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Installation and Operation

1. Unpacking

Items included in the package:

- Classic Dispenser
- 3 “D” cell batteries (Classic Touchfree Dispenser)
- I/O manual
- Install Kit (1-packs only)- 2 screws and 2 wall mounts

Remove the dispenser from the shipping box and remove the protective bag from the dispenser.

2. Opening Cover

Find the cover release button at the top of the dispenser.

Push down on the button with your index finger and rotate the front cover down.



3. Installation: TF dispensers Only

CAUTION:

- a. The bottom of the dispenser should be mounted about **15cm above** horizontal surfaces. Shorter distances may be acceptable depending on the reflectivity of the surface over which the dispenser is being mounted.
- b. Do not install in showers or in direct contact with water. The dispenser can be installed by using screws, anchors and tape.

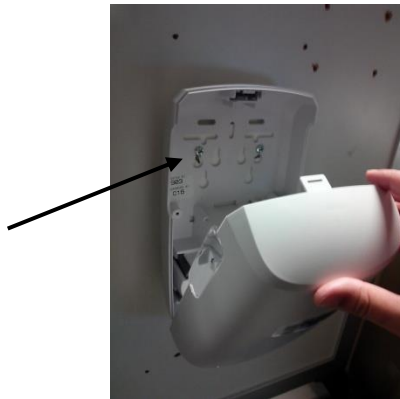
Note: Manual dispensers can be installed near water, however we highly recommend screw mounting if this is done.

4. Installing unit with screws, anchors and tape

The dispenser is designed to match many of the screw holes of Ecolab's and some competitive dispensers. By positioning the dispenser appropriately on the wall, it may be possible to use the previous anchor locations. For ADA compliance, mount between 15" and 48" off the ground. In order to comply with UL962, the TF dispensers are required to be mounted using screws.

- A. Clean and thoroughly dry the wall that the dispenser is to be mounted to. Alcohol wipes work well for hard surfaces such as ceramic tile.
- B. Use # 10 screws and appropriate anchors (use at least 2 screws to secure the dispenser to the wall and space them out as far as possible).
- C. Place the unit against the wall at the desired location. Using the holes on the back of the dispenser as a template, mark the wall with a pencil or sharp object (you must puncture the tape).
- D. Use an appropriate size drill bit for the anchors, drill the holes.
- E. Insert anchors into the holes.
- F. Remove the protective backing on the tape that is affixed to the back of the dispenser. Ensure proper location. Mount the unit at the desired location by pressing unit against mounting surface.
- G. Open the front cover and apply pressure to the back plate for at least 30 seconds to assure a good bond between the tape and the wall.
- H. Insert the screws into the anchors.

MOUNTED WITH 2
SCREWS AND
WALL MOUNTS

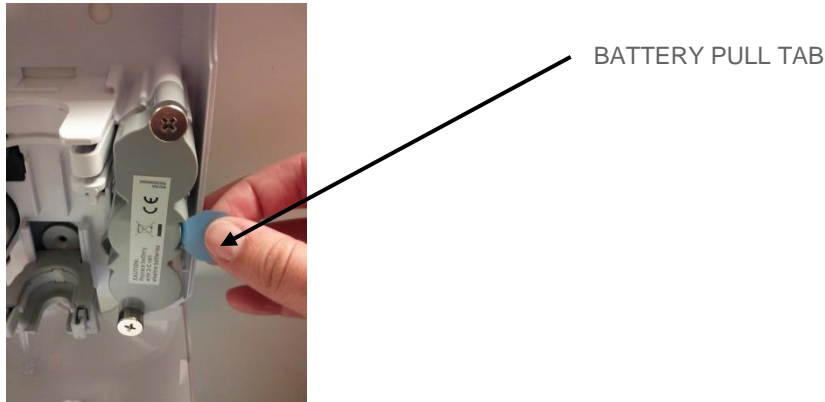


MOUNTING HOLE
PATTERN

5. Battery Installation (For Touch-Free Dispensers)

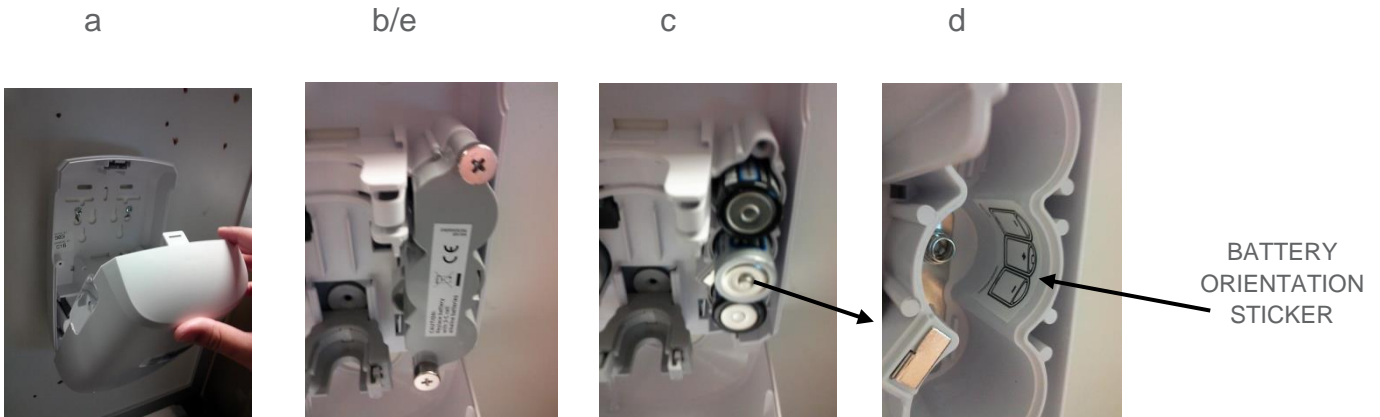
Three batteries are included to power the unit and are already installed in the battery compartment. In order to activate the device,

→pull and remove the battery pull tab that is sticking out from the battery compartment.



6. Battery Replacement (For Touch-Free Dispensers)

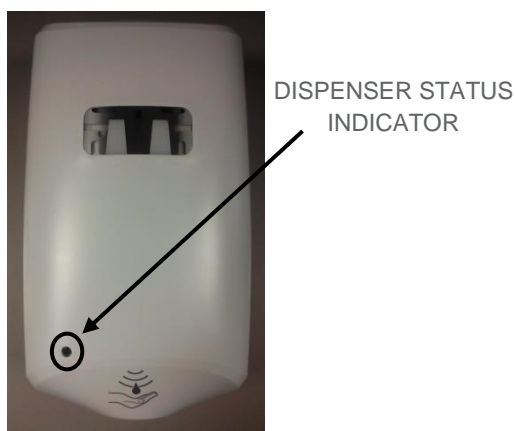
- a. open the front cover
- b. unscrew the 2 thumbscrews attaching the battery cover
- c. Remove the old batteries
- d. insert fresh batteries into the battery compartment using the battery orientation sticker as a guide.
- e. Make sure battery cover is replaced and the thumbscrews are fully tightened.



7. Dispenser Status Indicator (For Touch-Free Dispensers)

An LED is visible through the cover (lower left side) of the dispenser. The following is a list of indicators and status:

- Green flashes once every 0.5 seconds for up to 5 seconds: Device has just received power
- **One green flash:** Dispense has occurred
- **Red flash** every 2.5 seconds:
 - Low batteries, change batteries as soon as possible (see above)
 - Reset require - removal of battery cover and replacement (see above)
- Three quick red flashes upon attempted activation– Low batteries, unit will not operate
- No LED (dispenser will not work) - Batteries are not installed properly or require changing, confirm battery pull tab is removed
- No LED (dispenser works) - The LED is defective



Nexa Light Codes	
Yellow/green repeated blinks	Just received power, -number of blinks corresponds to program on UTM (3 blinks, pause, 3 blinks=revision 3.3)
Single yellow/green blink	Sensor triggered- dispense should occur immediately after
Low Battery Mode: Slow red blinking light (2.5 seconds between) and still flashes yellow/green and dispenses when hand is placed in sensor range.	Low battery indicator- Requires 3 sequential voltage readings below the low battery threshold to turn on. Should have 1000+ dispenses remaining until shutdown mode will occur. Red light will not turn off until dispenser is reset.
Shutdown Mode: Slow red blinking light (2.5 seconds between) and dispenser does not dispense. When hand is placed in sensor range, you will receive 3 quick red blinks.	Dead battery indicator- Requires 3 sequential voltage readings below the dead battery threshold to turn on. Red light will not turn off until dispenser is reset.
	Timeout indicator- The dispenser will attempt to dispense for 10 seconds. If it cannot complete a single dispense cycle (return to home position) after 2 dispense attempts, it will go into shutdown mode the next time it is able to return home. However, if after 5 dispenses, it has still not returned home, it will also go into shutdown mode. This prevents unnecessary wear on the gears and suggests the dispenser is jammed, has very low batteries, or the battery cover is not fully secured. Red light will not turn off until dispenser is reset.

**To reset dispenser- remove battery cover completely and replace

8. Product Bottle Installation/Removal

- a. Open the dispenser cover
- b. Remove the protective cap from the end of the pump on the bottle.
- c. Invert the bottle and insert the bottle flat against the back of the dispenser with the label facing forward. The collar on the pump is inserted into the pump holder on the dispenser.
- d. Close the cover
- e. Place a hand under the dispenser and activate the dispenser multiple times until the pump is primed and product is dispensed into the hand.
- f. When the product package is empty, follow step 2 to open the cover. Once the cover is open grasp the sides of the bottle and pull straight out.

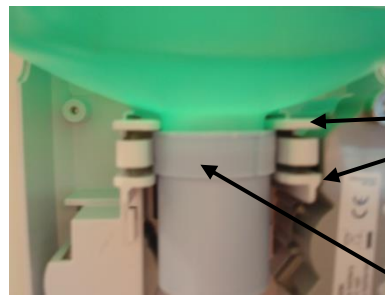


REMOVE
PROTECTIVE CAP



CORRECT POSITION

PROPER DOCKING- PUMP
COLLAR IS BETWEEN UPPER AND
LOWER FLANGES



UPPER AND
LOWER FLANGES
(ON BOTH SIDES)

PUMP COLLAR

WRONG



RIGHT SIDE OF PUMP
COLLAR IS TOO LOW

WRONG



PUMP COLLAR IS TOO LOW-
BELOW LOWER FLANGE

WRONG



PUMP IS NOT PUSHED BACK
FAR ENOUGH

Cleaning Instructions

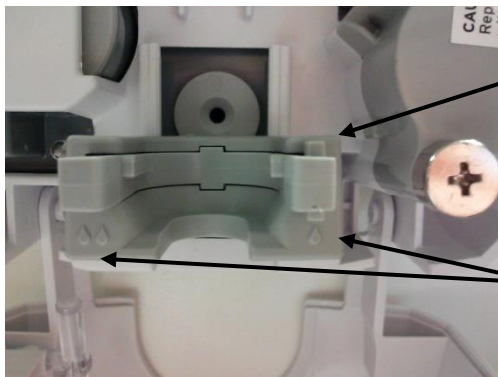
The exterior can be cleaned with a non-abrasive detergent and non-abrasive sponge or cloth.

9. Dose Adjustment

The dosing amount can easily be switched between low and high dose.

- a. To switch the dosing amount you must remove the bottle (if it is already in the dispenser),
- a. Remove the dose adjuster by pinching the 2 sides.
- b. Flip the dose adjuster 180 degrees and reinstall to the same location it came from.
- c. There is a vertical mark on the dose adjuster that will then point to the chosen dosing amount

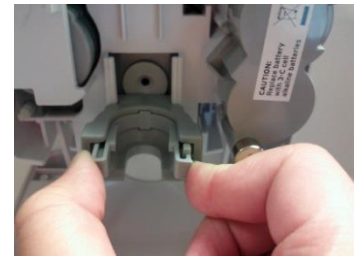
	Low Dose (one droplet)	High Dose (two droplets)
Liquid	~ 1.0 ml	~ 1.4 ml



DISPENSER WITH LOW DOSE

INDICATOR LINE-POINTS TO THE DROPLETS

ONE/TWO DROPLET MARKS

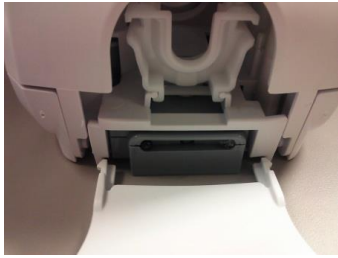


PINCH SIDES TO REMOVE

Drip Tray

The drip tray can be ordered as an accessory item (included for field testing).

- a. It attaches to the bottom of the dispenser by snapping the 2 hooks into the openings on the bottom of the dispenser.
- b. The drip tray can be further secured to the wall by using adhesive tape on the back.
- c. It is easiest to insert the drip tray if you insert one hook in first and rotate the drip tray to snap the other hook in place.



HOOKS DIRECTLY
BELOW OPENINGS



RIGHT HOOK SEATED,
ROTATING LEFT HOOK

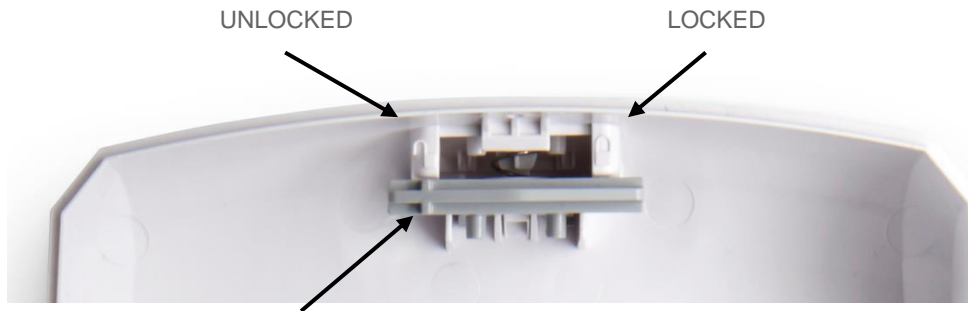


PROPERLY SEATED IN
PLACE

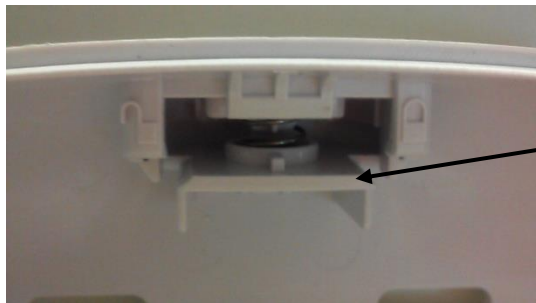
10. Lock and Key

The optional lock and key kit can be used to lock the dispenser.

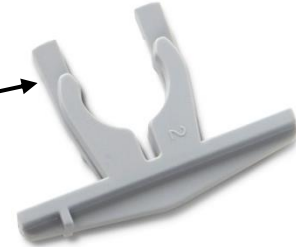
- a. The lock can be inserted at the top of the backplate. There is a vertical mark on the lock that points to lock/unlock graphics on the backplate.
- b. You can switch between the two configurations by rotating the lock 180 degrees.
- c. If the dispenser is locked, you must open it using the key provided in the kit or a paperclip.
- d. The key or paperclip can be inserted into the hole on the top exterior of the backplate and this will allow the cover to open.



INDICATOR LINE-
POINTS TO LOCKED OR
UNLOCKED



LOCK STRADLES THIS
BEAM



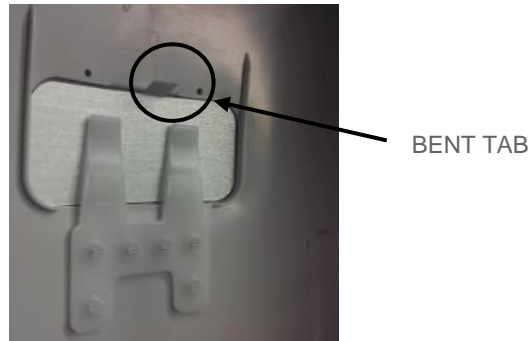
KEY OPENING



KEY AND PAPERCLIP

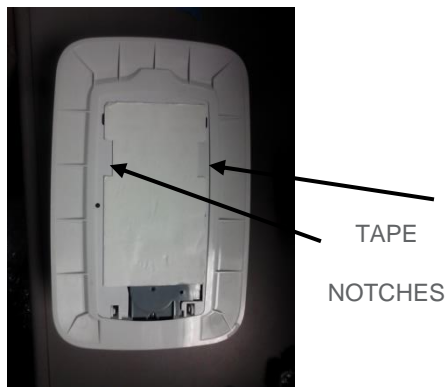
11. Nameplate (badge)

The dispenser comes with a badge already inserted into the designated badge holder. There are also product specific badges available by request. If you choose to replace the generic badge with a product specific badge, please bend the tab on the new badge.



Mounting Frame – NOT INCLUDED IN FIELD TEST

The mounting frame is an optional accessory that can be used to cover existing wall damage around where the dispenser is being installed. There are 4 different mounting frames- white and black of the classic and compact sizes. The same mounting frame will work on either (TF or manual) dispenser. To mount the dispenser with the mounting frame you will use the tape provided in the mounting frame kit. Using the notches in the tape on the back of the dispenser as a guide, tape the mounting frame to the dispenser. This will temporarily make the mounting frame and the dispenser a single unit. You can then install the dispenser as you would normally. Then mounting frame will not be physically attached to the wall- it is pinched between the wall and the dispenser.



MOUNTING FRAME AND DISPENSER AS SINGLE UNIT



12. Replacement Push Bar (For Manual Dispensers)

- a. To install a replacement push bar, you must first remove the existing push bar.
To do this, remove the cover from the dispenser by pinching the hinges together.
- b. Then pull on one side of the dispenser to remove one side of the push bar rod from its hole.
- c. The push bar will then fall out easily.
- d. To insert the new push bar or the elbow activator, stick one side of the push bar / elbow activator rod into the appropriate hole and pry the cover open so the other side of the rod can be seated.



PINCH HINGES TO REMOVE COVER



PULL GENTLY ON SIDES OF COVER



PUSH BAR ROD



PUSH BAR HOLE

Frequently Asked Questions

1. How is the unit installed and how long with it take?
 - a. Follow instructions in I/O manual or refer to installation guide above. Total install time should only take 2-3 minutes.
2. Does the unit come with batteries? How long should they last?
 - a. The unit comes with either 3 “C” cell batteries or 3 “D” cell batteries depending on what size dispenser you have. The batteries are already installed in the dispenser- you just need to remove the battery pull tab sticking out of the battery compartment in order to activate the dispenser. Estimated battery life is 50 months for the classic dispenser and 23 months for the compact dispenser- assuming 50 dispenses per day.
3. What products go into the unit?
 - a. Nexa dispensers will dispense foams, liquids and gels without any modifications to the dispenser. You will just need to insert a different bottle to switch between these styles of products.
 - b. Refer to the product document from your marketing group for specific information.
4. Will competitor’s product fit in our unit? Can we make our product cartridge fit in a competitor unit?
 - a. You should not be able to put any other bottle into the dispenser except for the Nexa™ 750mL and 1250mL bottles. These bottles will not work in competitor dispensers.
 - b. Note the 750 mL Nexa™ bottle is designed to fit into both the compact (750 mL) and classic (1250 mL) dispenser sizes.
5. What is the output per dispense and how many uses will I get out of a product cartridge?
 - a. All dispenser varieties will produce ~0.7 mL of foam product and ~1.0 mL of liquid product in the configuration the dispenser is shipped in. There is an feature on the dispenser called a dose adjuster that you can flip 180 degrees and then the dispenser will output ~1.0 mL of foam product and ~1.4 mL of liquid product. Refer to installation instructions for more information on changing from low dose to high dose. The bottles designed for the compact dispenser contain 750 mL of product (1071 foam dispenses, 750 liquid dispenses- on low dose). The bottles designed for the classic dispenser contain 1250 mL of product (1785 foam dispenses, 1250 liquid dispenses-on low dose).
6. How do I know when the product is low?
 - a. There are sight windows on both sides of the dispenser to view the product level. You could also open the front cover of the dispenser to get a full view

- of the product bottle. The dispenser will continue to dispense product until there is no product visible near the opening of the bottle.
7. How do I know when the batteries need to be changed?
 - a. On the bottom left corner of the dispenser there is a small opening that contains the dispenser status indicator. When the batteries are low the indicator light will blink red every few seconds. When this light goes on, you should have approximately 1,000 dispenses worth of battery life remaining. If you do not change the batteries, eventually the dispenser will stop dispensing. At this point if you trigger the sensor, the dispense status indicator will blink red 3 times quickly to tell you the batteries need to be changed immediately. If you do not address the issue, the dispense status indicator light will eventually stop working as well.
 8. Do I need to open the dispenser to see the expiration date?
 - a. No, you can see the expiration date through the side windows. It is printed on the bottle.
 9. How can I prevent people from tampering with the dispenser or theft?
 - a. There is an optional lock and key kit available. If you install the lock in the locked position, a key will be required to open the dispenser. Refer to the installation guide for installation instructions.
 10. Will the color of the dispenser fade/yellow?
 - a. There is UV stabilizer in the white dispensers that will prevent them from drastically changing color from UV. We have performed testing on the black dispenser to show that its color is not affected by UV.
 11. Is there anything customizable on the dispenser?
 - a. We are offering custom badges for the front window. Please contact your marketer for more information.
 12. What colors are the dispensers available in?
 - a. The dispensers are available in white and black. There is also a premium metallic version for the Touch-Free dispensers.
 13. It says in the i/o manual to not operate the TF dispenser near aerosol or oxygen products- why is this and what should I do?
 - a. This is a general recommendation for all electronic devices required by UL962. Electronic devices can cause sparks which can be dangerous near these products. This dispenser has passed ANSI 12.12.01 to show it is not capable of causing ignition of the surrounding atmosphere. If there is concern operating the dispenser near aerosol or oxygen products, we recommend using the manual Nexa™ dispenser that does not have any electronics.
 14. Can I mount the Nexa™ Touch-free dispensers to my existing Next Gen stand?
 - a. Yes, but an adapter plate is required. This is an accessory item that must be ordered separately.

- b. Please note that *only TF dispensers* should be mounted on any of the stand varieties.
15. Can I order the same products for the both the 750 & 1250ml dispensers?
- a. Yes, Ecolab does offer the same products for both dispensers. Please contact customer service for a list of products for each dispenser.
16. Is the Nexa™ dispenser ADA compliant?
- a. Yes, all versions of the Nexa™ dispenser are ADA compliant. Follow installation directions for height requirements to ensure a ADA compliant installation.
17. How do I tell which type of product is in the dispenser?
- a. The Nexa™ dispensers are shipped with a generic Ecolab badge. Depending on the division there may be category specific (sanitizer, hand soap etc) badges also shipped with the dispenser. If the category specific badges are not included in the packaging they can be ordered separately as an accessory.
18. What are the sizes of the Nexa™ compact and classic dispensers?
- a. Compact: Height-9.3", Width-5.5", Depth-4"
 - b. Classic: Height-11.1", Width-6.1", Depth-4"
19. Is there a serial number on the dispenser?
- a. There is not a serial number on the dispenser, however there are several important date codes that will allow Ecolab to look up information on the dispenser.
 - b. For the manual dispenser, look for the arrow symbol shown below on the component in question. Every plastic component should have its own symbol. The arrow points to the month and the year is the number around the arrow. The image below shows August 2013.
 - c. For the TF dispenser, look for the symbol shown below on the component in question as well. In addition to this symbol the Touch-Free Drive (gray) has a date sticker Ecolab can track (lower left corner of dispenser). Finally, on the backplate, there is a sticker with "tested by" and "assembled by"- this information could be required as well.



TOUCH-FREE DRIVE DATE



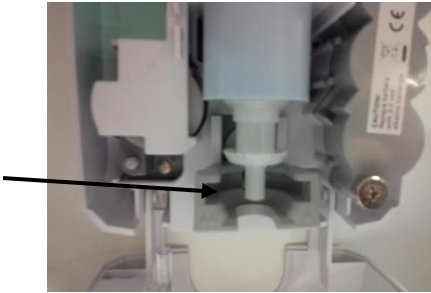
TESTED BY STICKER

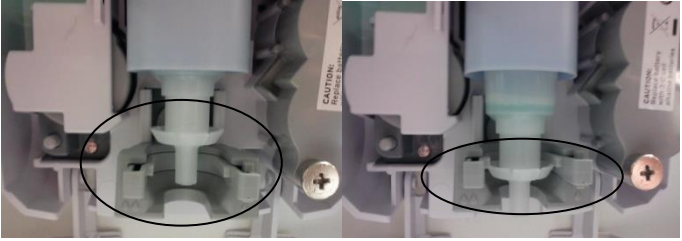


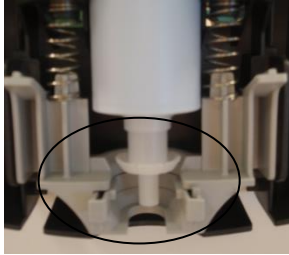
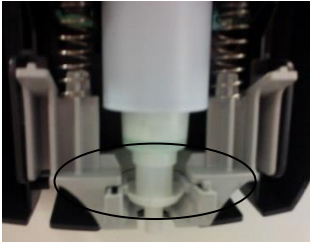
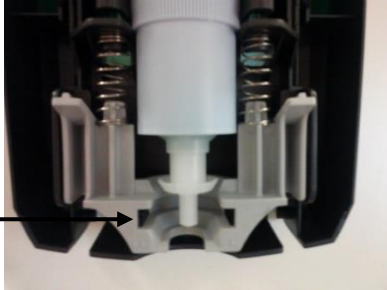
ARROW SYMBOL



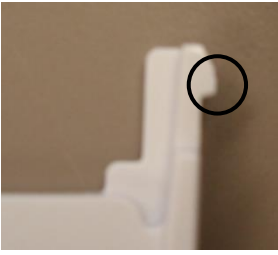
20. Does the Nexa dispenser comply with the IFC 2012 (International Fire Code)?
- a. Yes, the dispenser has a sensor range of less than 4" and an object placed in the range and left there will only cause one activation.
 - b. Other IFC requirements are:
 - i. For corridor installations- maximum capacity of sanitizer (alcohol-based) is 1.21 L- Nexa alcohol- based sanitizers are only available in 1200 mL or 750 mL (both meet this requirement).
 - ii. Refer to fire code documentation for installation rules and details.
21. Has anything been done to help prevent the spread of germs while using the manual dispenser?
- a. Nexa manual dispensers have a registered silver additive molded into the plastic of the push bar as a layer of antimicrobial protection to inhibit the growth of bacteria, mold and mildew.
 - b. The additive lasts the useful lifetime of the dispenser because it won't wash off or wear away.
 - c. The silver additive in the push bar is MCX 122009 and has an EPA registration number of 73148-3.

Troubleshooting

PROBLEM	CAUSE	SOLUTION
Did not get the correct size, color, or style dispenser	<ul style="list-style-type: none"> Requested wrong part number Did not know all of the varieties 	There are classic (1250 mL) and compact (750 mL) dispensers, as well as black and white, and manual and TF. Make sure you specify all requirements when ordering.
Dispenser fell off the wall	<ul style="list-style-type: none"> Humid/hot environment Improper installation 	If possible, mount dispenser with screws using the properly sized holes/wall mounts. This will not be affected by hot/humid environments or dirty walls. If using screws is not possible and the tape has not been contaminated, you can reinstall the dispenser using the installation procedure in the installation instructions. Be sure to press down on the tape for at least 30 seconds and if possible, do not put product in the dispenser for 24 hours. If the tape is contaminated, please remove the tape from the back of the dispenser and replace it before reinstalling.
TF dispenser won't work-Dispenser indicator light has lit up and dispenser is making noise during dispense	<ul style="list-style-type: none"> Bottle has not been properly inserted 	Remove bottle and re-insert the bottle. Take care in docking it in the correct location. See installation instructions for pictures.
	<ul style="list-style-type: none"> Pump is not primed 	No product will be dispensed for the first 4-8 dispenses. Continue triggering the sensor until you receive product or the pump umbrella is broken or the bottle is empty. Note: With several days of non-use, alcohol foams can require re-priming.
	<ul style="list-style-type: none"> Dose adjuster is missing 	Need to order new dose adjuster 
	<ul style="list-style-type: none"> Pump is not engaged 	After several activations check to see if the lower part of the pump has become latched under the tabs on the dose adjuster. If it has not, you may







		<p>need to manually pull the pump down to engage it in the tabs.</p>  <p style="text-align: center;">NOT ENGAGED ENGAGED</p>
<p>TF dispenser won't work-Dispenser indicator light has lit up, but it is not making any noise</p>	<ul style="list-style-type: none"> Improper use 	<p>Wait at least 5 seconds and then put hand 1-4 inches below the dispenser. Make sure fingertips are fairly close to the wall. Cover must be shut in order for activation to take place (depresses cover switch). You must remove your hand completely and replace it before a new dispense will trigger. Also, make sure it is not a manual dispenser.</p>
	<ul style="list-style-type: none"> Batteries are dead- If the dispenser indicator light is blinking red every couple seconds. 	<p>Remove the battery cover by taking off the 2 thumbscrews, remove the existing batteries and replace them with new batteries according to the battery orientation sticker inside the battery compartment. Replace the battery cover and fully screw down the thumbscrews. See installation instructions.</p>
	<ul style="list-style-type: none"> Dispenser needs to be reset-Dispenser indicator light blinks red every couple seconds 	<p>Remove the battery cover by taking off the 2 thumbscrews. Take it completely off and then replace it by fully screw down the thumbscrews.</p>
<p>TF dispenser won't work-Dispenser indicator light is not working</p>	<ul style="list-style-type: none"> Batteries are dead 	<p>Remove the battery cover by taking off the 2 thumbscrews, remove the existing batteries and replace them according to the battery orientation sticker inside the battery compartment. Replace the battery cover and fully screw down the thumbscrews. See installation instructions.</p>
	<ul style="list-style-type: none"> Battery pull tab was not removed 	<p>Remove the battery pull tab sticking out of the battery compartment. See installation instructions.</p>
	<ul style="list-style-type: none"> Thumbscrews are loose 	<p>Try and tighten the thumbscrews- tighten them until the battery cover cannot easily move around.</p>
	<ul style="list-style-type: none"> Batteries were inserted improperly 	<p>Confirm the batteries match the orientation as shown on the sticker inside the battery compartment.</p>

<p>Manual dispenser won't work</p>	<ul style="list-style-type: none"> Pump is not engaged with the actuator 	<p>Be sure the push bar is being fully actuated to engage the pump. This is only required for the first couple pumps of a new bottle. If it still does not engage, manually pull the pump down below the dose adjuster tabs or try a different product bottle.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> NOT ENGAGED ENGAGED </div>
	<ul style="list-style-type: none"> Dose adjuster is missing 	<p>Need to order new dose adjuster</p> <div style="text-align: center;">  <p>DOSE ADJUSTER SHOULD BE HERE</p> </div>
	<ul style="list-style-type: none"> Improper use 	<p>Make sure push bar is being operated and they are not treating it like a Touch-free dispenser.</p>
<p>The output seems really low</p>	<ul style="list-style-type: none"> Pump is defective 	<p>If the output is different than it used to be- try replacing the product bottle with a new product bottle.</p>
	<ul style="list-style-type: none"> Personal preference 	<p>The output should be ~0.7 mL for foam and ~1.0 mL for liquids. If this is not enough product, try and flip the dose adjuster. This is a u-shaped plastic component near the bottom of the dispenser. You can pinch the edges to remove it, then flip it 180 degrees and replace it. This will allow the dispenser to output ~1 ml for foam and ~1.4 mL for liquid. See installation instructions.</p>

<p>Cover will not shut</p>	<ul style="list-style-type: none"> • Bottle or other obstruction in the way 	<p>Remove bottle and replace it- make sure it is all within the dispenser. Look around edges and the top of the dispenser to check that nothing is in the way of the latch. Make sure your are shutting it so that the backplate and cover mate along the edges.</p> 
<p>Dispenser will not open</p>	<ul style="list-style-type: none"> • Bottle is backwards in dispenser • Dispenser is locked 	<p>Make sure the label is facing forward. The dispenser will not close if the bottle has been inserted backwards.</p> <p>Dispenser is using the lock accessory and requires a key to open it. Using the key or a standard paperclip- insert it into the hole on the top of the dispenser near the button. If you would like to unlock the dispenser- remove the component at the top of the dispenser on the backplate. You can rotate it 180 degrees and reinsert it or remove it completely.</p>
<p>Drip tray keeps falling out</p>	<ul style="list-style-type: none"> • Retention hooks have worn down 	<p>If the drip tray has been knocked out before, it will damage the retaining features. You will need to get a new drip tray or tape it to the wall. This was the intentional design to prevent damage to the dispenser if the drip tray is hit.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>NEW HOOK</p> </div> <div style="text-align: center;">  <p>DAMAGED HOOK</p> </div> </div>

<p>I can't get the drip tray in</p>	<ul style="list-style-type: none"> • Not inserting the hooks into the correct locations 	<p>Look at the bottom of the dispenser and find the openings where the hooks line up. They will only line up with 2 openings at the same time in one location. Hook one side into the engagement point and then pivot the drip tray to snap the other one in place. Make sure the drip tray is being pressed toward the dispenser (and not the wall) or it may not contact the hook opening. See installation instructions.</p>
<p>TF dispenser is squeaking</p>	<ul style="list-style-type: none"> • Grease was missed in assembly • Not enough grease was used 	<p>Dispenser must be taken down and replaced.</p>
<p>Dispenser cover is falling off</p>	<ul style="list-style-type: none"> • Hinge is broken 	<p>If it is a touch-free cover- you are able to order a replacement cover. If it is a manual cover, please replace the dispenser.</p>
	<ul style="list-style-type: none"> • Opening it to the side • It was mounted crooked 	<p>If the cover is opened to the side or the dispenser is mounted crooked, the hinges will come together when the cover is opened and one hinge can fall off its post. Remount the dispenser vertical or take care in opening the cover straight.</p>
<p>Cannot unscrew the thumbscrews by hand</p>	<ul style="list-style-type: none"> • Stuck 	<p>Please use a #2 Phillips screw driver to unscrew them. Afterwards tighten them by hand.</p>
<p>Dispenser will not mount to my sanitizer stand</p>	<ul style="list-style-type: none"> • Missing adapter plate 	<p>An adapter plate is required to allow mounting to the Next Gen stand. This adapter plate can be ordered as an accessory (see part list). Mount the adapter plate to the stand and then the dispenser to the adapter plate.</p>
<p>Pump Clogging</p>	<ul style="list-style-type: none"> • Product built up in the tip of the pump 	<p>Customer can clean the tip of the pump and put the bottle back into the dispenser or push the push bar hard a couple of times to clear the clog.</p>
<p>Pump collar scuffed</p>	<ul style="list-style-type: none"> • Pump is applied with a spindle capper 	<p>There are no issues with the pumps. The customer should keep using the package.</p>
<p>Bottle Leaking</p>	<ul style="list-style-type: none"> • Customer Punctured Bottle • Damaged during the shipment • Sonic Weld caused a leak • Bad or no gasket 	<p>Customer should replace the bottle</p>
<p>Missing bottle label</p>	<ul style="list-style-type: none"> • Customer theft • Fell off in shipment 	<p>Customer should replace the bottle and then contact their sales rep with the date code information.</p>

Part Number Guide

PART NUMBER	DESC	NOTES	PICTURE
92021184	NEXA™ COMPACT TF DISPENSER WHITE 6PK (750ML)	Healthcare	
92021188	NEXA™ CLASSIC TF DISPENSER WHITE 8PK (1250ML)	Healthcare	
92022907	REPLACEMENT DOSE ADJUSTER	Replacement part- allows changing to high/low dose, comes with all dispensers, but may get lost	
92022957	REPLACEMENT NEXA™ CLASSIC TF BATTERY COVER ASSEMBLY	Replacement part, comes with thumbscrews	
92023116	NEXA™ REPLACEMENT CLASSIC PUSH BAR BLACK	Replacement part	
92023117	NEXA™ REPLACEMENT COMPACT PUSH BAR GRAY	Replacement part- white dispenser	
92023111	NEXA™ REPLACEMENT CLASSIC TF COVER BLACK	Replacement part	

92022989	DRIP TRAY NEXA™ W/ TAPE BLACK	Accessory	
92022993	DRIP TRAY NEXA™ W/ TAPE WHITE	Accessory	
92023085	FRAME NEXA™ CLASSIC W/ TAPE BLACK	Accessory	
92023086	FRAME NEXA™ CLASSIC W/ TAPE WHITE	Accessory	
92023113	NEXA™ LOCK AND KEY KIT (10 LOCKS, 2 KEYS)	Accessory- to lock the dispenser and open a locked dispenser	
92023114	NEXA™ KEY KIT (10 KEYS)	Accessory- to open a locked dispenser	
92023143	WALL PLATE NEXA™ 6X12 BLACK	Accessory- to cover wall damage, Healthcare	
92023144	WALL PLATE NEXA™ 6X12 WHITE	Accessory- to cover wall damage, Healthcare	
92023145	WALL PLATE NEXA™ 6X12 HOLE BLACK	Accessory- to cover wall damage, Healthcare	

92023146	WALL PLATE NEXA™ 6X12 HOLE WHITE	Accessory- to cover wall damage, Healthcare	
92023156	WALL PLATE NEXA™ 7X16.5 WHITE	Accessory- to cover wall damage, Healthcare	
92023157	WALL PLATE NEXA™ 7X16.5 HOLE WHITE	Accessory- to cover wall damage, Healthcare	
92023158	WALL PLATE NEXA™ 7X16.5 BLACK	Accessory- to cover wall damage, Healthcare	
92023160	WALL PLATE NEXA™ 7X16.5 HOLE BLACK	Accessory- to cover wall damage, Healthcare	
92023161	WALL PLATE NEXA™ 7X18.6 WHITE	Accessory- to cover wall damage, Healthcare	
92023162	WALL PLATE NEXA™ 7X18.6 HOLE WHITE	Accessory- to cover wall damage, Healthcare	
92023163	WALL PLATE NEXA™ 7X18.6 BLACK	Accessory- to cover wall damage, Healthcare	
92023164	WALL PLATE NEXA™ 7X18.6 HOLE BLACK	Accessory- to cover wall damage, Healthcare	
92023097	NAMEPLATE NEXA™ HEALTHCARE ANTI-MICROBIAL HANDSOAP 50 PACK	Accessory- product specific badges to replace generic badge	

92023098	NAMEPLATE NEXA™ HEALTHCARE SURGICAL SCRUB 50 PACK	Accessory- product specific badges to replace generic badge	
92023099	NAMEPLATE NEXA™ HEALTHCARE HANDSOAP 50 PACK	Accessory- product specific badges to replace generic badge	
92023103	NAMEPLATE NEXA™ HEALTHCARE HANDSANITIZER 50 PACK	Accessory- product specific badges to replace generic badge	
92023104	NAMEPLATE NEXA™ HEALTHCARE LOTION 50 PACK	Accessory- product specific badges to replace generic badge	
92023105	NAMEPLATE NEXA™ HEALTHCARE BODY SHAMPOO 50 PACK	Accessory- product specific badges to replace generic badge	