



Frequently Asked Questions

TOPFILL™ COUNTER MOUNT NO TOUCH DISPENSER

Acceptable under-counter space and correct installation is critical to the successful function of this dispenser. Please ensure at least 7 inches of radial clearance is available under the sink to accommodate the width of the engine.

How much time does it take to install the dispenser?

Initial installation of the first couple dispensers will take a little longer and depends on several factors including restroom layout and under counter structures. It is also dependent on whether a hole in the counter exists or needs to be drilled. On average, installation takes 10-25 minutes.

Reading and following the installation instructions (included with each unit) will help significantly with installation time. Video instructions can be found on Kutol's YouTube channel under "[TOPFILL playlist](#)" or here: www.kutol.com/tools-resources/videos.

When are the alternate parts needed?

The alternate parts – included with each dispenser – are used in two situations:

- a. A raised sink bowl is greater than ¼ inch in height – add riser above the counter
- b. The existing dispenser hole is too close to the sink resulting in tight under-counter space – add clamp ring, o-ring and smaller clamp nut below the counter

Instructions for use are included with the alternate parts.

Can the sensing distance be adjusted?

Yes – there is a low, medium and high setting for the sensing distance. To control this setting, adjust the sensor range switch on the engine.

Can product output be adjusted?

Approximately .6 mL of soap is dispensed per activation. This cannot be adjusted.

What are the soap refill options?

Three Health Guard LUX foaming formulas are available for use with this system: GentleLUX (dye and fragrance free), CucumberLUX and LavenderLUX. All three formulas are Ecologo® Certified for reduced environmental impact. Refills are sold by case: 3/1200 mL. Each bag provides approximately 2,000 handwashes.

Can refills for the manual TOPFILL dispenser be used in the no touch dispenser?

No. The manual refills cannot be used in the no touch dispenser – vice versa is also true. The collars on the manual refill bags are made to fit manual dispensers only. Collars on the no touch bags are different from the manual and are made to fit no touch dispensers only.





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What is the dispenser capacity?

The dispenser reservoir capacity is 1500 mL.

Is it possible to use non-Kutol soap refills with the dispenser?

The LUX soaps are the only refills approved for use with the dispenser. The collars on these refill bags are made to lock into the refill dock then reseal once refilling is complete. Use of any other products will result in damage to the dispenser and void the warranty.

There is foam soap hanging from the spout after dispensing. Is this supposed to happen?

It is normal for a little foam to hang from the spout after dispensing. It will be dispensed with the next activation, so no product is wasted.

What is the best way to clean the dispenser?

The dispenser can be put into sleep mode to accommodate cleaning the pump, sink and surrounding area. Follow the steps in the installation instructions brochure for sleep mode. No harsh, abrasive cleaners, chemicals or scrub pads should be used to clean the dispenser as they can damage the chrome finish. No cleaning or maintenance is required for parts under the counter.

Is there a warranty on the dispenser?

Kutol's standard warranty of 12 months from date of manufacture applies.

What if a facility doesn't want to use batteries to power the unit?

Powering the dispenser using an A/C adapter is an option for facilities with access to electricity under the counter or for those who do not want to use batteries. A/C adapters are \$3.50 each. Contact Kutol customer service at (800) 543-4641 to order.

Are there facilities where the no touch counter mount isn't ideal?

In facilities where space under the sink is overly crowded or extremely tight, there may not be sufficient room to accommodate the dispenser's engine width. An area with approximately 7 inches of radial clearance and 15 inches long is required. When this clearance isn't available, Kutol's manual counter mount dispenser is an option because its footprint is smaller.

Who should I contact if I have additional questions or need assistance?

Contact Kutol customer service at (800) 543-4641.



Scan or visit
www.kutol.com/topfill
to learn more.

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