LACAVA®

Owner's Manual

ZOOM Soap Dispenser

Item: EX13M_1, EX13M_2, EX13M_3
EX23M_1, EX23M_2, EX23M_3
EX63M_1, EX63M_2, EX63M_3

Features:

-Deck-mount electronic touch-free soap dispenser with multi-feed tank system
  -EX13M_1 or EX23M_1 or EX63M_1- complete set with one spout and pump
  -EX13M_2 or EX23M_2 or EX63M_2- complete set with two spouts and pumps
  -EX13M_3 or EX23M_3 or EX63M_3- complete set with three spouts and pumps
-Brass construction with 1.3 gal (5L) plastic tank
-Optional countertop filling kit sold separately
-Promotes germ free and automated environment
-Liquid soap viscosity: 1000-3500 cps (mpA-s). Not for use with foam soap
-Soap volume discharge: 0.07 oz (2mL)
-It can be installed to meet ADA compliance
-Minimum distance between sensor and surface 4"
-Sensor life expectancy: 500,000 cycles
-No reflective surfaces (mirrors, polished metal finishes, etc) to be placed in the range of the sensor
-Sensor warning for low soap with red light on
-Independent pump system for each spout
-Matching faucets and hand-dryers available

Important: Keep this manual for future technical assistance and/or replacement parts. Please read the instructions within the booklet carefully prior to installation. LACAVA recommends that this fixture be installed by a professional plumber and will not be held responsible for any damage caused by improper installation. It is the responsibility of the homeowner to ensure that this fixture complies with all local plumbing codes. Please see the Terms & Conditions found within this booklet for additional information. For technical assistance please contact 773-637-9600.

Importante: Guarde este manual para futura asistencia técnica y / o piezas de repuesto. Por favor, lea las instrucciones en el folleto cuidadosamente antes de la instalación. LACAVA recomienda que este aparato sea instalado por un técnico y no se hace responsable de los daños causados por una instalación incorrecta. Es la responsabilidad del propietario garantizar que este aparato cumpla con todos los códigos de plomería locales. Por favor, consulte nuestros Términos y Condiciones que se encuentran en este folleto para información adicional. Para obtener asistencia técnica, por favor contacte a: 773-637-9600.

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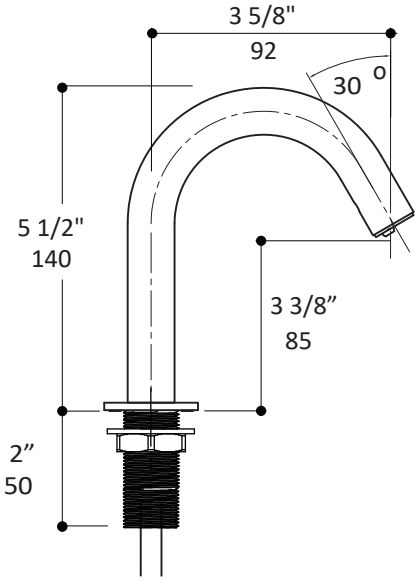
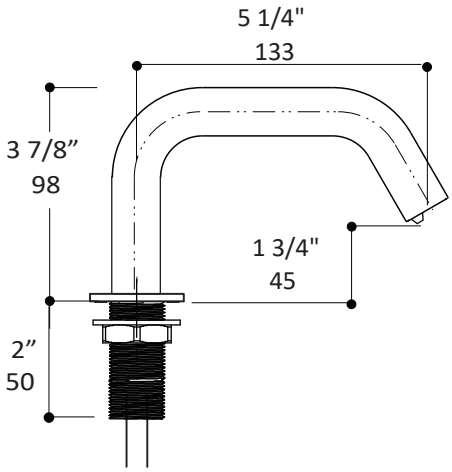
Product Specifications/Especificaciones de Producto

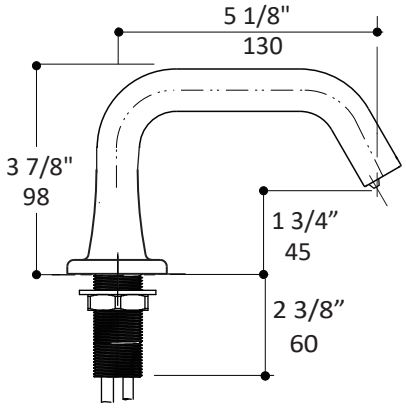
EX13M_123

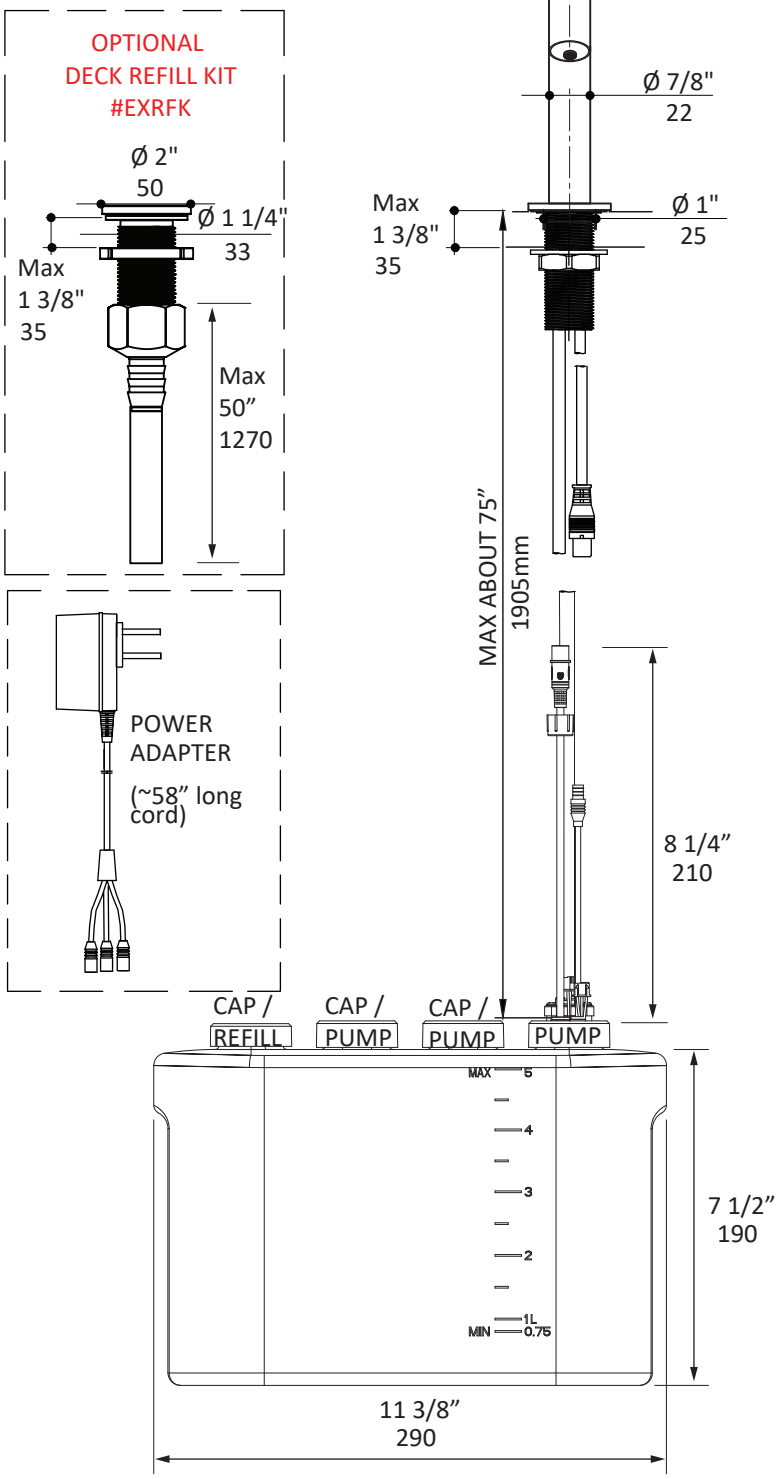


EX23M_123



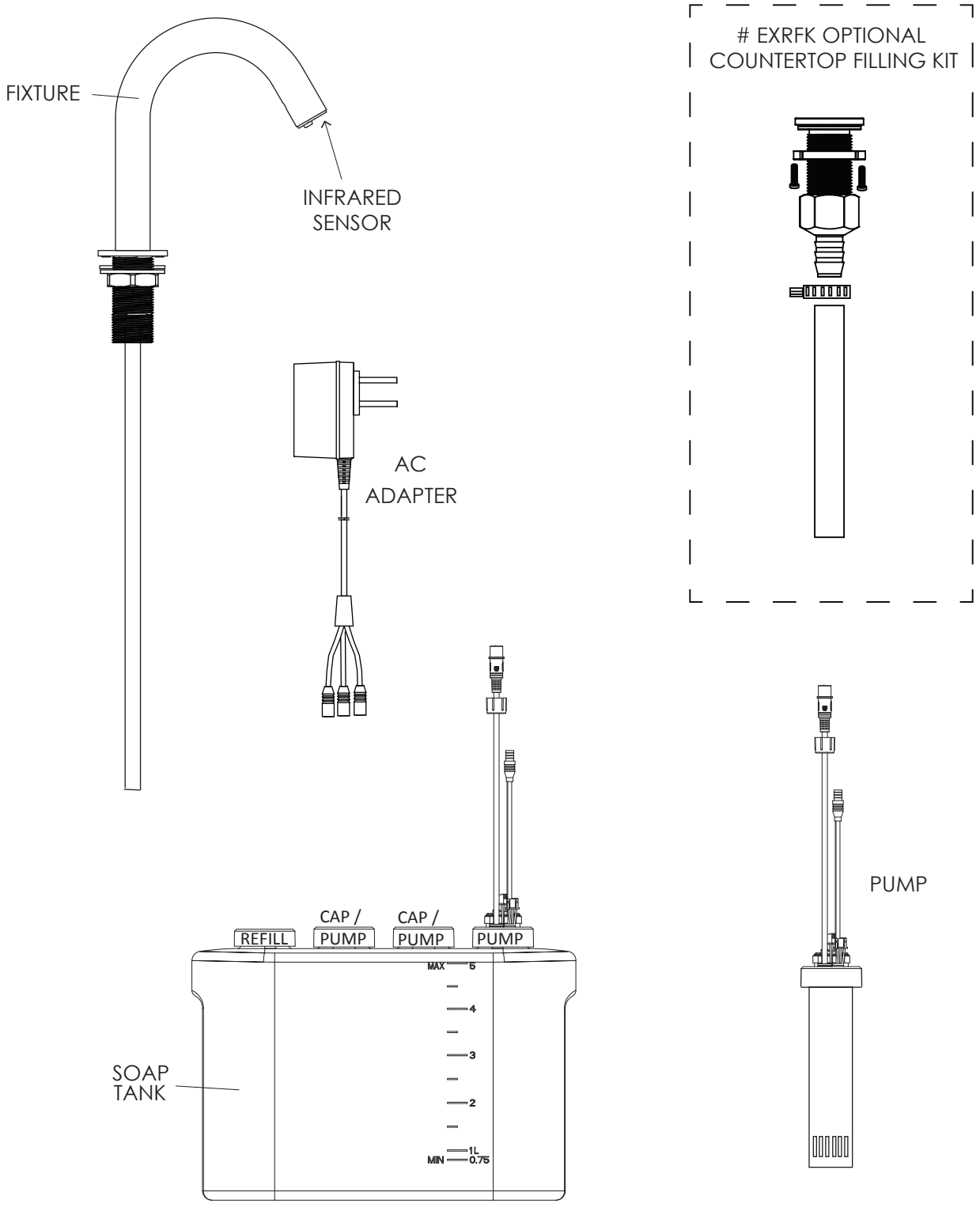
EX63M_123





Note:
Drawings provided herein are meant to give the user an idea of the product and are not made to scale. The sizes in inches are rounded up to the nearest 1/16.

Parts Breakdown/Desglosamiento de Partes



Note:
Please reference this sheet and the corresponding part number when requesting parts.
Nota:
Por favor referirse a esta pagina y la parte correspondiente cuando ordene partes.

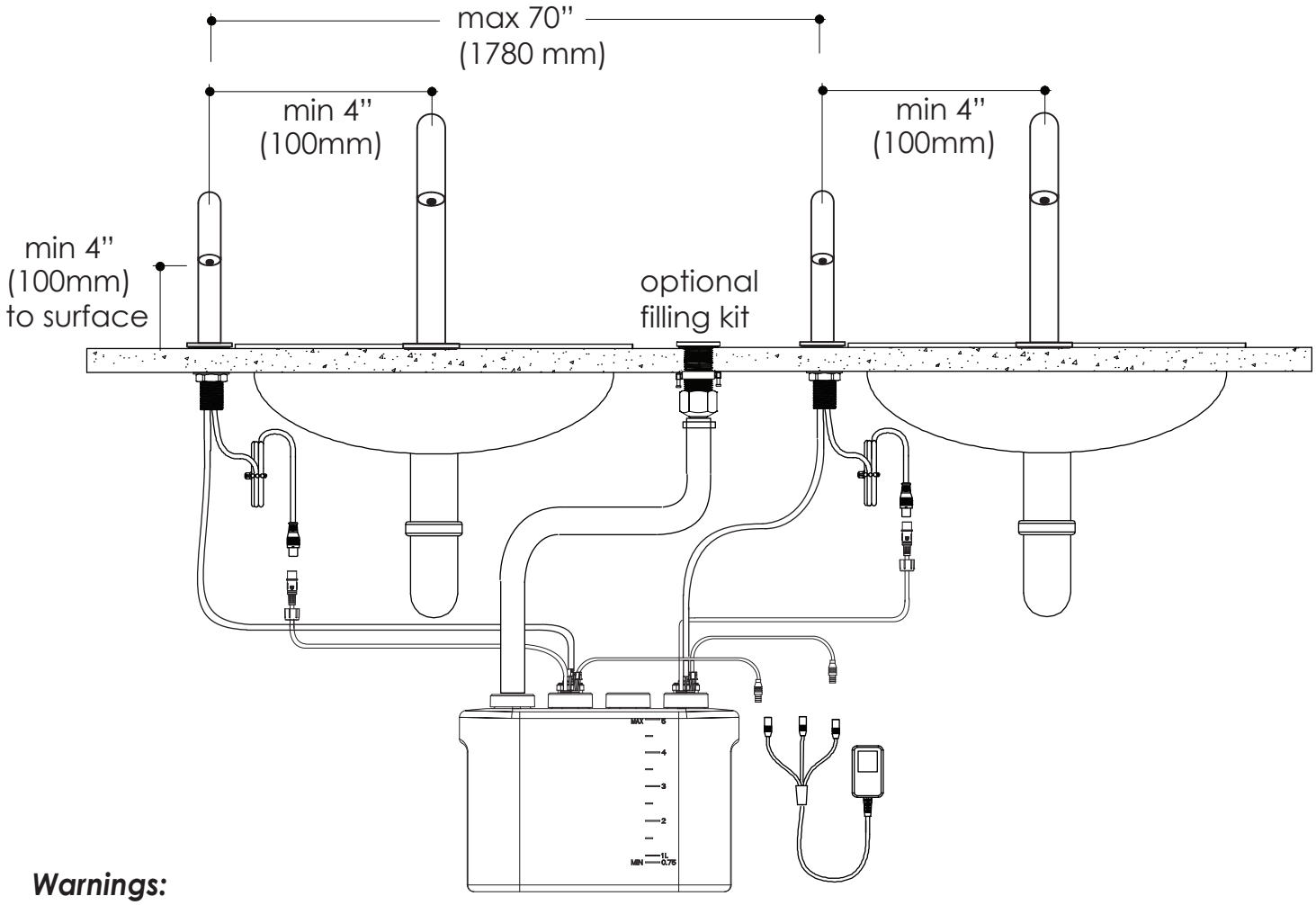
Installation Instructions/Instrucciones de Instalación

Technical Specifications

Item Code	EX13M_123, EX23M_123, EX63M_123
Material	Brass
Operating voltage	AC: 120V
Liquid capacity	1.3 gal (5L)
Temperature	Normal temperature
Liquid soap viscosity	1000-3500 cPs
Soap volume discharge	≤ 0.07 oz (2mL)

Installation Diagram

Mount and install components according to the diagram - one to three units



Warnings:

-Do not install the soap dispenser facing a mirror-like surfaces or other electronic systems operated by an infra-red sensor.

-Space for installation so that the user hands should not interfere with the soap dispenser sensor detection area while operating a nearby faucet or other objects.

-The soap tank must be accessible after installation.

-Fill the bottle with proper liquid soap before starting the pump to avoid overheating and burning the motor.

Troubleshooting

The soap can crystallize when it remains in the dispenser and, even more so, in the hoses, for a long time without flowing. If that happens, hoses need to be rinsed with warm water to clear them of the crystallized soap. Soap residues on stainless steel and other metal finishes should be removed immediately. When not removed properly (cleaning), soaps containing tensides can lead to corrosion of those metals.

Check Pump:

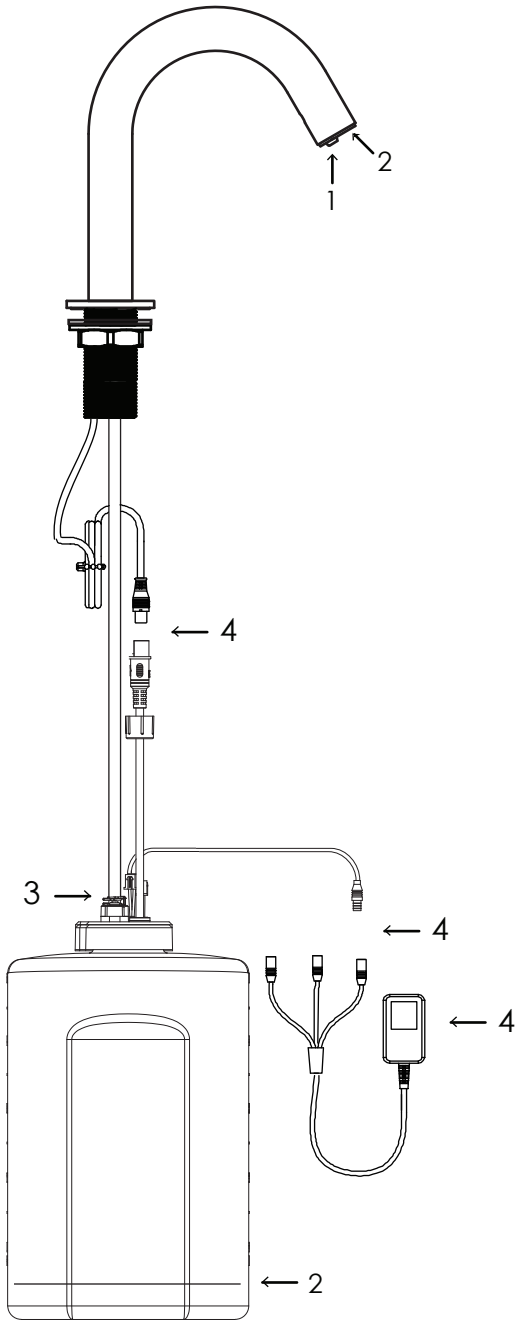
A. Check electric supply and connections

Check that the AC outlet is live and that the adaptor is completely plugged in and check that all electric connections are completely connected and seated (4).

B. Check sensor

The sensor (2) will emit constant red light when the soap level in the tank falls below 0.2 gal (0.75L).

Make sure the liquid soap is free of debris and hard particles that can damage the pump.



Symptoms:

Pump runs but no soap is coming from the spout.

- Confirm soap in tank
- Visually inspect the tip of the spout (1) for blockage Debris or hardened soap may be blocking the line.
- Use warm water to clear the soap line

System does not run.

- Check infrared sensor (2) for obstructions (dirt, scratches, object, ect).

Soap is backflowing

- Check soap line connections (3). Inspect the unions, which should be dry with no soap/bubbles or air leaking.

If issues still persist after toubleshooting. Please contact LACAVA technical support.

Cleaning and Care

IMPORTANT NOTES!

1. Please keep the soap tank free of any dirt and debris - it may block the access point and soap lines. If any impurities found in the soap, please replace it.
2. Remove liquid soap from the tank if device not in use for longer periods of time, as soap dries up, solidifies, and clogs the lines and spout. Rinse all lines with warm water.
3. Refill the tank when only .2 gal (.75L) of soap left in the tank.
4. To clean the soap dispenser:
   - unplug the adapter, empty the soap tank and use damp cloth to wipe and then dry the fixture with towel
   - never immerse the electric connections in water
   - wipe the adapter only with dry cloth
   - never use highly corrosive chemical solvent cleaning products that may damage the finish

Daily Use and Care

For best results, please care for this product in accordance with the following instructions:

- Only use warm water and a mild detergent (i.e. dishwashing soap) for cleaning.
- If another cleaner is used, check the label to make sure that it is safe for use on the material being cleaned and always test in an inconspicuous area first.
- Make sure to wipe any excess cleaners off with a damp sponge or cloth and then rinse with water.
- Dry the surface with a soft cloth until dry after each use.
- Never use abrasive materials or cleaners that contain ammonia, bleach or acid, since they can cause damage to the finished surface.

We would like to thank you for your purchase and are confident that you will be able to enjoy our products for many years to come!

Cuidado y Limpieza

Para mejores resultados, por favor cuide des este producto de acuerdo con las siguientes instrucciones:

- Sólo utilice agua tibia y un detergente suave (es decir, el jabón para lavar la vajilla) para la limpieza.
- Si se utiliza otro limpiador, revise la etiqueta para asegurarse de que es seguro para el uso del material para su limpieza y siempre prueba en un área discreta primero.
- Asegúrese de limpiar cualquier exceso de productor de limpieza con una esponja o un trapo húmedo y luego enjuague con agua.
- Seque la superficie con un paño suave hasta que se seque después de cada uso.
- Nunca use materiales abrasivos o productos de limpieza que contienen amoníaco, lejía o ácido, ya que pueden causar daños a la superficie acabada.

¡Nos gustaría darle las gracias por su compra y estamos seguros que usted podrá disfrutar de nuestros productos por muchos años!

Warranty

LACAVA LLC provides a Limited Lifetime Warranty on its faucetry. This warrants any faucet, installed in a residential application, to be free of defects in material and workmanship for as long as the original consumer owns his or her home. Any product installed in a commercial application is covered under warranty for one year. LACAVA warrants all other products to be free from any defects in materials or workmanship, during normal residential or commercial use including all hinges, drawer slides, finishes, and general workmanship of the item for a period of one year. LACAVA warranties do not cover normal wear and tear, damages due to negligence, faulty installation, improper alterations and repairs, improper cleaning and care, or damages due to uses of the product other than its intended and normal use. If a defect is found under normal use, while under warranty, LACAVA will repair or replace the product (whichever cost is smaller to LACAVA) at its own expense (excluding shipping and installation charges). Under no circumstances is LACAVA responsible for installation/service fees or any dollar amount beyond the cost of the item. In addition, all LACAVA products are to be installed by experienced professionals properly licensed and bonded; otherwise, any LACAVA warranty and liability is to be considered waived. All warranties are non-transferable and proof of purchase is required for any warranty claim.

In accordance with the laws of limitation and exclusion state by state, and therefore provided the duly exceptions, LACAVA will not be held liable, in any event, for any special, indirect, incidental or consequential damages or losses (including but not limited to damages for loss of business, loss of profits, etc.) for breach of contract, tort (including negligence), product liability or otherwise, even if it has been advised of the possibility of such damages. LACAVA's liability on any claim (including negligence) will not in any case exceed the contract price paid by the original purchaser for the product claimed defective or unsuitable. It is the responsibility of the homeowner to ensure that all installed fixtures comply with all local plumbing codes.

Garantía

LACAVA LLC proporciona una Garantía Limitada de por Vida en sus grifos. Esto garantiza que cualquier grifo, instalado en una aplicación residencial, no presentara defectos en el material o de fabricación, mientras que el consumidor original posea su casa. Cualquier producto instalado en una aplicación comercial está cubierto bajo garantía por un año. LACAVA garantiza que todos los otros productos no presentaran defectos en el material o de fabricación, durante el uso normal, residencial o comercial incluyendo las bisagras, rieles, acabados, y confección en general del artículo, por un período de un año. Las garantías de LACAVA no cubren el desgaste normal, los daños debido a negligencia, instalación errónea, modificaciones y reparaciones impropias, limpieza y cuidado impropio, o daños debido a la utilización de los productos distintos de su uso previsto y normal. Si un defecto es encontrado bajo el uso normal, mientras bajo garantía, LACAVA reparará o reemplazará el producto (el costo menor a LACAVA) a su cargo (excluyendo cargos de envío e instalación). Bajo ninguna circunstancia LACAVA será responsable por servicios de instalación, compensaciones por servicios o cualquier cantidad que exceda el costo del artículo. Además, todos los productos de LACAVA deben de ser instalados por profesionales experimentados con licencia y seguro; de otro modo, cualquier garantía de LACAVA y obligación será cancelada. Todas las garantías son intransferibles y el comprobante de compra es requerido para cualquier reclamo de garantía.

En conformidad con las leyes de la limitación y exclusión de estado a estado, y con las excepciones aquí debidamente presentadas, LACAVA no será responsable, en cualquier caso, por ningún daño especial, indirecto, incidental o consecuencial o pérdidas (incluyendo pero no limitadas a daños por pérdida de negocio, pérdida de beneficios, etc) por incumplimiento de contrato, agravio (incluyendo negligencia), responsabilidad por Productos defectuosos o de otro modo, incluso si se ha advertido de la posibilidad de tales daños. La Responsabilidad de LACAVA en caso de reclamaciones (incluyendo negligencia) no superarán en ningún caso el precio del contrato pagado por el comprador original del producto reclamado defectuoso o no apto. Es la responsabilidad del propietario garantizar que todos los accesorios instalados cumplan con todos los códigos de plomería locales.

Terms and Conditions

UNIQUENESS:

Many LACAVA products are made of natural stone, woods, or metals. Because of the natural variations, and/or handmade nature of the products, slight differences are expected and are not deemed manufacturing defects.

SHIPPING POLICIES:

Once the merchandise is released to and accepted by the carrier, LACAVA's responsibility ends. LACAVA LLC is not responsible for damages occurring in transit. After the merchandise is delivered and the shipping document is signed, it becomes the property of the purchaser. We constantly improve the packaging as new technologies become available, but damages in transit may still occur. Therefore, we recommend that all packages be inspected by the purchaser in the carrier's presence upon delivery. In case of damages, either visible or concealed, the purchaser is responsible for filing any damage claim against the carrier. In this regretful circumstance, we suggest utter diligence to have the carrier's agent explain the steps to submit a valid claim against the carrier, as each carrier has different claim policies. Please document everything in writing, preferably on the shipping documents and have also the carrier's agent sign along. If you wish that Lacava assists you in the claim process, please fax or email us copies of the shipping and claim documents at your earliest convenience. In the case of missing items, which could occur due to our mistake or a theft during transit, please follow same procedures as for shipping damages above, with the only difference that the claim concerns something completely missing, rather than damaged. Please take note of any visible tampering with the packaging in the presence of the carrier's agent before accepting the delivery with your signature. In case of missing items, you must also inform LACAVA and send us all related documents within 24 hours from the delivery date. We will open an internal investigation and check the inventory count to determine whether it was our error. If we verify it was our mistake, we will promptly ship the missing item(s) to the purchaser by standard ground at our cost.

RETURN POLICIES:

If the product is not satisfactory for any reason different from defects, it can be returned to LACAVA LLC up to 30 days from the shipping date after obtaining a Return Goods Authorization (RGA) valid for 60 days. If the product is not returned to LACAVA within that timeframe, the RGA will be voided and no further RGAs will be issued for the product. The merchandise must be in salable condition, in its original packaging, and packed safely with the RGA number clearly marked on the outside packaging. To obtain an RGA number, please fax or email the request with a description of the reason for return. The merchandise must be in its original packaging and packed safely in accordance with the carrier's packing requirements, with the RGA number clearly marked on the outside packaging. LACAVA reserves the right not to issue any credit, if an approved RGA number has not been obtained. A restocking fee of 25 percent and applicable shipping charges to the customer and back will be deducted from the credit amount. Credit (excluding shipping and handling charges) will be given only for returns of intact products up to 30 days from the shipping date. After 30 days from the shipping date, no returns will be accepted. All returned merchandise is at the purchaser's risk and cost. Special order and custom made items are not returnable. Products must be inspected prior to installation and installation of the product means its acceptance. Product, once installed, cannot be returned. Damages occurring in installation are not considered defects and are not subject to return or refund. LACAVA will replace any defective item for free only after the non-conforming product is safely returned to LACAVA's warehouse safely in accordance with the carrier's packing requirements, and in its original packaging, within 30 days from the shipping date. If the product is not found to be defective and is damaged in any way, there may be a charge for any replacement. In any case, LACAVA does not cover installation costs.

Términos y Condiciones

SINGULARIDAD:

Muchos productos están hechos de piedra natural, maderas o metales. Debido a las variaciones naturales, y / o la naturaleza de los productos artesanales, pequeñas diferencias se pueden esperar y no se consideran defectos de fabricación.

POLÍTICAS DE ENVÍO:

Una vez que la mercancía es entregada y aceptada por la compañía de transporte, la responsabilidad de LACAVA termina. LACAVA LLC no es responsable por daños ocurridos en tránsito. Después que la mercancía se entrega y el cliente firma el documento de transporte, la mercancía se convierte en la propiedad del comprador. Con el avance de tecnología estamos constantemente mejorando nuestros modos de empaque. Pero los daños en tránsito aun pueden ocurrir. Por lo tanto, se recomienda que todos los paquetes sean inspeccionados por el comprador en presencia de la compañía ala hora de entrega. En el caso de daños, ya sea visible o encubierto, el comprador es responsable de presentar cualquier reclamo por daños contra el transportista. En esta circunstancia lamentable, le sugerimos que ser muy cauteloso y pedir a el agente de la compañía que le explique los pasos para presentar una demanda legal contra la compañía (ya que cada compañía tiene políticas de demanda diferentes). Documente todo por escrito, de preferencia en los documentos de embarque, también pida a el agente/chofer que firme a lo largo. Si usted desea que nosotros, le ayudemos en el proceso de reclamo, envíenos por fax copias de los documentos de envío y reclamo a la más brevedad posible. En el caso de que falte mercancía a su orden, ya que no sabemos si se debe nuestro error o de un robo durante el transporte, por favor, siga el mismo proceso que el anterior. Con la única diferencia de que el reclamo será por algo completamente desaparecido, y no por daño. Por favor note, en la presencia del agente/chofer de la compañía, cualquier alteración visible en el empaque. En el caso que falten artículos, también hay que informar a LACAVA y enviar todos los documentos relacionados con un plazo de 24 horas a partir de la fecha de entrega. Vamos a abrir una investigación interna y verificar el recuento de inventario para determinar si fue un error de nuestra parte. Si nos damos cuenta que fue nuestro error, rápidamente se le enviara el artículo que falta al comprador por UPS (tierra) sin costo extra.

PÓLIZAS DE DEVOLUCIÓN:

LACAVA reemplazará cualquier producto defectuoso debido a defectos de fabricación sólo después de la no conformidad del producto se devuelve al almacén LACAVA en condición vendible plazo de 30 (treinta) días a partir de la fecha de envío. En cualquier caso, LACAVA no cubre los costes de instalación. Si el producto no es satisfactorio, por cualquier motivo diferente de los defectos, que pueden ser devueltos a LACAVA LLC hasta 30 (treinta) días a partir de la fecha de envío después de obtener una Autorización de Devolución de Bienes (RGA), válida por 60 días. Si el producto no se devuelve a LACAVA dentro de ese plazo, la RGA se anularán y no se RGA se emitirán nuevos para el producto. La mercancía debe estar en su embalaje original y embalado de forma segura. Una tasa de reposición de 25 por ciento y los gastos de envío aplicables a los clientes y la espalda se deducirá de la cantidad del crédito. De crédito (excluyendo gastos de envío) se dará sólo para las devoluciones de productos intactos hasta 30 días a partir de la fecha de envío. Después de 30 días a partir de la fecha de envío, no se aceptarán devoluciones. Toda la mercancía devuelta es a riesgo del comprador y el costo. Especial orden y artículos personalizados no son retornables. Los productos deben ser inspeccionados antes de la instalación y la instalación del producto, su aceptación. Producto, una vez instalado, no pueden ser devueltos. Los daños se producen en la instalación no se consideran defectos y no están sujetos a devolución o reembolso.