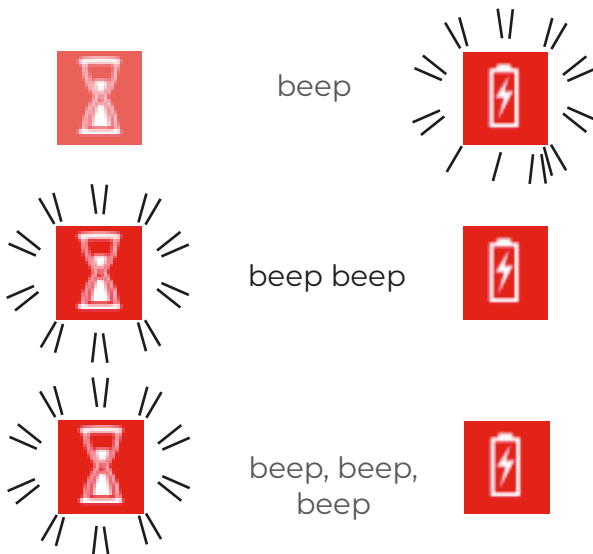


ECODOS 3.0 DISPENSERS TROUBLESHOOTING GUIDE



HOW TO IDENTIFY THE PROBLEM

Press the stop button. Listen for the number of beeps and look at indicator lights on either side.



1 Beep

ISSUE: BATTERY

Green = 80-100% charged
Orange = 20 - 80% charged
Red = 0 - 20% charged

Red

Try charging using a Samsung or Micro USB charger.
SEE CHARGING OPTIONS PAGE 2.

Has Front Cover broken connection?

The dispenser opens with a key at the top. If opened incorrectly or cover drops down with force it can snap the connection cables.

This will require a CCE to visit to either:

1. Replace whole unit if old dispenser
2. Replace plug if new dispenser

Orange/Green but still not working, try resetting.

This will remove a potential air lock. Hold down the Stop and Trigger buttons together for 10 seconds (advising to hold a bucket underneath).

Once reset is should dispense, test using the trigger button only.

Note: May have to wait 10/30 seconds as they are set with time delay to prevent double dosing.

2 Beeps

ISSUE: POUCH

Pouch in wrong way round or no connection registered.

Should be in back to front so that chip connects with back of dispenser. Hang from hooks.

3 Beeps

ISSUE: CHECK PUMP

Try resetting, this will remove a potential air lock. Hold down the Stop and Trigger buttons together for 10 seconds.

(We advise you hold a bucket underneath the dispenser whilst doing this!)

Once reset is should dispense, test using the trigger button only.

Note: May have to wait 10/30 seconds as they are set with time delay to prevent double dosing.

ECODOS 3.0 DISPENSERS CHARGING OPTIONS

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1. You can quickly tell if your Ecodos dispenser is a generation 3.0 by checking to see if it says 'by SPECTR' below the Ecodos label at the front.



2. A battery is located within the dispenser (on earlier models the battery can be found at the back of the dispenser). The battery can be removed and charged directly via the usb micro port.



3. Solar power - the machine should charge automatically, providing there is enough light.



4. As with the earlier models, there is a micro usb charge port located at the bottom, in front of the dispensing nozzle.

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