

# TSL.R.020

ribbon sensor faucet

installation + maintenance

+  
THE  
SPLASH  
LAB

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# TSL.R.020 ribbon sensor faucet

**Read and save these instructions**

**WARNING** 

To reduce the risk of fire, electric shock or injury to persons, observe the following:

- + Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
- + This equipment should be installed in a way that ensures all electrical parts are kept dry.
- + A means of electrical isolation must be incorporated in the fixed wiring, in accordance with the current local regulations in force.
- + Disconnect the power supply before performing any maintenance on the product.
- + Children should not play with this equipment. Cleaning and maintenance shall not be performed by children without supervision.
- + This equipment is designed to be used in commercial and public areas; it is not intended for domestic or residential use.
- + Replace fuse only with the same type and rating of fuse.
- + Ensure wiring and cover is installed correctly before connecting to live power supply.
- + If in doubt, consult an electrician.
- + Not to be installed above such surfaces as china or chrome drain covers.

## **General information**

(310) 410-5008

Showroom:

8745 Washington Boulevard, Studio D, Culver City CA 90232

Warehouse + Offices:

20809 Higgins Court, Torrance CA 90501

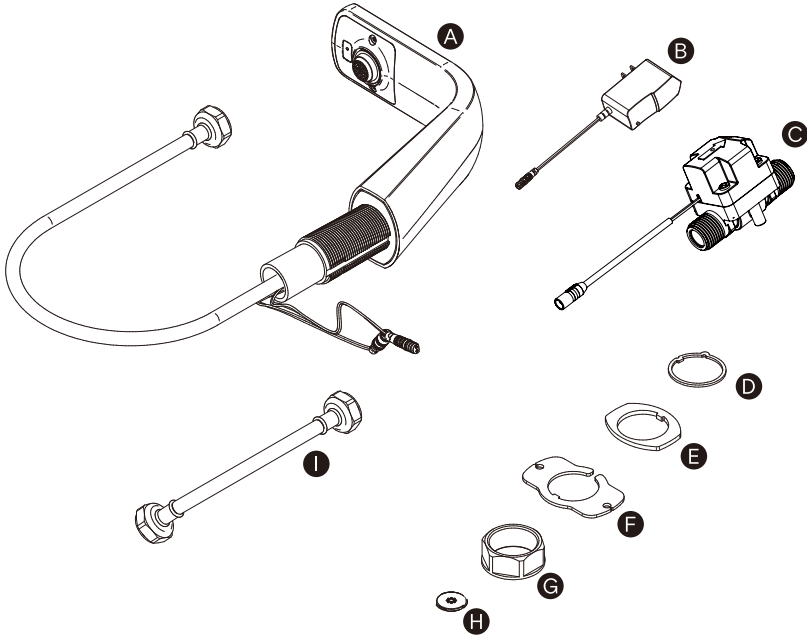
## **Technical support**

[info.usa@thesplashlab.com](mailto:info.usa@thesplashlab.com)

**For further contact information visit:**

[www.thesplashlab.com/usa](http://www.thesplashlab.com/usa)

# box contents

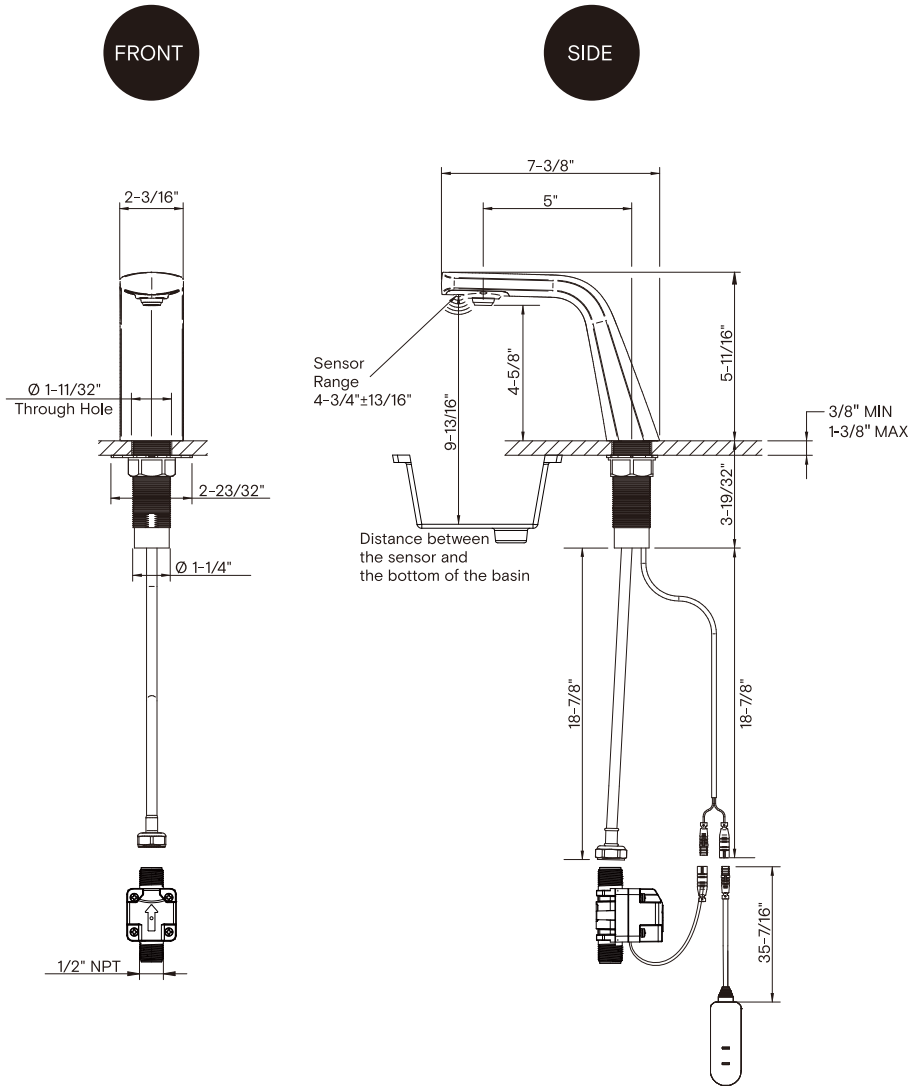


A	Ribbon sensor faucet head
B	Mains power supply
C	Solenoid valve
D	Anti-rotation plate #1
E	Counter top gasket
F	Anti-rotation plate #2
G	Fixing nut
H	Flow restrictor
I	Flex hose - 300mm

# technical data

Finishes	TSL.R.020.C.ELE	Bright Polished
	TSL.R.020.CS.ELE	Brushed Stainless
	TSL.R.020.CP.ELE	Brushed Copper
	TSL.R.020.BK.ELE	Brushed Black
	TSL.R.020.BR.ELE	Brushed Brass
Material (body)	AISI 304 Stainless steel	
Operating pressure	7 - 87 psi dynamic pressure	
Flow rate	0.5 GPM (Other flow rates available upon request)	
Weight	2lb 3oz	
Power supply - Mains	Input 100-240V ac; 50/60Hz Output 6V DC, 0.5A, 3W max	
Sensor range - Preset	2-1/2"(±3/16")	
Sensor range - Minimum	2"	
Sensor range - Maximum	5-15/16"	
Comfort delay	2 seconds	
Security time	Water flows for 6 seconds after sensor activation To flush 20 seconds after 24 hours of no usage	
Approvals	ASME A112.18.1, CSA B125.1, NSF/ANSI/CAN 61, WRAS, RoHS, ADA	
Warranty	One year limited warranty	

# before you install



# before you install

## Flow Rates

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Different flow rates may need to be achieved. The Splash Lab offers a number of flow regulators which can be used in conjunction with the Ribbon Tap system (see installation guide or contact The Splash Lab for more information).

## Water Temperature

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The Ribbon Tap System does not come equipped with temperature control. Premixed water must therefore be supplied separately.

## Sinks

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Use of a The Splash Lab sink is recommended when used in conjunction with any of the The Splash Lab Ribbon fixtures.

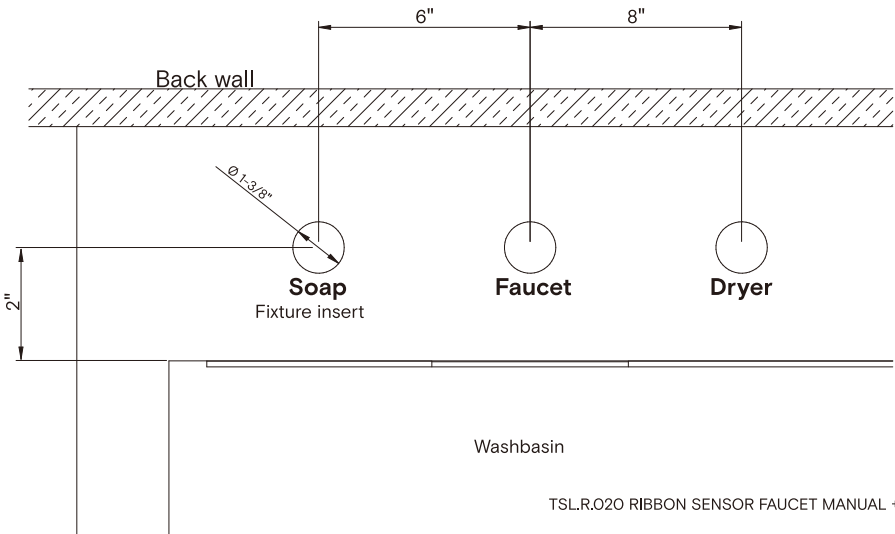
When using other sinks, ensure that holes and appropriate mounting points are created in accordance with the diagram below.

## Spacing

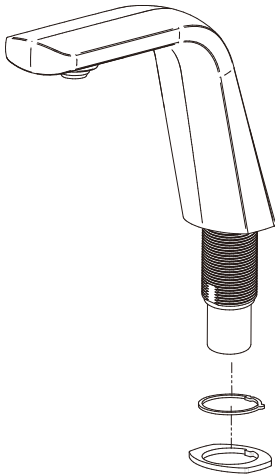
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If the Ribbon Faucet is installed with other units from the Ribbon Range, it should be installed in the center with the Soap Dispenser installed at 6" to the left and the Hand Dryer installed at 8" to the right.

## Top view



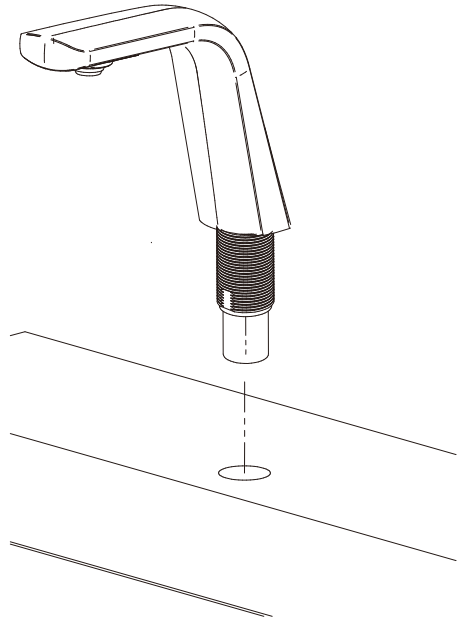
# how to install



**1**

Ensure internal anti-rotation ring (D) and the gasket (E) are fitted into the recesses in the Ribbon faucet (A). These should be shipped preinstalled.

\*Ensure that the main water supply has been deactivated at or before point of install prior to fitting.

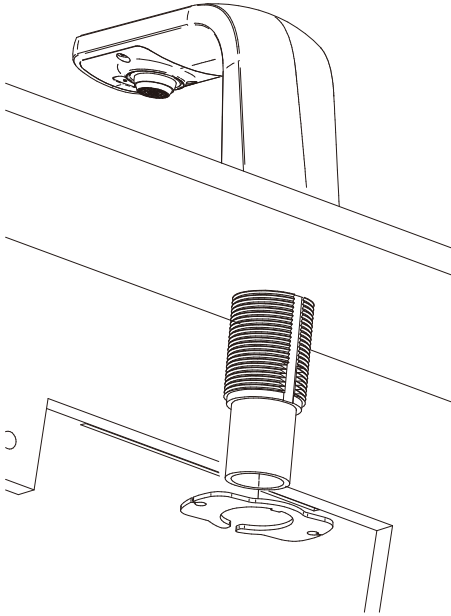


**2**

Position faucet in sink deck through a  $\varnothing 1\frac{1}{4}$ " hole and ensure the tap is angled pointing in the required direction.

\*Remove reflective clothing during installation.





### 3

This tap can be fitted to a variety of sink types:

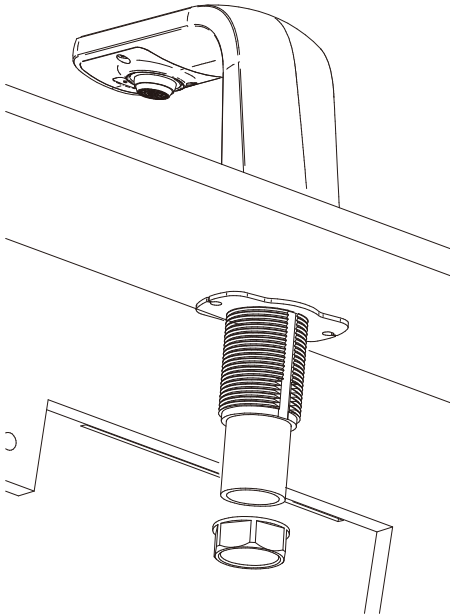
#### **The Splash Lab Approved Sink**

- a. When using an approved The Splash Lab Ribbon sink, there will be a recess available for the under-sink anti-rotation plate (F). No fixings are required at this stage.
- b. Other scenarios will require a soffit of timber or MDF (I) to be fitted under the sink. The under-sink anti-rotation plate (F) can be secured in place with 2x no.10 screws.

#### **Alternative Solid-surface Sink**

- c. When using another solid-surface sink, micro squirrel fixings will need to be fitted prior to install. The under-sink anti-rotation plate (F) can be secured in place with 2x M4/M5 screws.

# how to install



**4**

Attach the Ribbon fixing nut (G) with the flat surface towards the sink. We recommend tightening to 15–20 Nm, however this is subject to the sink material and install situation.

**5**

Fit the end of the stainless steel braided hose onto the outlet of the solenoid, ensuring that the flow restrictor is in place, between the fixing nut and the solenoid valve.

**6**

Connect the solenoid inlet to the mains water supply using a stainless steel braided hose only.

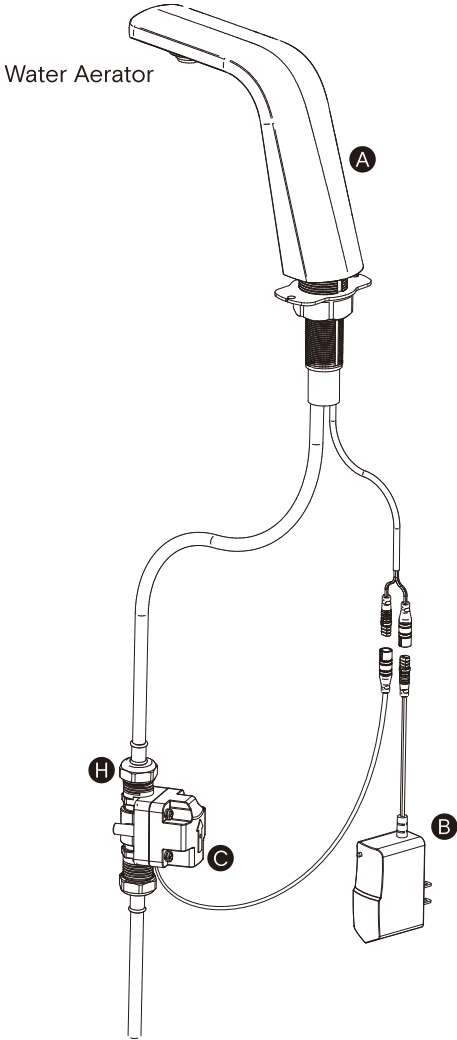
**7**

Before powering on the system, remove the label covering the sensor at the front of the tap (left).

**8**

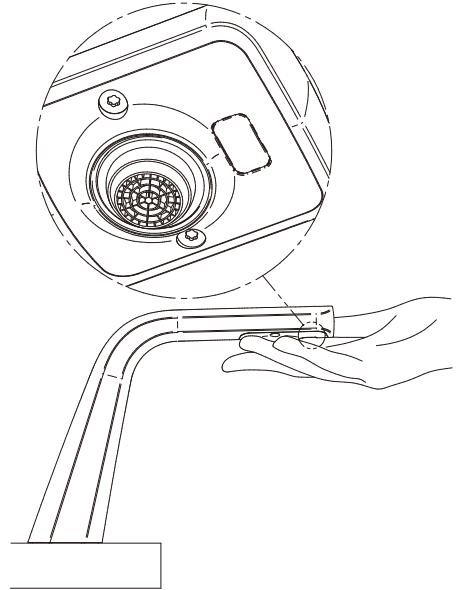
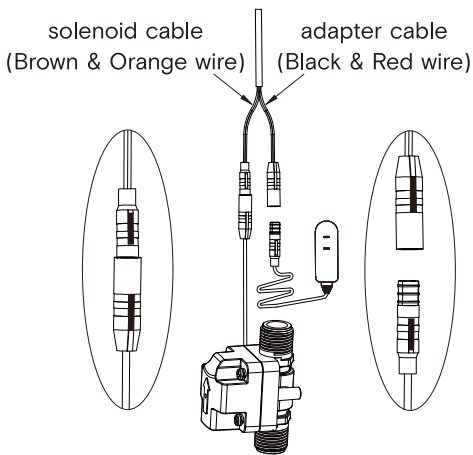
Attach the female sensor cable from the main unit to either the mains power supply (B) as required.

# the complete system



- A \_\_\_\_\_ Ribbon sensor faucet head
- B \_\_\_\_\_ Main power supply
- C \_\_\_\_\_ Solenoid and cable
- H \_\_\_\_\_ Flow restrictor

# resetting the sensor

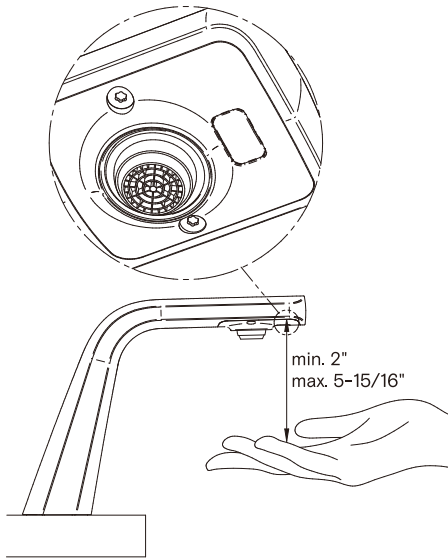


**1**

First disconnect the Ribbon faucet head from the Power unit. Wait a minimum of 4 seconds and reconnect the power.

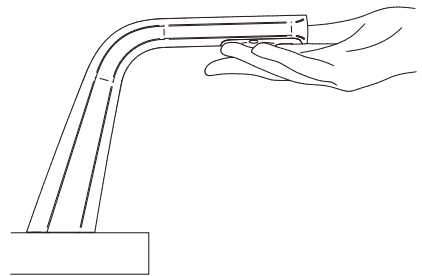
**2**

After connecting to power, immediately place your hand at about 2" below the sensor on the faucet head and keep it there for 3 seconds.



### 3

At the end of the 3 seconds, move your hand away from the sensor and down towards the wash basin to set the desired sensor range (min. 2" / max. 5-15/16") and keep your hand at the desired position for 3 seconds.



### 4

At the end of 3 seconds, move your hand back to the original 2" position from the sensor and keep at the position for 3 seconds to complete setting up the desired sensor range.

\*Remove reflective clothing during installation.

# maintenance

Some of the components in the Ribbon system are consumable items and may need maintenance and replacing. The Ribbon system has been developed to accommodate for this maintenance, yet all work should be done by a trained member of an approved maintenance team. For more information, contact The Splash Lab.

# cleaning

- + All grades of stainless steel will stain or discolor if due care and attention is not taken. The surface must be regularly cleaned to ensure a long service life of the sensor faucet.
- + Use a soft cloth or sponge with a mild solution of soapy water as part of the regular washroom janitorial routine. Do not use abrasive or cream cleaners as these will damage the surface finish.
- + If the sensor faucet is subjected to a highly chlorinated environment e.g. swimming pools or marine coastal locations, a further treatment, in addition to the regular cleaning as described above, is recommended to use a household cleaning product containing silicone.
- + If further information is required, contact The Splash Lab Team for more detailed stainless-steel care guidelines.

# spare parts

If a situation arises where you require replacement components outside of a maintenance contract, there may be provision to obtain spare parts. Providing the components are under warranty and the parts have become non-functioning during normal use within their assumed usable life, they may be replaced. Should a replacement main power supply be required it is imperative that an identical type is used. Contact The Splash Lab for further information.

# product identification

A unique product identification code can be found on the product tag attached to the water hose.

# troubleshooting

## **Corrective Actions for Initial Installation Failures**

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### **Water does not flow / Cannot hear valve open**

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- + There is no power to valve or sensor
- + Check that cables are connected
- + Check that transformer is operating and supplying 6 volts
- + Sensor range is incorrect
- + Adjust sensor setting (see pages 12 and 13)

### **Water does not flow / Valve can be heard to open**

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- + Water supply is blocked to valve
- + Check and clean filter on solenoid valve
- + Check water supply for any blockages or restrictions
- + Water pressure is too low
- + Check pressure of water supply

### **Water does not flow / Sensor light is flashing all the time**

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- + Supply voltage has dropped below 5.4V
- + Check power supply and if necessary replace transformer

We are always looking to improve. If these steps did not solve your problem please contact us and we will endeavor to help.

Tel: (310) 410-5008

Email: [info.usa@thesplashlab.com](mailto:info.usa@thesplashlab.com)



# warranty

We believe the future is personal. With a global mindset, we challenge conventional restroom norms via product innovation to create considered restroom solutions for corporate and educational spaces. We use rich raw materials, cutting-edge automation and considered restroom design to powerfully and positively influence the lives of people. We are The Splash Lab.

Demonstrating our commitment to quality and our belief in the strength of our designs, we can offer the following warranties.

The Splash Lab will warrant that its products will be free of manufacturing and material defects during normal use and environmental conditions as detailed below:

Sensor taps      One year limited warranty

If a defect is found in normal use, The Splash Lab will, at their discretion, repair, provide a replacement part or product, or make appropriate adjustments. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty.

Non-operation of the product due to environmental conditions beyond our control, installation error, incorrect maintenance, water quality, fair wear and tear, incorrect or inappropriate installation, misuse and abuse is not covered by the warranty.

Proof of purchase (original sales receipt) must be provided to The Splash Lab with all warranty claims.

The above warranty is valid for goods supplied within North America.

For goods supplied outside of North America, The Splash Lab will honor the above stated warranty periods for the parts only.

THE SPLASH LAB DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.





# contact



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