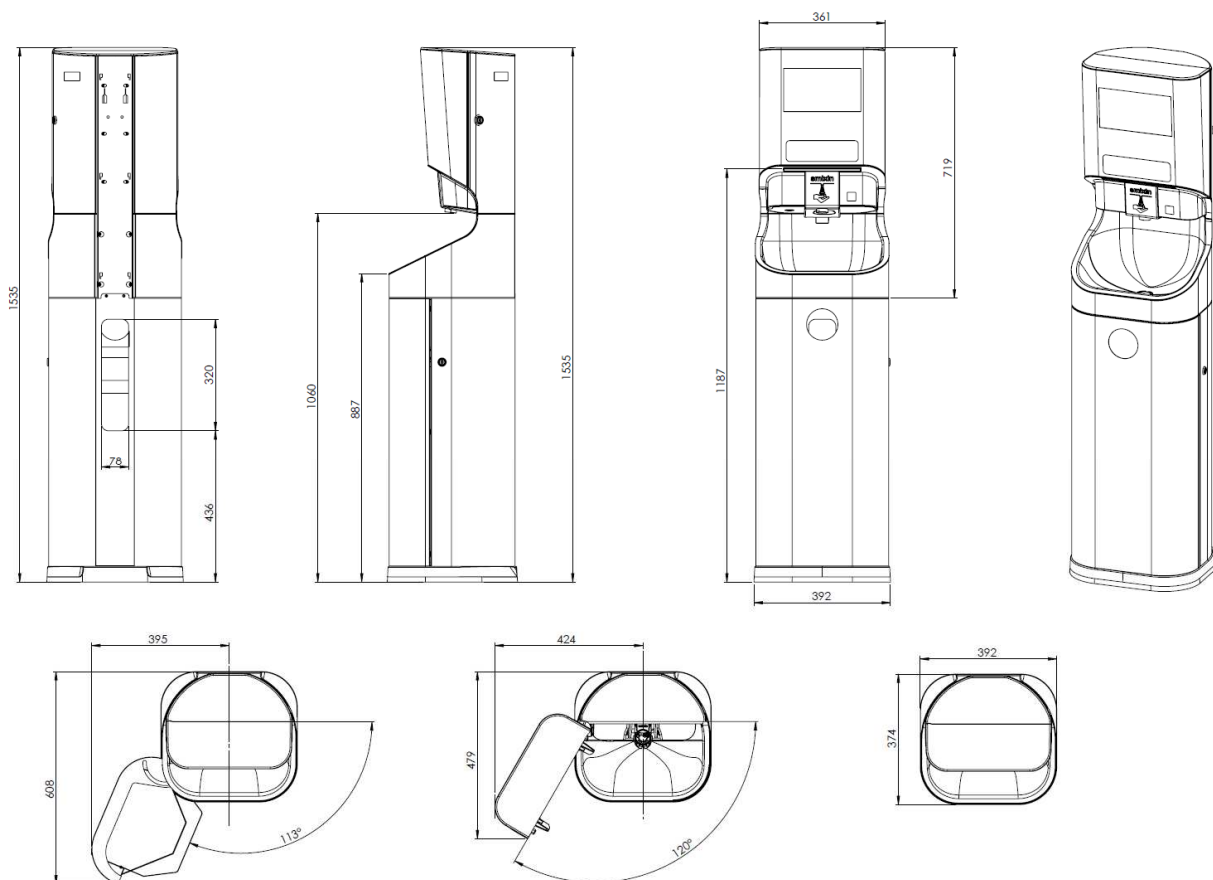


Fig. 24 Dimensions of Free-standing Hand Washing Station

## 9.6 Material

Housing	powder-coated steel, grey (RAL 7016)
Wash sink	polyurethane, white (RAL 9010) ceramic look
Blue cover	Polycarbonate ASA, blue (RAL 5009)