



# Product Manual

## ThriiTap+ Hand Wash Dryer

ThriiTap+ Wall Mounted Original Instructions



## Safety Information

### WARNINGS!

The appliance must be earthed.

The means for disconnection from the mains supply must be incorporated in the fixed wiring in accordance with the wiring rules.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

The appliance must not be installed in locations where freezing can occur.

We recommend that adequate frost protection is provided in the building to ensure freezing does not occur.

The resistivity of the water supply must not be less than 1300 $\Omega$ cm.

Minimum water pressure: 100kPa.

Maximum water pressure: 1000kPa.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children shall not play with the appliance.

Cleaning and user maintenance shall not be made by children without supervision.

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## 1.Disclaimer & Copyright Notice

Every effort has been made to supply the information within this manual which is correct. Wallgate Limited will not be liable for any damage or loss that arises if the person installing, operating, or maintaining the unit has not read or not complied with the manual.

In any event, and without prejudice to any warranties in Wallgate Limited's terms and conditions of sale, Wallgate Limited's liability for all damages and losses (including negligence) shall not in any circumstances exceed the amount paid by the customer for the unit.

Wallgate reserves the right to alter, update or improve its product specification at any time without prior notice. This manual is specific to the product that it has been supplied with at the date of supply.

Without prejudice to any warranties in Wallgate Limited's terms and conditions of sale, any warranty will be invalidated if the equipment is installed or serviced by unqualified personnel.

No part of this publication and the information contained may be reproduced, transmitted, stored in a retrieval system, used or disclosed wholly or partly without prior written permission from Wallgate Limited.

For full warranty details please see Wallgate Limited Terms and Conditions.

Please ensure this manual is passed to the end-user. The manual forms an integral part of the product and should be kept for its working life. Additional copies of this and other supporting documents are available by contacting Wallgate Ltd or by visiting [www.wallgate.com](http://www.wallgate.com)

## 2. Conventions

Certain conventions are used in this manual to make it easier to read and understand. It is recommended that you read and understand these warnings before you install and commission the Wallgate ThriiTap+.

### 2.1. Warning

A warning with white text on a red background is used to give information about hazards that can cause injury or death. Read and understand these warnings before you install and commission the ThriiTap+. Failure to heed these warnings can have serious consequences.

**WARNING!** This is a warning!

### 2.2. Note

A note with black text on a yellow background is used to draw your attention to important and useful information.

**NOTE:** This is a note.

### 2.3. Numbered procedures

Steps in procedures are numbered, starting from 1.

1. This is step 1.
2. This is step 2 etc.
- 2.4 Bullet lists

### 2.4. Bullet lists

- A bullet list is used to give information that is not sequential.

### 2.5. Menu items

Menu items, submenu items and settings, where available, are given in bold.

### 3. Glossary

The glossary lists all words, abbreviations and technical terminology used in this manual, along with a short description of these terms.

| Term           | Description   |
|----------------|---|
| ThriiTap+®     | Hand Wash Unit  |
| Tap head       | The tap head refers to the user interface assembly of the product including Air, water and soap outlet nozzles, and the sensor  |
| Control Module | The Control Module refers to the complete soap, water, dryer module mounted remotely from the tap head.   |
| IR Sensor      | The infrared (IR) sensor transmits an invisible beam into the washbowl area so that when interrupted by a person's hand the beam is rebounded back to the receiver sensor. This creates an electrical signal which rapidly activates the hand wash cycle. |
| BSP            | The British Standard Pipe (BSP) thread is a family of standard screw thread types that has been adopted internationally for interconnecting and sealing pipe ends by mating an external (male) with an internal (female) thread. <sup>1</sup>             |
| Power up       | The external electricity supply is provided to the ThriiTap+.   |

ThriiTap+® is a registered trademark of Wallgate Limited.

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<sup>1</sup> Description sourced from Wikipedia at [http://en.wikipedia.org/wiki/British\\_standard\\_pipe\\_thread](http://en.wikipedia.org/wiki/British_standard_pipe_thread)



## 4. Technical Specification

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Weight</b>                       | <b>Item</b><br>Tap Head<br>Control Module<br>Full soap container<br>Total | <b>Weight</b><br>1.5 kg<br>8.2 kg<br>2.6 kg<br>12.3kg          |
| <b>Tap Head Dimensions</b>          | Width<br>Height<br>Length   | 60mm<br>68mm<br>223mm  |
| <b>Control Module Dimensions</b>    | Width<br>Height<br>Depth  | 344 mm<br>252 mm<br>160 mm                                     |
| <b>Water Supply</b>                 | Minimum pressure<br>Maximum rating<br>Inlet connection size               | Dynamic<br>1 Bar / 100 kPa<br>10 Bar / 1000 kPa<br>½" BSP Male |
| <b>Electrical Power requirement</b> | 220–240V 50/60Hz, single phase, 1100W.<br>UK plug socket.                 |  |
| <b>Enclosure IP Rating</b>          | IPX4  |  |
| <b>Regulatory compliance</b>        | Complies with:<br>RoHS<br>LVD 2014/35/EU & EMC 2014/30/EU directives.     |  |
| <b>Flow rate</b>                    | Regulated to 1.9lpm (alternative 3.75lpm regulator supplied within box)   |  |

## 5. Overview

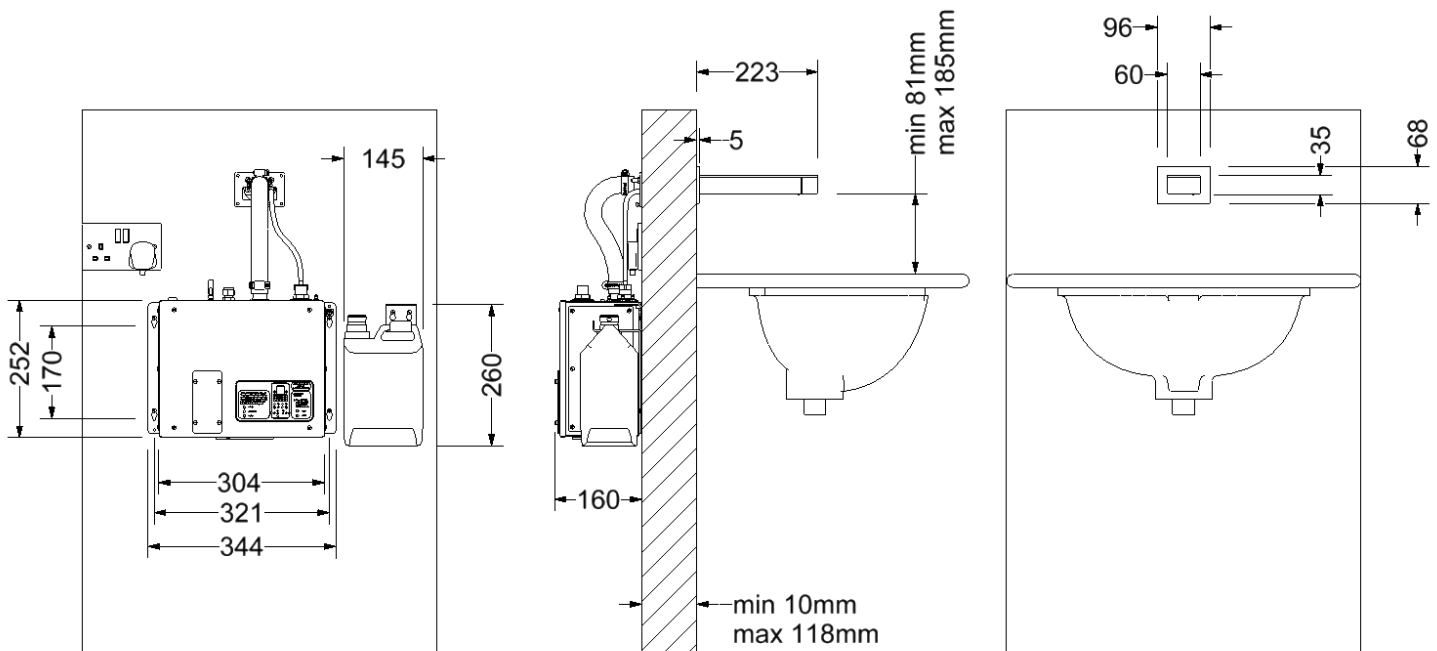
The Wallgate ThriiTap+ is an integrated hand wash dryer unit with automatic infra-red sensor operation.

There are two model options that are otherwise identical except for the Tap head mounting method. It is available as a wall mounted configuration to be installed with the Control Module installed in a service duct on the other side of a wall, and as a deck mounted version to be installed with the Control Module mounted below a basin or vanity top.

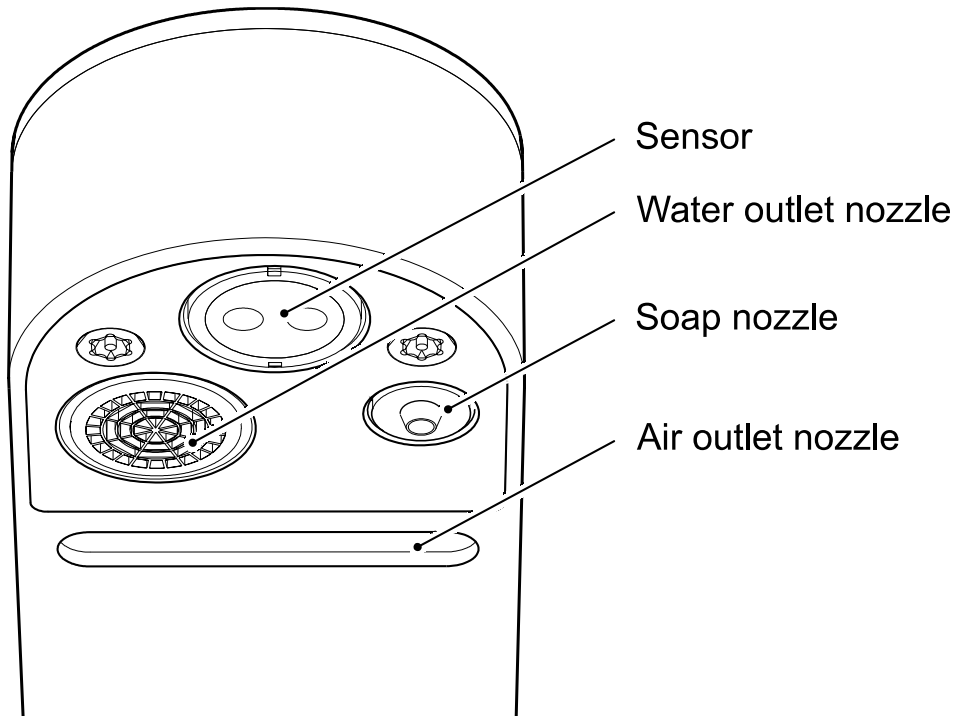
These instructions deal with the wall mounted version.

When hands are placed under the centre of the tap head, an infra-red sensor activates the hand washing and drying cycle, supplying soap (liquid or foam), warm water and dryer-air in amounts and intervals preset as required.

The unit can be installed in a variety of wall types, (depending on configuration) and most servicing can be carried out without removing the Control Module or tap head from its installed position. Note, the appliance is designed to be used in commercial areas.



**Figure 1:** Wall mounted tap dimensions [mm]

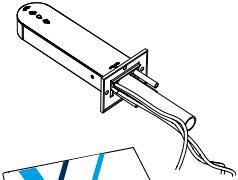


**Figure 2:** Tap head outlet nozzles.

## 6. Package Contents

Before you begin the installation, make sure that you have the following items:

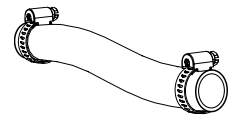
- ✓ 1 Tap head



- ✓ 1 Installation instructions



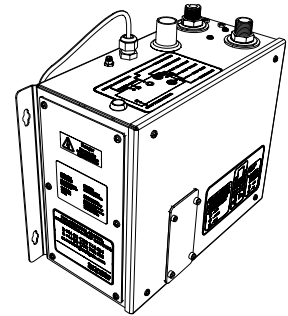
- ✓ 1 Air hose – with 2 jubilee clips



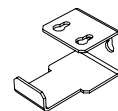
- ✓ 2 Cable ties



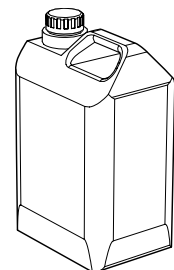
- ✓ 1 Control Module



- ✓ 1 Soap bracket



- ✓ 1 Container of liquid soap (2.5 litres)



## 7. Installing the Support Frame, Water, Waste and Electrical Connections

### 7.1. Pre-installation Guidelines

**Warning! This appliance is not to be installed in locations where freezing can occur.**

We recommend that adequate frost protection is provided in the building to ensure freezing does not occur.

**Note: When selecting a mounting position, it is important to consider the suitability of the wall construction. It must support the weight of the assembled unit as shown in Fig.6.**

**Note: Water and mains power are located on top of the Control Module.**

Make an accurate opening in the wall surface according to the dimensions shown in drawing *Fig.4* noting the appropriate mounting height as detailed on the drawing Figure 3.

**Note: Complete all surface finishes such as screed, plaster or tiling before attaching the wall mounted tap head to the wall.**

**Warning! All electrical work must be carried out by a qualified electrician and should be installed in accordance with the current Nationally Approved Regulation**

The installer must:

- Provide an electrical supply of 220–240VAC 50/60Hz with a socket suitable for the installation environment. For installations into rooms with baths or showers the control module is to be installed into a switched fused spur. The fused spur must be a 13Amp, double pole connection point that is local to the Control Module (the contact separation of the fused spur switch should be at least 3mm). Earth bonding for this type of unit must comply with the nationally approved regulations.

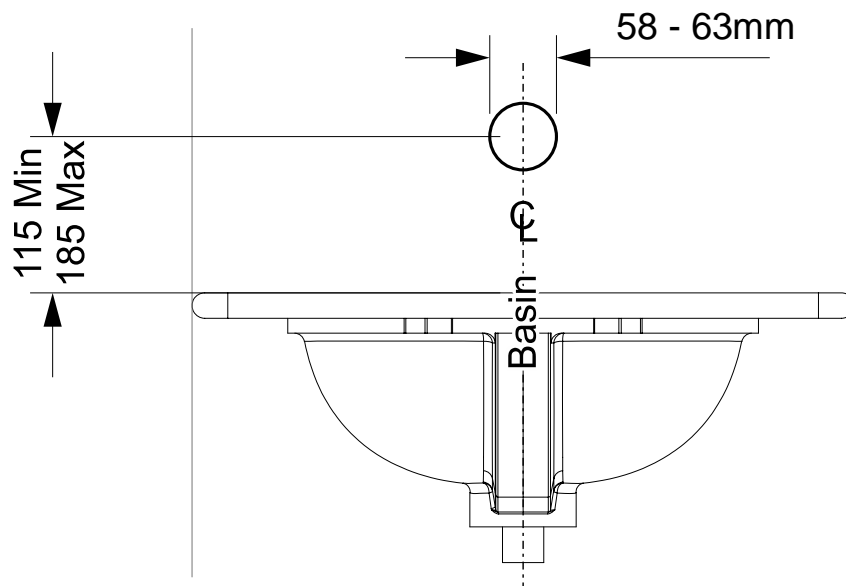
**Warning! The socket / switched fused spur MUST be easily accessible in case of emergency**

- Provide a mains cold water supply mounted behind a short distance from the control module. Terminate the water supply with a suitable isolating tap. For optimum operation, a dynamic water flow pressure of between 1 & 3 bar is required.

**Note: Request advice from Wallgate before you connect the unit to a gravity-fed water supply.**

### 7.1.1. Wall Mounted Tap Head

Measure, mark and core a hole through wall substrate or panelling to the dimensions shown in figure 3 below.

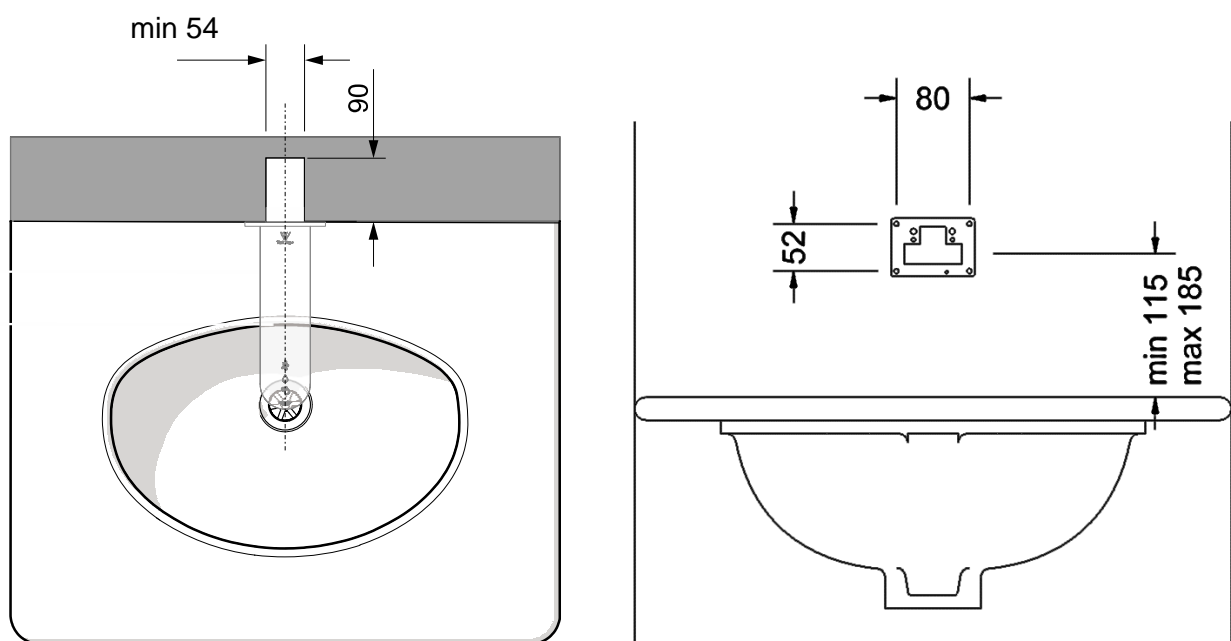


**Figure 3:** Wall Mounted Tap Head mounting dimensions.

## 7.1.2. Front Fixed Wall Mounted Tap Head

The front fix mounting method may be used when chasing the services for the tap into the wall. If this is the case carefully route the hoses into the chased opening (54mm wide x 90mm deep) See 7.2.3.2 Front Fix Wall Mounted Tap Head for further details.

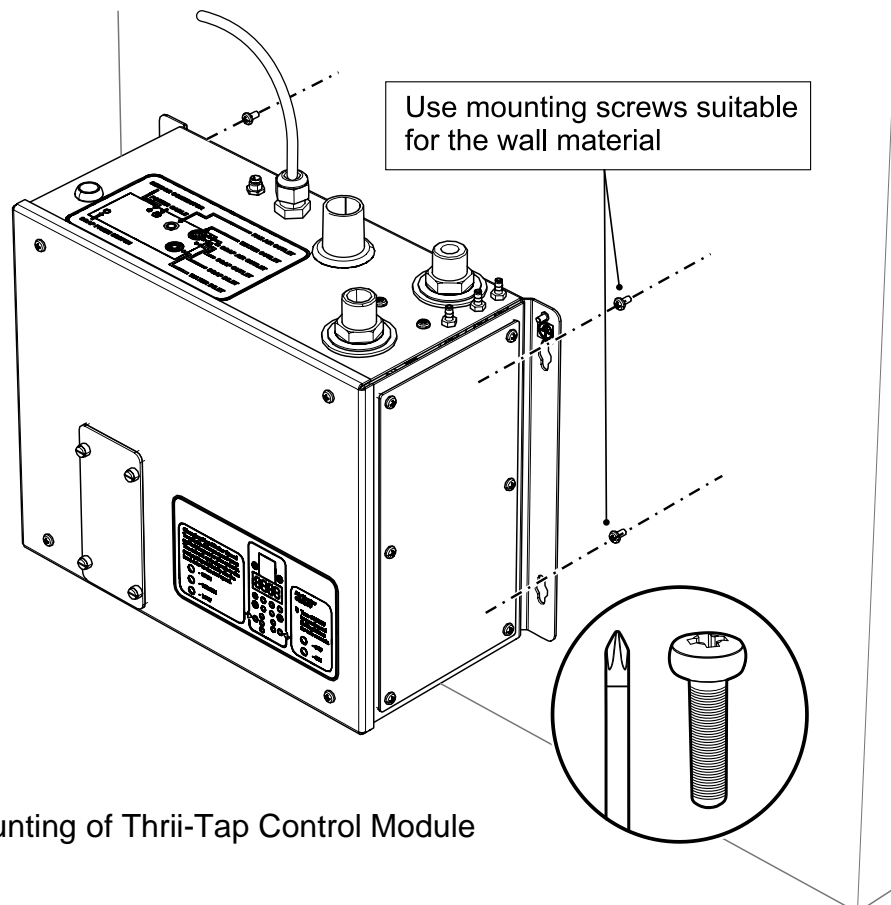
Measure, mark and install wall anchors to dimensions as shown in figure 4 below.



**Figure 4:** Front Fixed Wall Mounted Tap Head mounting dimensions.

## 7.2. Mounting Guidelines

### 7.2.1. Control Module Mounting Guidelines



**Figure 5:** Wall mounting of Thrii-Tap Control Module

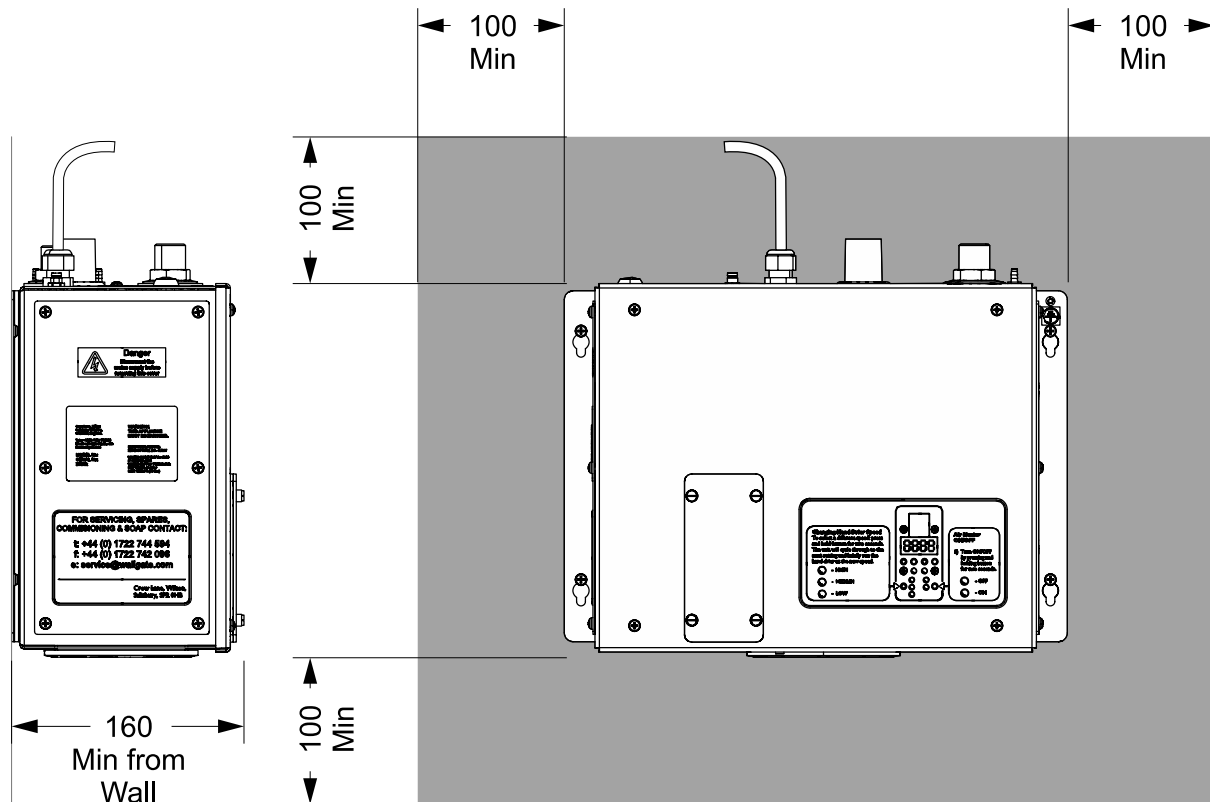
The control module can be mounted either with the inputs and outputs pointed downwards for through wall installations, or upwards for both through wall and under basin installations.

The module is to be mounted to a flat sturdy wall via the mounting tabs. These are bi-directional slotted for ease of installation regardless of the modules' orientation.

The module must be fastened to the wall using mounting hardware suitable for the wall material (to be provided by others), and the wall must be robust enough to support the weight of the module.



The module must have a clearance envelope of 100mm (see Fig 6).



Ensure adequate ventilation to the bottom of the engine

**Figure 6:** Minimum control module clearance

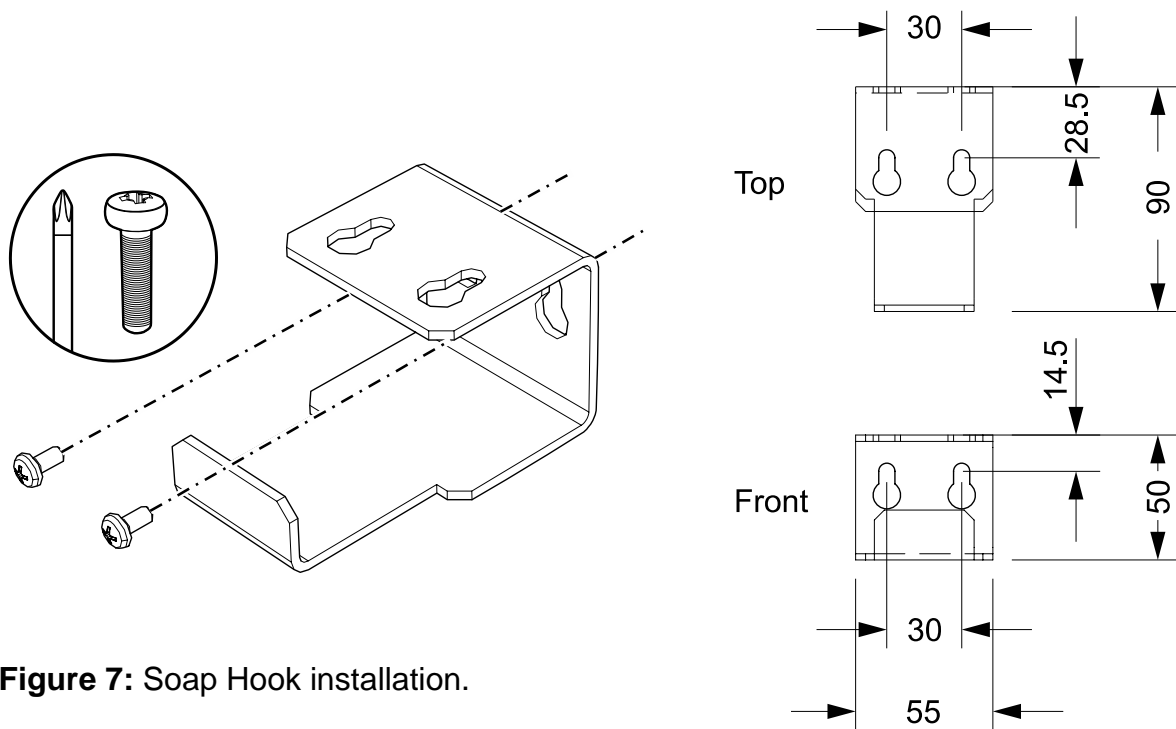
When the module is securely mounted to the wall the power cable should be connected to an easily accessible switched UK plug socket or switched fused spur (depending on installation requirements). The electrical installation must be compliant to local building and electrical regulations.

**Warning! All electrical work must be carried out by a qualified electrician and should be installed in accordance with the current Nationally Approved Regulations.**

### 7.2.2. Soap Hook Mounting Guidelines

The soap hook can be installed remotely from the module in a position convenient for access, and within space constraints. 0.6m of soap tube is supplied for connection between the soap bottle and the module.

The soap hook must be fastened to the wall with appropriate fasteners for the wall material (to be supplied by others).

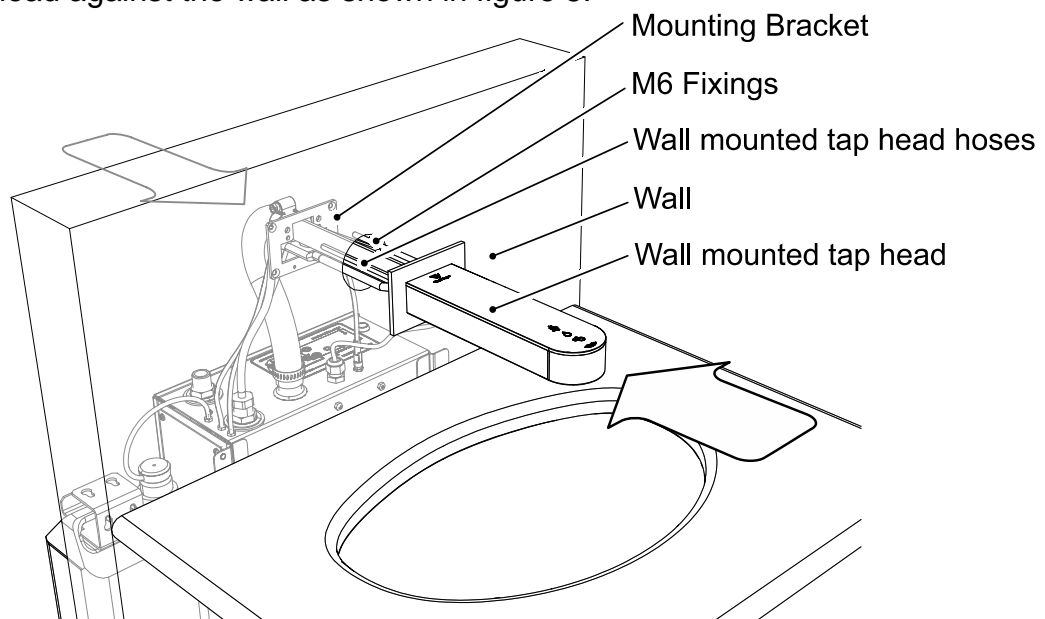


**Figure 7:** Soap Hook installation.

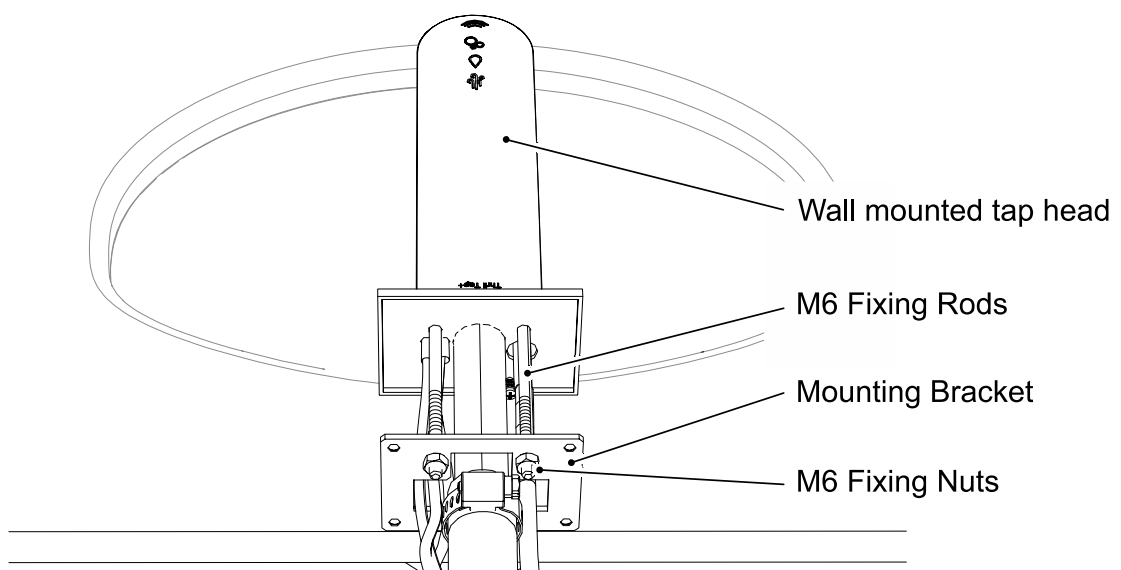
## 7.2.3. Tap Head Mounting Guidelines

### 7.2.3.1. Wall Mounted Tap Head

1. Remove 2x M6 nuts and mounting bracket from tap head.
2. Carefully pass tap head hoses through hole made in wall/panel before seating tap head against the wall as shown in figure 8.



**Figure 8:** Front view tap head installation into wall.



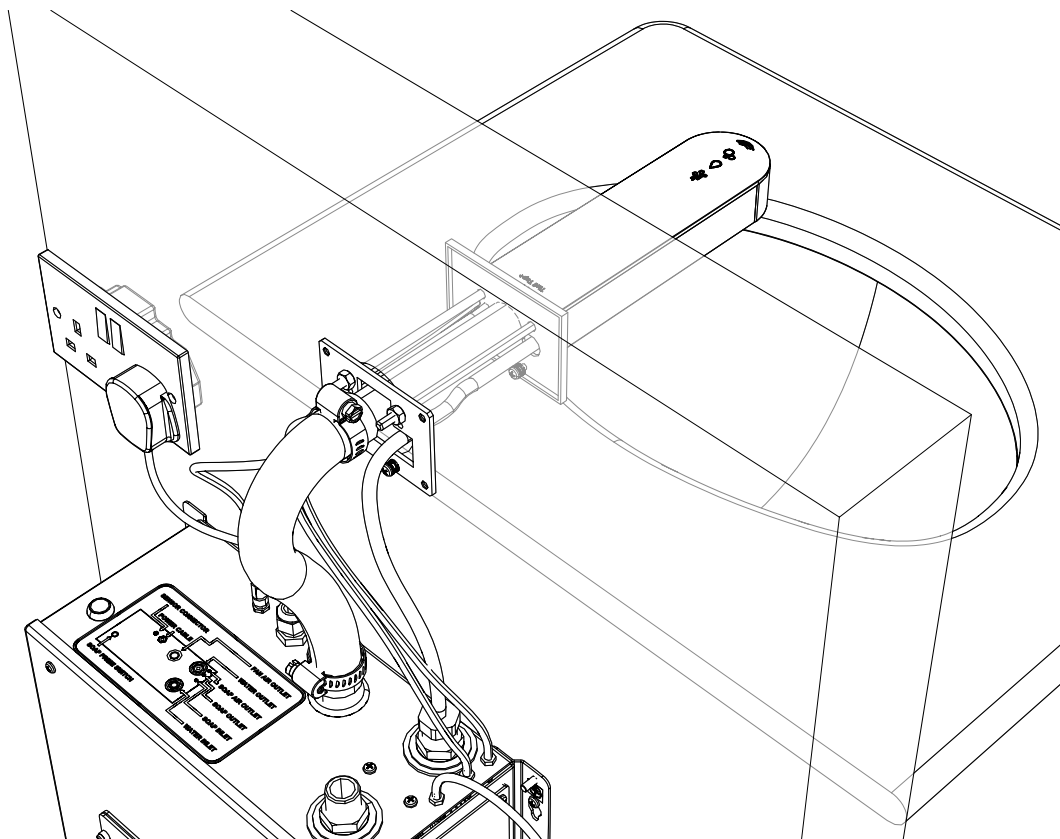
**Figure 9:** Rear view tap head installation into wall.

3. Thread the hoses through the mounting bracket on the rear side of the wall/panel.

4. Continue by threading the mounting bracket over the two fixing studs and against the wall.

**Note: This may require two people, one to hold the tap head and the other to fix the bracket in place.**

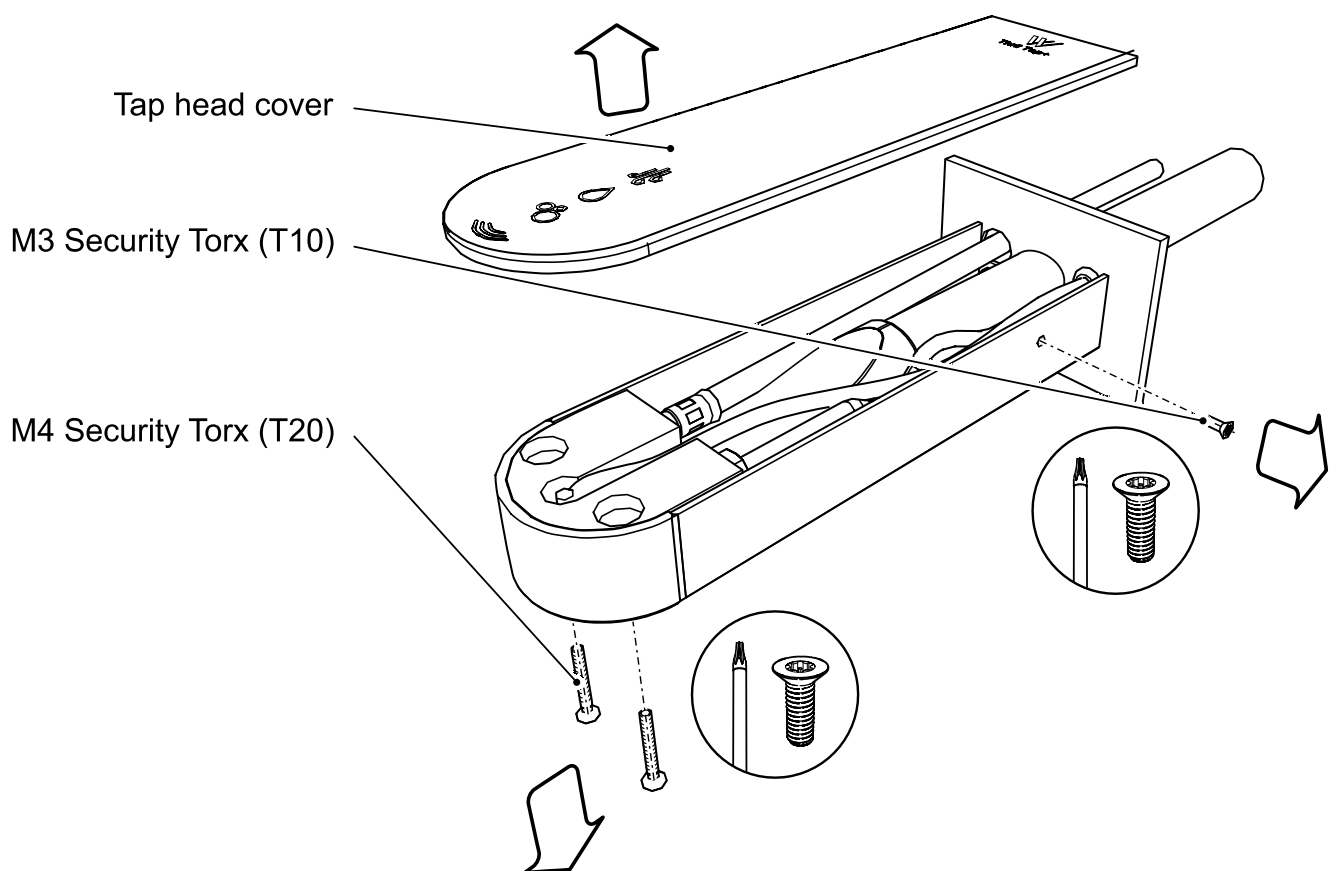
5. Thread the 2x M6 nuts onto the studs to secure the mounting bracket into position. Tighten bolts hand tight.
6. Check the orientation of the tap head is correctly positioned over the basin. Also use a spirit level to check the tap head is level horizontally as this must be the case for optimum performance.
7. Once the previous steps are complete gradually tighten each bolt equally to 5Nm.



**Figure 10:** Complete wall mounted tap head installation (rear fixing).

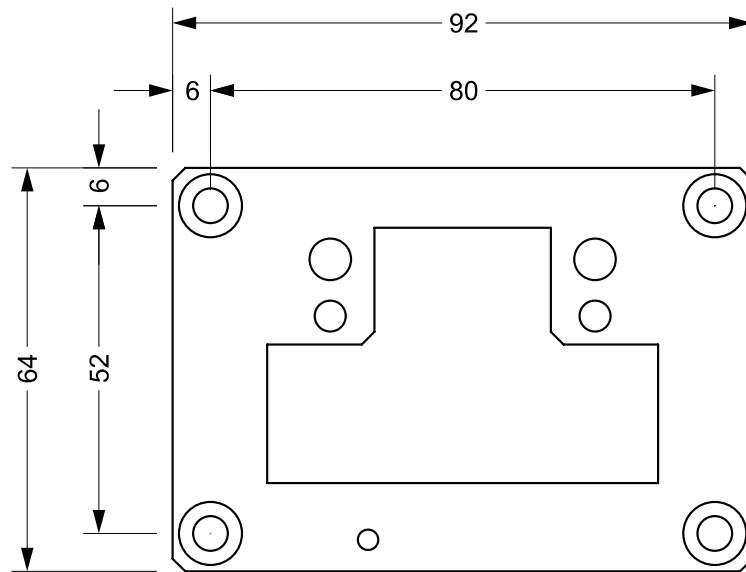
### 7.2.3.2. Front Fix Wall Mounted Tap Head

1. The front fix mounting method may be used when chasing the services for the tap into the wall. If this is the case carefully route the hoses into the chased opening (54mm wide x 90mm deep).
2. Lift off tap head lid by unscrewing Torx screw on right hand side of tap body and 2x M4 monobloc fixings. Set cover and fixings aside in a safe place for refitting once tap head is mounting is complete.



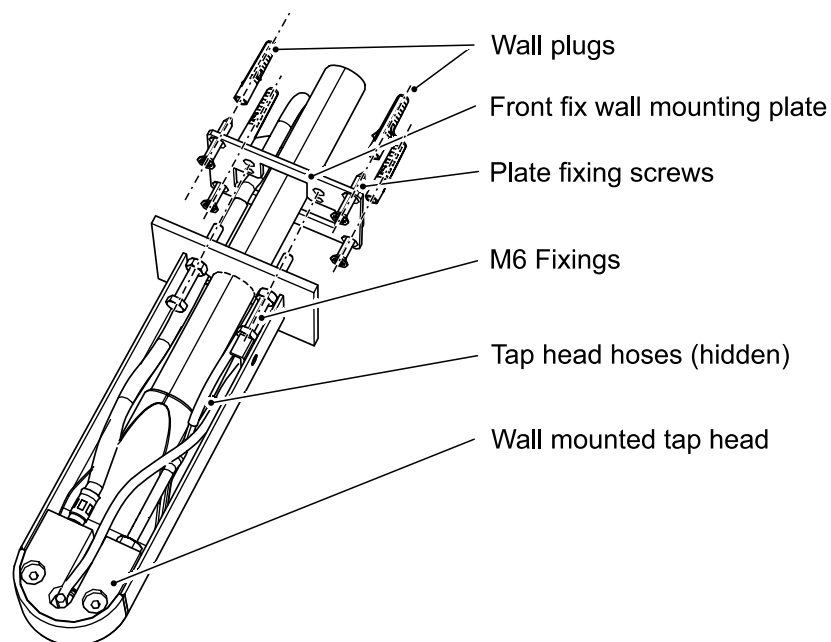
**Figure 11:** Front fix wall mounted tap head assembly.

3. Using the wall mounting plate as a template secure four wall anchors or suitable equivalent into the wall substrate. Secure the mounting plate into position ensuring that it is centralised to the basin and level.



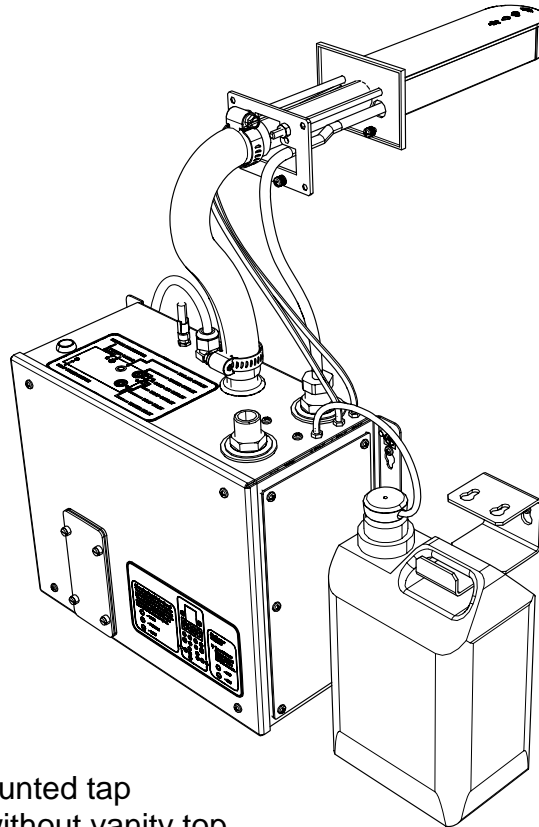
**Figure 12:** Front fix wall mounting plate.

4. Mount the tap head into position on the mounting plate, feed the hoses through the plate opening and secure the tap into position using the two M6 fixing bolts. Use a 10mm spanner to tighten bolts loosely hand tight.
5. Check the orientation of the tap head is correctly positioned over the basin. Also use a spirit level to check the tap head is level horizontally as this must be the case for optimum performance. Tighten the fixings and reinstate the tap head lid.

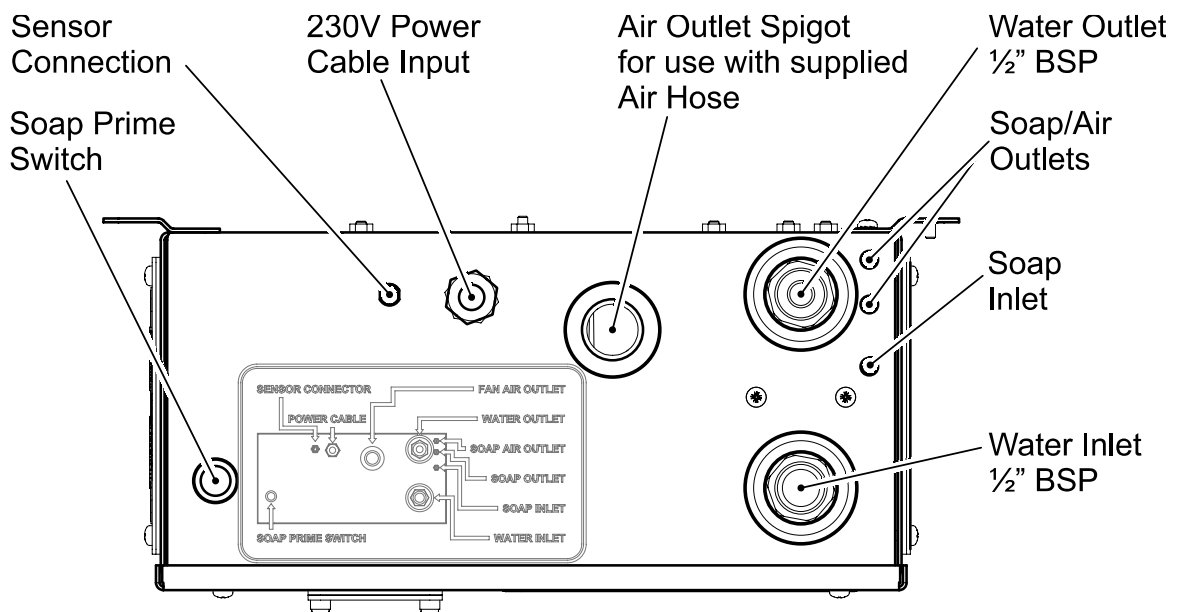


**Figure 13:** Front fix wall mounted tap installation.

### 7.3. Connecting the Control Module to the Tap head

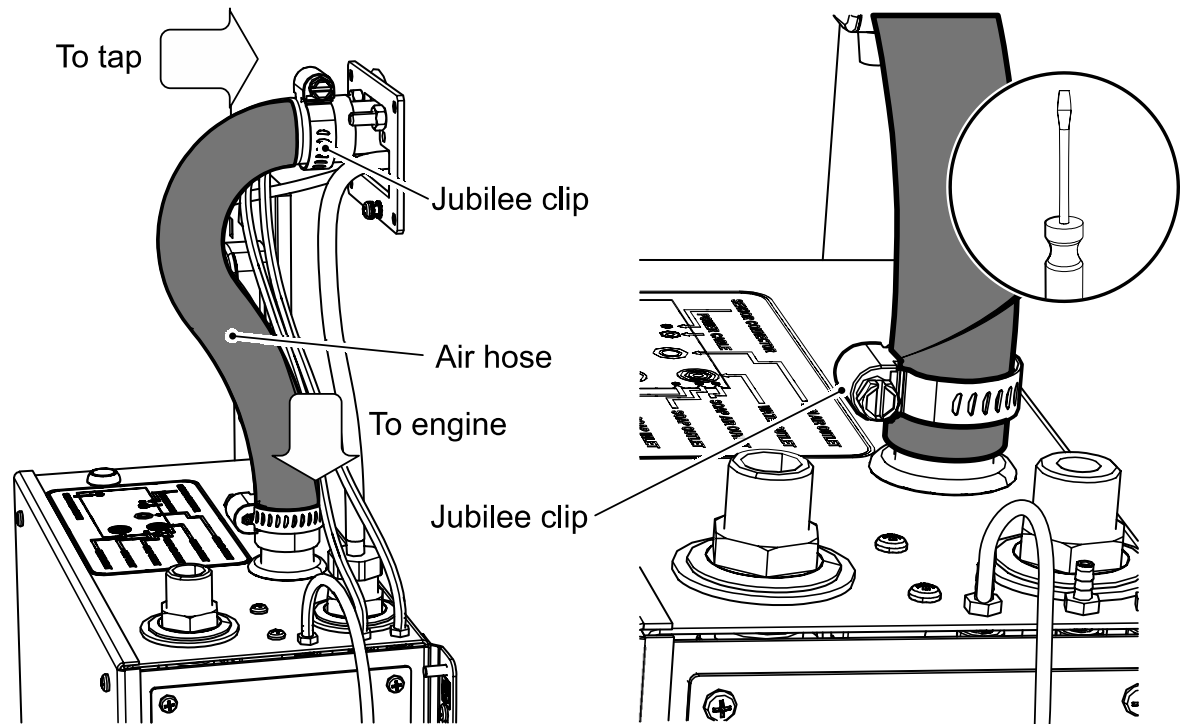


**Figure 14:** Wall mounted tap shown without vanity top.



**Figure 15:** Control Module I/O arrangement.

1. First connect air hose to tap. Ensure jubilee clips are positioned roughly 15mm from each end of air hose. Push one end of air hose over black air hose spigot protruding from the tap head. Then push the other end over the “air outlet spigot” on the Control Module (see fig 15 for reference).

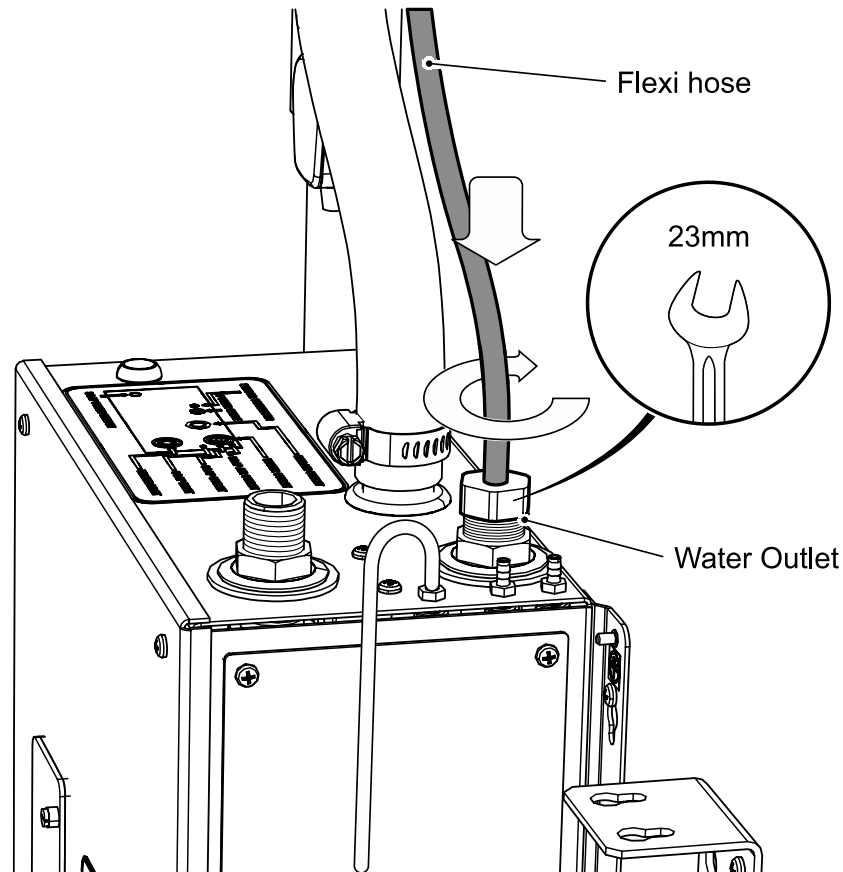


**Figure 16:** Air hose connection.

2. Ensure each jubilee clip is positioned over spigot and then tighten with flat head screwdriver to hold air hose in place.

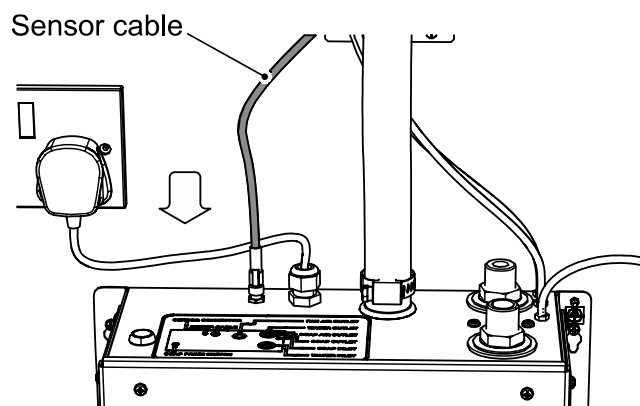


- Now take the flexi hose and check rubber O-ring is fitted correctly in half inch BSP female nut. Then screw on to Control Module "water outlet" by hand. Tighten with 23mm spanner.



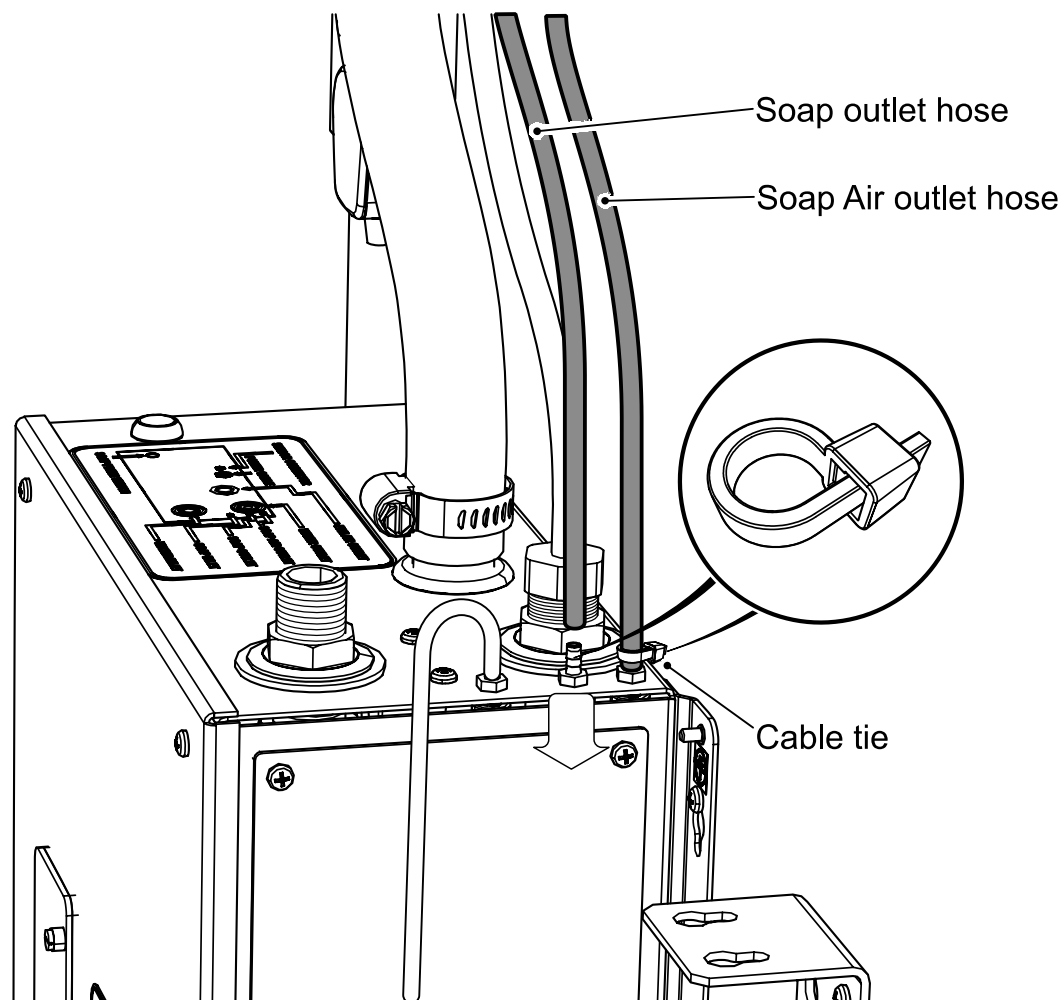
**Figure 17:** Flexi hose / water outlet connection

- Next take M8 sensor cable connection from tap head and connect to "sensor connection" on Control Module. Align pins and tighten by hand.



**Figure 18:** Sensor cable connection.

5. Take 2x soap hoses from bottom of tap head and push over “soap and air outlets” indicated in fig 15. Use 2x cable ties to secure soap tube onto outlet spigots.



**Figure 19:** Soap Air outlet connections.

## 7.4. Mains Water Connection to Control Module

The hand wash unit can be used with various water input methods with all internal components suitable for contact with water up to 60°C.

The water temperature is not controlled by the Control Module therefore a suitable temperature control system must be fitted before the Control Module that is in line with local regulations.

Alternatively, the unit can be operated as cold water only, by directly connecting the Control Module to a cold-water supply.

The unit should be fitted after an isolating valve to allow for ease of maintenance and installation.

1. To connect the Control Module to the water supply simply screw on a ½" BSP connector to the "water inlet" detailed in fig 15.

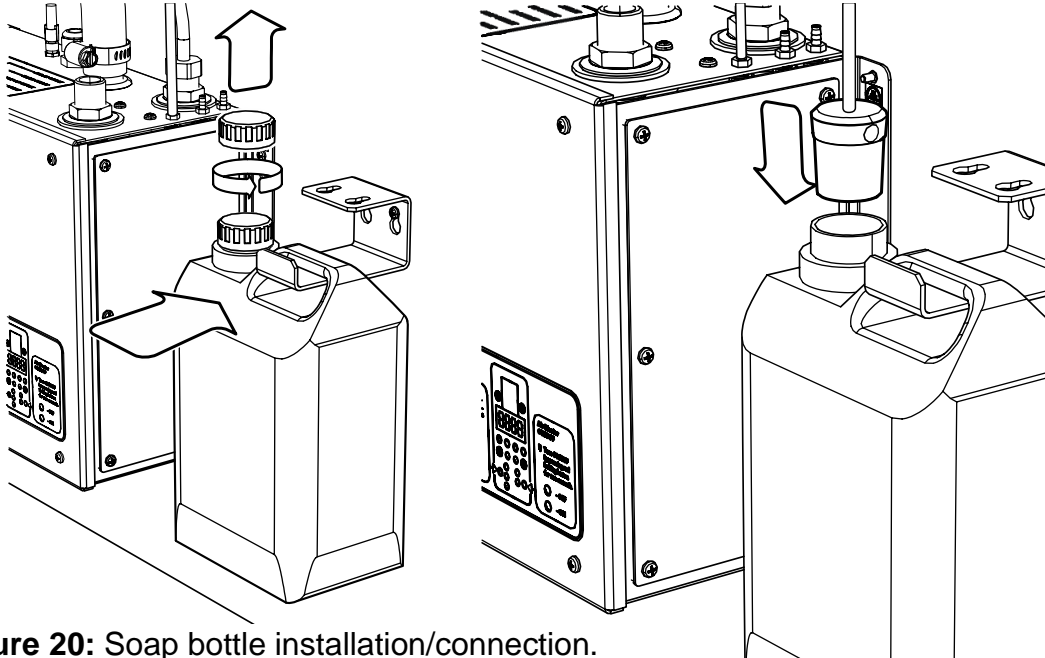
## 7.5. Commissioning for use

**To commission the Wallgate ThriiTap+:**

1. Ensure the Control Module cover panels are securely fitted, and the electrical plug is securely connected to the socket.
2. Inspect all connections on the top of the Control Module to make sure the soap, water, air, and sensor connections are secure and seated correctly.
3. Fully open the mains water supply isolating tap. Check the incoming water connections for leaks.
4. Switch ON the power to the Control Module, this will power-up the Wallgate ThriiTap+ ready for use.
5. Upon initial power-up, the Wallgate ThriiTap+ automatically runs through a 15-second water calibration cycle. This is repeated every time the mains power supply is interrupted. This will also activate the clock on the LCD control panel.
6. Ensure no leaks have occurred around the connections between the Control Module and the tap head.

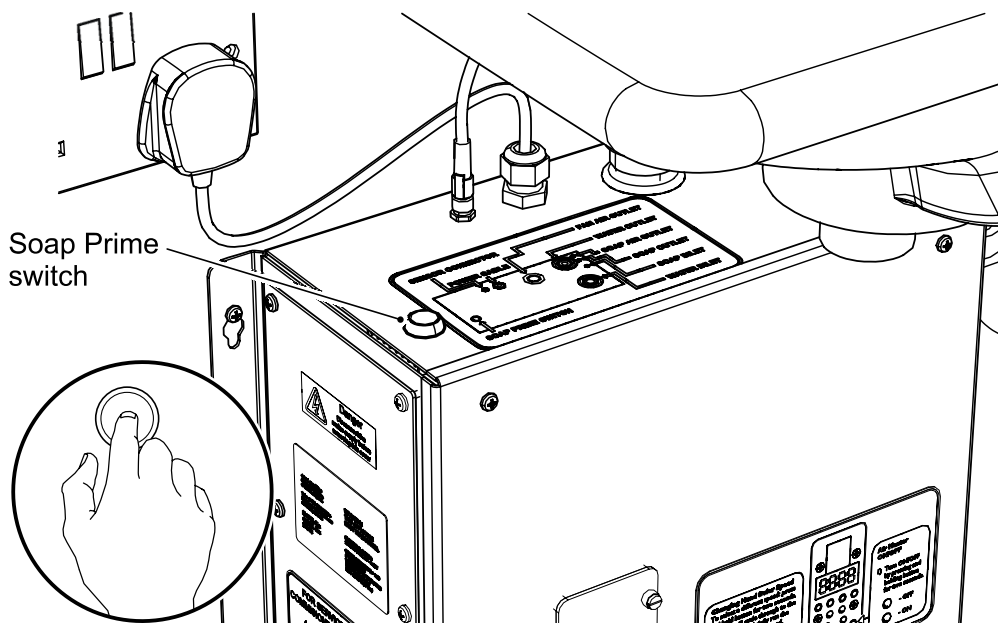
**Note: A range of compatible liquid soaps & specifications are available from Wallgate.**

- To install the soap container, place the soap container onto its mounting hook, ensure the soap bottle is level and stable.



**Figure 20:** Soap bottle installation/connection.

- Unscrew the cap from the soap container and replace with the push-fit cap pre-connected to the soap tube pushing fully into place ensuring no leaks.
- Press the soap prime switch, (The button on the underside of the Control Module next to the air intake grille and the soap mode switch) until soap is consistently dispensed into the bowl.



**Figure 21:** Soap prime switch operation.

10. Check the wash & dry cycle operates correctly as per the list of checks below and repeat the cycle at least five times.

- ✓ Soap dispenses.
- ✓ Water dispenses & water is warm (if heated supply is installed).
- ✓ Hand dryer operates.

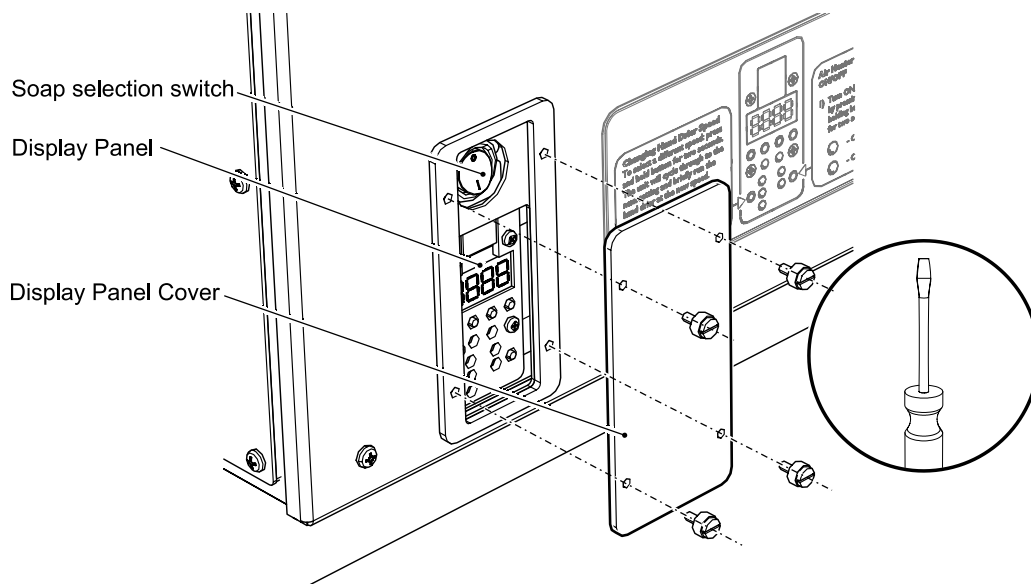
**Note: Soap and water will dispense, and the hand dryer will operate only when the hand sensor detects the presence of hands under the tap head, the water and air will stop when the sensor fails to detect any hands after a period of 2 seconds.**

11. Upon completion ensure that a copy of the instruction manual (or leaflet) is passed to the customer.

## 8. Programmed Settings

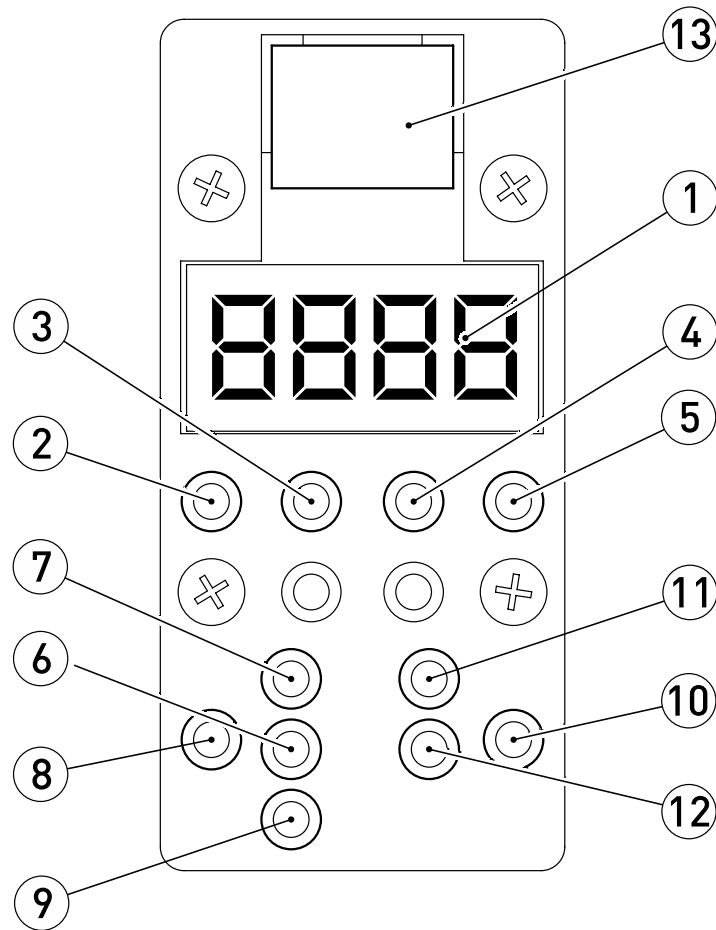
The Wallgate ThriiTap+ operational program is supplied factory set but can be adjusted to suit the end-user requirements.

Any service or repair work must be done by a qualified engineer. During the warranty period, the service or repair must only be done by a Wallgate engineer or appointed service agent. Refer to the Wallgate terms and conditions for warranty information.



**Figure 22:** Display cover removal.

The display cover must be removed to allow settings to be changed. This can be done by removing the two M3 thumb screws from the cover either by hand or with a flat head screwdriver (Fig 22). The panel must be replaced when the in use to prevent ingress of water into the module.



| Item | Description                  | Item | Description                  |
|------|------------------------------|------|------------------------------|
| 1    | LCD                          | 8    | MED Fan speed LED indicator  |
| 2    | Menu Select button           | 9    | LOW Fan speed LED indicator  |
| 3    | UP Button                    | 10   | Air Heater ON/OFF            |
| 4    | DOWN Button                  | 11   | Air Heater OFF LED indicator |
| 5    | ENTER Button                 | 12   | Air Heater ON LED indicator  |
| 6    | FAN SPEED Button             | 13   | Ribbon cable connector       |
| 7    | HIGH Fan speed LED indicator |      |                              |

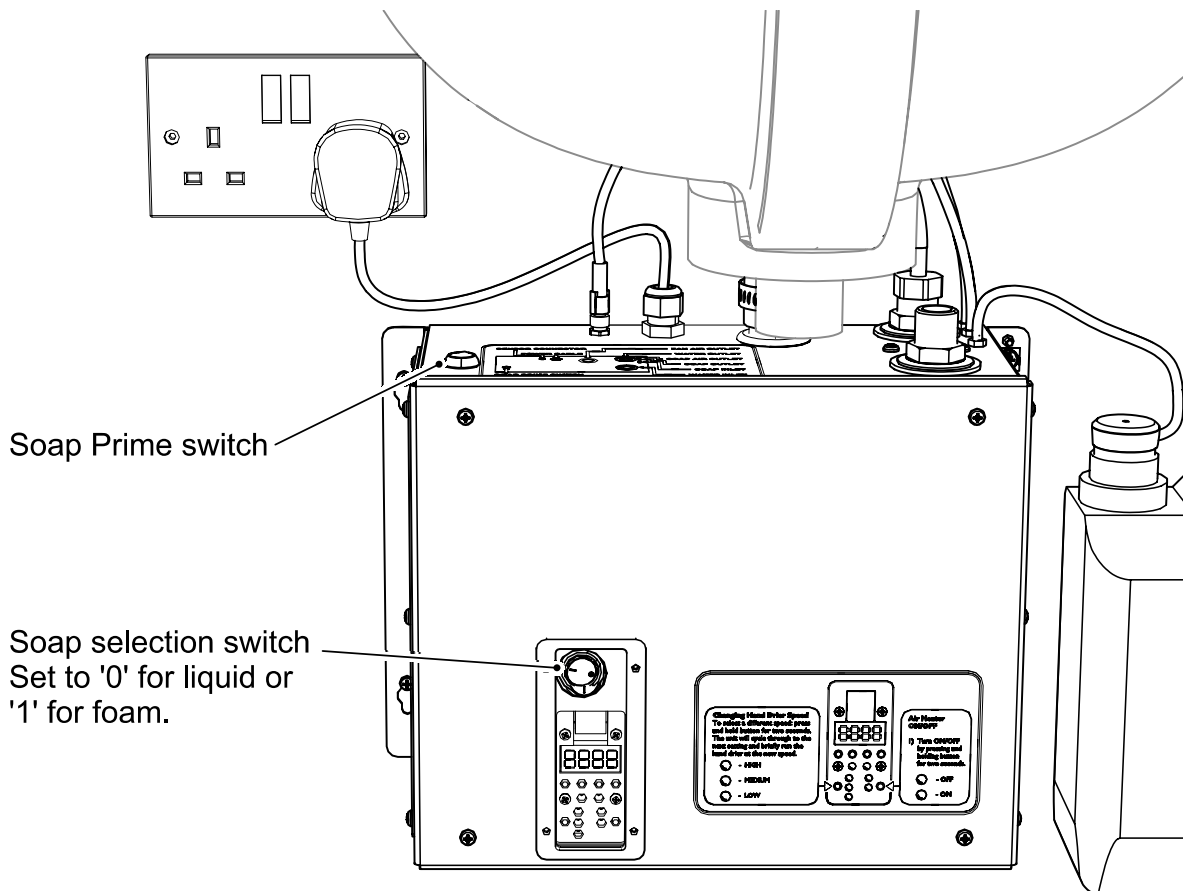
Figure 23: Display panel key.

## 8.1. Operation

The hand wash and dry cycle is activated when your hands are placed centrally under the tap and dispensing nozzles. An infra-red hand sensor initiates the cycle when it detects hands under the tap head. When the cycle starts, a sequence of soap, warm water and hand dryer air are dispensed. Note that the water dispensing, and hand dryer functions include a feature to auto-cancel a cycle that is in operation should the user remove their hands from underneath the tap head before either cycle has completed its preset time. The cycle cancels after the user's hands have been removed from under the tap head (Water 4 sec & Hand drier 2 sec). This feature can be adjusted to increase or decrease the 2 second default time or the feature can be disabled, refer to section 7.2 for information.

### 8.1.1. Soap Operation

There are 2 settings for soap delivery, LIQUID (default) or FOAM. The rocker switch used to change the soap option is located on Control Module. Adjust the switch to position 0 for liquid or 1 for foam see below.



**Figure 24:** Soap switch positions.

### 8.1.2. Dryer Operation

There are 3 dryer speed settings. The control to adjust the speed is located on the Control Module LCD control panel. To change the speed, the control module must be powered up (The fan does not need to be operating). On the LCD control, there is a small push button labelled 'Fan Speed' see figure 22. Press and hold this button to select the desired setting, this is confirmed by a five-second fan cycle. (It should be noted that lowering the fan speed will take longer to dry the hands. The dryer is set as "High" by default.

### 8.1.3. Air Heater Operation

The ThriiTap+ hand dryer has an air heater installed to ensure the user dries their hands in comfortable, high velocity air. The air heater is set to ON by default however can be turned on or off with the LCD control panel shown in figure23. Press and hold button 10 for 2 seconds to switch between the two settings. To show the setting has been confirmed the correct LED will illuminate.

### 8.1.4. Hygiene Purge

The ThriiTap+ handwash unit is factory set to **not** run an automatic hygiene purge. The handwash can be set to give a 1-minute water cycle, hygiene purge at 00:00 every day by changing setting F53 to 1. This is the default setting; final settings are the responsibility of the customer and must be based on the specific requirements of their water system. To adjust the settings, follow the instructions in the advanced adjustment section 8.2.1.



## 8.2. Advanced Adjustment

The unit is supplied with factory settings as shown in figure 25 below. Further adjustments can be made to the configuration of the water, soap and air operations, cycle sequence and the IR sensor trigger or activation length.

**Warning! Incorrect alterations to the default hand wash settings may result in malfunctions or possible unit damage.**

**If in any doubt, contact “Wallgate after-sales service” for advice & information.**

| Description                                      | Factory Settings | Setting range |     |           | Function |
|--|------------------|---------------|-----|-----------|----------|
|  |                  | Min.          | Max | Increment |          |
| Soap dosage liquid/foam                          | 0.4 sec          | 0.1           | 10  | 0.1       | F 8      |
| Delay Time                                       | 1 sec            | 1             | 10  | 0.1       | F 10     |
| Water Time                                       | 10 sec           | 1             | 100 | 1         | F 04     |
| Dryer Time                                       | 45 sec           | 1             | 100 | 1         | F 06     |
| End of cycle delay Time                          | 3 sec            | 1             | 10  | 0.1       | F 11     |
|  |                  |               |     |           |          |
| Water cycle auto cancel <sup>1</sup>             | 0 sec            | 0             | 10  | 1         | F149     |
| Hand drier auto cancel <sup>1</sup>              | 2 sec            | 0             | 10  | 1         | F71      |
| IR sensor trigger length                         | 100              | 1             | 250 | 1         | F68      |
| Set to zero to disable the auto cancel function. |                  |               |     |           |          |

**Figure 25:** Settings table

Figure 25 F-Functions table for Water, Dryer and Soap times (shown in order of operation) & auto cancel function.

1. To change the settings, you will need to enter the programming mode, press and hold 'MENU' and 'ENTER' buttons simultaneously for 5 seconds see figure 23. After this period, the display will read 'F 01'.
2. With 'F' menu item displayed (as shown in the figure 23), momentarily pressing the 'UP' and 'DOWN' buttons will move up and down the menu selection.
3. When the desired menu item is selected, press the 'ENTER' button to confirm. The display will show the current value, flashing, for that menu item.
4. To adjust the flashing value, press the up or down button as required.

5. To save the required value, press the 'ENTER' button. This action saves the value and switches the display back to the selected menu item.
6. For further adjustments repeat steps 1 to 5, or to exit the programming mode momentarily press the Menu Select button. A 20 second period of inactivity will automatically exit the programming mode and revert to displaying the time.

Instructions can be downloaded from the Wallgate web site or contact Wallgate Ltd to:

- ✓ Restore the control module to factory default settings.
- ✓ Instructions to change the cycle sequence of soap – water – hand dryer.

### 8.2.1. Hygiene Purge Adjustment

Follow the instructions in the previous section to enter and navigate the F-Functions menu. F54 and F55 sets the time of day to purge, F56-F62 enable/disable specific days to purge, the repeat setting (F63) refers how many purges required, interval is the time between purges (F64) and the run time (F65) is the water purge time.

| Description   | Factory Settings | Setting range |     |           | Function |
|---|------------------|---------------|-----|-----------|----------|
|   |                  | Min.          | Max | Increment |          |
| Automatic Hygiene Mode<br><small>0 – Hygiene Flush Off.<br/>1 – Hygiene Flush On.</small> | 1                | 0             | 1   | 1         | F53      |
| Auto Hygiene Flush Start Hour   | 0                | 0             | 23  | 1         | F54      |
| Auto Hyg. Flush Start Minute  | 0                | 0             | 59  | 1         | F55      |
| Auto Hygiene Day 1 <small>Sun.</small>  | On               | Off           | On  |           | F56      |
| Auto Hygiene Day 2 <small>Mon.</small>  | On               | Off           | On  |           | F57      |
| Auto Hygiene Day 3 <small>Tue.</small>  | On               | Off           | On  |           | F58      |
| Auto Hygiene Day 4 <small>Wed.</small>  | On               | Off           | On  |           | F59      |
| Auto Hygiene Day 5 <small>Thu.</small>  | On               | Off           | On  |           | F60      |
| Auto Hygiene Day 6 <small>Fri.</small>  | On               | Off           | On  |           | F61      |
| Auto Hygiene Day 7 <small>Sat.</small>  | On               | Off           | On  |           | F62      |
| Auto Hygiene Repeat   | 1                | 0             | 23  | 1         | F63      |
| Auto Hygiene Interval   | 23               | 1             | 23  | 1         | F64      |
| Auto Hygiene Run Time   | 1                | 0             | 59  | 1         | F65      |

**Figure 26:** Purge Adjustment table

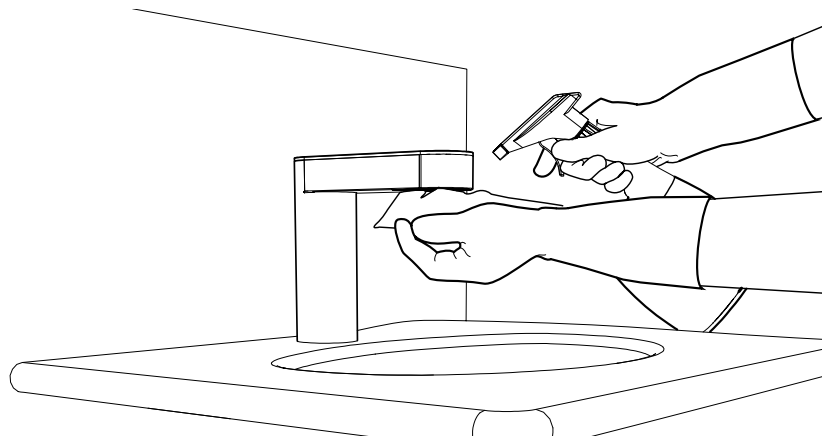
## 9. Care, Routine Maintenance, Service and Repair

The ThriiTap+ is well designed and manufactured from high-quality materials. If you install, operate, and maintain it according to the instructions given in this manual, the unit will give reliable and efficient service. If you need any further information or advice, please contact Wallgate Customer Services.

### 9.1. Care and Cleaning

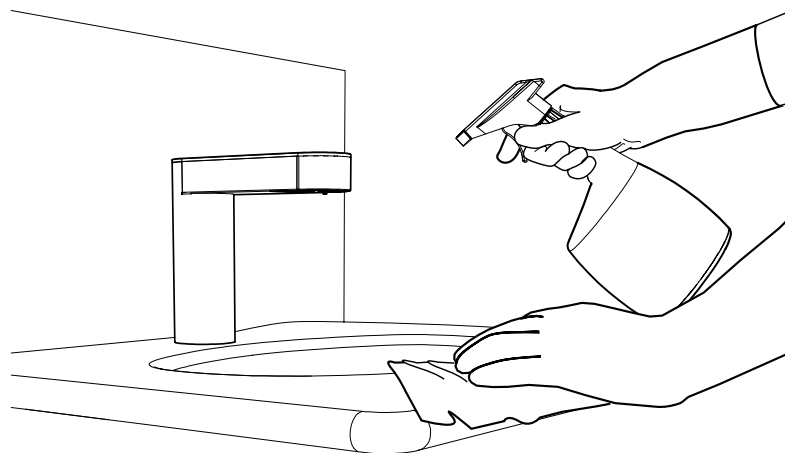
The ThriiTap+ should be cleaned daily. Follow these 3 steps to ensure the unit performs to its best and remains hygienic. Using the wrong cleaning method or product may invalidate the warranty.

1. Wipe sensor and nozzles using a soft cloth and non-abrasive cleaner.



**Figure 27:** Tap sensor cleaning.

2. Clean all tap surfaces, sink, mirror and any walls or counter tops.



**Figure 28:** Surface cleaning.

3. REGULARLY clean air filter on base of Control Module (under sink). Ensure plughole in sink is free from blockages so water can drain freely.

**Note: All cleaning chemicals should be used exactly as indicated by the manufacturer's instructions (including appropriate dilution).**

**Note: Any chemicals intended for use should first be tested on an inconspicuous area to check suitability.**

### Chemical guidelines

Most professional cleaning chemicals suitable for stainless steel can be used.

The following are some that are harmful to the ThriiTap+.

- Alcohol-acid mixes
- Alcohol Solvent /oil-based mixes
- Quaternary ammonium
- Alkali-bleach mixes
- Foaming ingredients
- Bleach or abrasive cleaners

Contact us for more information:

01722 744594

[www.wallgate.com](http://www.wallgate.com).

## 9.2. Routine Maintenance

The following routine regular maintenance in between service intervals will help to prevent premature parts failure:

- Flush the soap pump system with warm water to remove congealed soap within the pump, tube & soap nozzle.
- Clean the external surfaces of the soap nozzle to remove congealed soap.
- De-scale the water spray nozzle.
- Clean the lens on the infra-red hand sensor.
- Clean the waste outlets on the basin bowl and flush out / clean the waste sump.
- Clean & de-scale the tap head (the water outlet nozzle can be replaced if necessary).
- Check the control module functions of soap, water and dryer dispensing are operating correctly. Any malfunction must be reported so that service repair work can be arranged to avoid further potential damage to the control module.
- Clean the solenoid valve inlet filter and diaphragm.
- Inspect external air filter on the bottom of the Control Module for dust and debris, clean or replace the filter mesh if blocked.

**Warning! Switch OFF the electrical power to the control module in the event of a serious fault or if the control module fails to operate.**

### 9.3. Service and Repair

Service warning indicator: The LCD display shown in fig 23 will show “**Ser**” when a recommended service is required or alternatively it is recommended that the unit is serviced every 56000 cycles or a minimum of once per annum.

**Note: Service warning indicator reset: Press & hold buttons 3&5 together for 4 seconds.**

Any service or repair work must be done by a qualified engineer. During the warranty period, the service or repair must only be done by a Wallgate engineer or appointed service agent. Refer to the Wallgate terms and conditions for warranty information.

**Warning! Risk of electric shock, serious injury or death. Only qualified personnel should remove the cover of the Control Module when powered up.**

### 9.4. Spare Parts

| Part No.          | Description          |
|-------------------|----------------------|
| SPU102            | Soap Pump Assembly   |
| SNA102            | Soap Nozzle          |
| SF0002            | Soap Filter          |
| WS3860            | Water Solenoid Valve |
| WN4015            | Water Nozzle         |
| FU0500-FBA-1-AH-C | Fan Blower Unit      |
| TOOL-424          | Soap nozzle tool     |

| Part No. | Description                |
|----------|----------------------------|
| DL7546   | Water nozzle service tool  |
| FF4002   | External filter media      |
| TCU101-4 | Electronic Control Board   |
| DMT-S    | Infra-Red Hand Sensor      |
| EDC101   | Electronic Display Circuit |
| EF6539   | EMC Filter                 |

**Figure 29:** Spare Parts List

A large range of Wallgate spares and replacements can be found and ordered directly at [www.shop.wallgate.com](http://www.shop.wallgate.com)

Wallgate Ltd offers comprehensive after-sales and service support. For more information, contact Wallgate Ltd 01722 744594 or visit [www.wallgate.com](http://www.wallgate.com)

Appendix

| Function   | Description                   | Range       |             |           | Remarks   | Mode Defaults |        |        |        |            |
|--|-------------------------------|-------------|-------------|-----------|---|---------------|--------|--------|--------|------------|
|  |                               | Min Setting | Max Setting | Increment |   | Manual 1      | Auto 1 | Auto 2 | Auto 3 | Security 1 |
| F1   | Water Time A                  | 1           | 100         | 1         | Seconds   | 1             | 2      | 2      | 2      | 2          |
| F4   | Water Time D                  | 1           | 100         | 1         | Seconds   | 10            | 8      | 10     | 10     | 12         |
| F6   | Drier Time B                  | 1           | 100         | 1         | Seconds   | 1             | 45     | 45     | 45     | 35         |
| F7   | Soap Time A                   | 0           | 3.0         | 0.1       | Seconds. (Note 5)<br><i>Manual Mode Soap Time.</i>  | 0.2           | 0.2    | 0.2    | 0.2    | 0.2        |
| F8   | Soap Time B                   | 0           | 3.0         | 0.1       | Seconds   | 0.4           | 0.4    | 0.4    | 0.4    | 0.4        |
| F10  | Delay Time B                  | 1.0         | 10.0        | 0.1       | Seconds   | 1.0           | 1.0    | 1.0    | 1.0    | 1.0        |
| F11  | Delay Time C                  | 1.0         | 10.0        | 0.1       | Seconds   | 2.0           | 2.0    | 2.0    | 2.0    | 2.0        |
| F12  | Delay Time D                  | 1.0         | 10.0        | 0.1       | Seconds   | 1.0           | 10.0   | 10.0   | 10.0   | 10.0       |
| F21  | Task 1                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F8     | F1     | F1     | F10        |
| F22  | Task 2                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F10    | F10    | F10    | F1         |
| F23  | Task 3                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F4     | F8     | F8     | F10        |
| F24  | Task 4                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F10    | F10    | F11    | F8         |
| F25  | Task 5                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F6     | F4     | F4     | F11        |
| F26  | Task 6                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | F11    | F10    | F10    | F2         |
| F27  | Task 7                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | 0      | F6     | F6     | F10        |
| F28  | Task 8                        | 0           | 12          | 1         | Function F1 ~ F12   | 0             | 0      | F11    | F11    | F6         |
| F35  | Operating Mode                | 0           | 1           | 1         | 0 ~ Manual.<br>1 ~ Automatic.   | 0             | 1      | 1      | 1      | 1          |
| F36  | RTC Hour (Note 6)             | 0           | 23          | 1         | RTC Hour. GMT/BST   | n/a           | n/a    | n/a    | n/a    | n/a        |
| F37  | RTC Minute (Note 6)           | 0           | 59          | 1         | RTC Minute. GMT/BST   | n/a           | n/a    | n/a    | n/a    | n/a        |
| F38  | RTC Day (Note 1) (Note 6)     | 1           | 7           | 1         | RTC Day Of Week.  | n/a           | n/a    | n/a    | n/a    | n/a        |
| Functions F39-F66 are N/A  |                               |             |             |           |   |               |        |        |        |            |
| F68  | IR Trigger Level (Note 6)     | 1           | 250         | 1         |   | n/a           | n/a    | n/a    | n/a    | n/a        |
| F70  | Pump Mode                     | 0           | 2           | 1         | (Note 3b)<br>0 ~ Cyclic Pump Foam<br>1 ~ Cyclic Pump Liquid<br>2 ~ Continuous Pump Foam<br>3 ~ Continuous Pump Liquid | 3             | 3      | 3      | 3      | 3          |
| F71  | Fan 'Auto Off Timer' (Note 4) | 0           | 10.0        | 0.1       | 0.1 Seconds   | 4.0           | 2.0    | 2.0    | 2.0    | 0          |
| F79  | Set Factory Defaults (Note 6) | 0           | 2           | 1         |   | n/a           | n/a    | n/a    | n/a    | n/a        |
| 1 ~ Set Manual Defaults<br>2 ~ Set Auto Defaults 1<br>3 ~ Set Auto Defaults 2<br>4 ~ Set Auto Defaults 3<br>5 ~ Set Security Defaults 1<br><br><i>Note: This is a function, and has no non-volatile memory associated with it. Defaults to 0 on Reset. (Example: Setting to 1 will modify all settings to match the 'manual 1' column)</i> |                               |             |             |           |   |               |        |        |        |            |

|      |                                   |     |      |    |  |     |     |     |     |     |
|------|-----------------------------------|-----|------|----|--|-----|-----|-----|-----|-----|
| F80  | Operation Counter <i>(Note 6)</i> | 0   | 9999 | 1  | Press and Hold Select to Reset. (X 100 Operations) | n/a | n/a | n/a | n/a | n/a |
| F95  | Liquid Pump Iterations            | 1   | 20   | 1  | <i>(Note 7)</i>                                    | 1   | 1   | 1   | 1   | 1   |
| F100 | Foam Pump Iterations              | 1   | 20   | 1  | <i>(Note 7)</i>                                    | 1   | 1   | 1   | 1   | 1   |
| F134 | Soap Counter                      |     |      |    | X 100 Operations.                                  |     |     |     |     |     |
| F135 | Fan Counter                       |     |      |    | Fan Usage in Hours.                                |     |     |     |     |     |
| F145 | Soap Warning LED Colour           | 0   | 8    | 1  |  | 1   | 1   | 1   | 1   | 1   |
| F146 | Soap Counter Warning Level        | 0   | 250  | 1  | X 100 Operations.                                  | 0   | 0   | 0   | 0   | 0   |
| F147 | Soap Warning LED Pulses           | 1   | 5    | 1  |  | 1   | 1   | 1   | 1   | 1   |
| F148 | Soap Counter Reset on Prime       | 0   | 1    | 1  |  | 1   | 1   | 1   | 1   | 1   |
| F149 | Auto Water Off                    | 0   | 100  | 10 | <i>(Note 9)</i>                                    | 0   | 0   | 0   | 0   | 0   |
| F151 | Hot Air Enable                    | Off | On   |    | Enable heater output with fan                      | Off | Off | Off | Off | Off |

| Table 'A' |                  |             | Table 'B' |                  |             | Table 'C' |                  |             |
|-----------|------------------|-------------|-----------|------------------|-------------|-----------|------------------|-------------|
| Menu No   | Program Function | Function No | Menu No   | Program Function | Function No | Menu No   | Program Function | Function No |
| F21       | SOAP             | F8          | F21       | WATER            | F1          | F21       | WATER            | F1          |
| F22       | DELAY            | F10         | F22       | DELAY            | F10         | F22       | DELAY            | F10         |
| F23       | WATER            | F4          | F23       | SOAP             | F8          | F23       | SOAP             | F8          |
| F24       | DELAY            | F10         | F24       | DELAY            | F10         | F24       | DELAY            | F11         |
| F25       | HAND DRIER       | F6          | F25       | WATER            | F4          | F25       | WATER            | F4          |
| F26       | END DELAY        | F11         | F26       | DELAY            | F10         | F26       | DELAY            | F10         |
|           |                  |             | F27       | HAND DRIER       | F6          | F27       | HAND DRIER       | F6          |
|           |                  |             | F28       | END DELAY        | F11         | F28       | END DELAY        | F11         |



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