

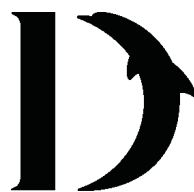
# DP 3311 / DP 3311E DP 3113 / DP 3113E Paper Towel Dispenser User Manual

Please read carefully before use



DP3311. DP3311E. WP1310. WP1311.

DP3113. DP3113E. WP1410. WP1411



DOLPHIN

## Contents

<b>1</b>	<b>Liability and Warranty</b>	3	<b>6</b>	<b>Troubleshooting</b>	25
<b>2</b>	<b>General Precautions</b>	4	6.1	Overview of potential failures and assistance to resolve	25
2.1	Operator duty of care	4			
2.2	Description of safety symbols used	5			
2.3	Basic safety measures	5	<b>7</b>	<b>Maintenance</b>	26
2.4	Requirements for the operator	5	7.1	Cleaning	26
2.5	Special hazards	6	7.2	Initial cleaning	27
			7.3	Regular cleaning	27
			7.4	Internal cleaning	27
<b>3</b>	<b>Product Description</b>	7			
3.1	Intended use	8	<b>8</b>	<b>Detergent</b>	28
3.2	Structure of the paper roll dispenser	9			
3.3	Technical data	13	<b>9</b>	<b>Decommissioning / Disposal</b>	29
3.4	Packing and delivery	15	9.1	Decommissioning	29
3.5	Transport and unpacking	15	9.2	Disposal	29
<b>4</b>	<b>assembly</b>		<b>10</b>	<b>Service Address</b>	29
4.1	Mounting DP 3311 DP 3311E DP 3113. DP 3113E	16			
4.2	Mounting WP 1310 WP 1311 WP 1410 WP 1411	17			
4.3	Arrangement of the devices	18			
4.4	Mounting sequence	18			
4.5	Electrical connection	19			
4.5.1	Mains operation	19			
4.5.2	Battery operation	20			
<b>5</b>	<b>Get Started</b>	21			
5.1	Initial	21			
5.2	Check operation	21			
5.3	Basic settings	22			
5.4	Loading paper	23			
5.5	Operating / Safety Instructions	24			

## 1 Liability and Warranty

Liability and warranty of the manufacturer is excluded if:

- The product is not used as intended as per the notes and instructions in this instruction manual
- The product is incorrectly operated
- The product has additional accessories or is improperly maintained
- The product is repaired improperly, including accessories and non-original spare parts used
- Conversions and function changes are made without the consent of the manufacturer.

Liability and Warranty is expressly excluded if:

- Damage occurs to the device (eg to the controls) by voltage fluctuations in the grid.

That is:

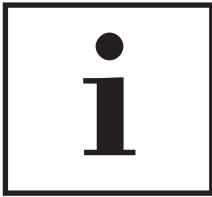
- Tensions on the web at 207 volts, or
- Overvoltages on the net about 241 volts.

For warranty claims to the manufacturer the sale and delivery apply to:

Dolphin Dispensers  
Haywood Way, Hastings TN35 4PL

Due to constant development, illustrations, functional steps and specifications may differ slightly.

## 2 General safety



This manual has been specially designed for service staff for the Dolphin Dispensers' Prestige DP3107 and DP3113 roll paper towel dispenser series. It contains important instructions, operation and cleaning of the system.

### 2.1 Operator duty of care

These paper roll dispensers could be considered a hazard according to the applicable harmonised standards if technical specifications and installation are incorrect. For maximum safety these instructions must be followed correctly.

This safety can only be achieved in practice, if all necessary measures have been taken. It is up to the installer and operator to ensure due diligence when installing and using these paper towel dispensers.

To control execution the operator must in particular ensure that:

- The unit is used as intended (see chapter Product description).
- The device is only operated in sound condition and in working order.
- The instructions are available in legible condition and are complete.
- Only suitably qualified and authorised personnel will be used for the device when repaired and maintained.
- These personnel are regularly trained in all aspects of operational safety and environmental protection aspects, and that these staff have read this Manual and especially the Safety notes.
- All of the device's security notices, be visible, legible and present.

## 2.2 Description of safety symbols used



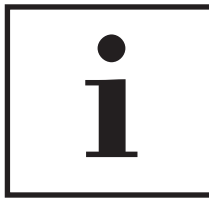
### **CAUTION**

Indicates a potentially hazardous situation, which – if the safety precautions are not observed – could damage property or cause light to moderate injury.



### **WARNING**

Warning of dangerous electrical voltage



### **IMPORTANT**

For application notes and other useful information.

## 2.3 Basic Safety Measures

It must be ensured that all persons who are to work on the unit, see and use this User Manual. This provides additional operating instructions for the purposes of the Health and Safety Acts and Use of Work Equipment Regulations.

Please ensure that all safety signs and operating instruction signs on the device are always in good condition and are legible. Damaged or illegible signs must immediately be renewed.

The paper roll dispensers are not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and lack of knowledge. It is important that the person who supervises these people be able to teach how to use these machines correctly.

Children should be supervised to ensure that they do not play with these appliances.

## 2.4 Requirements for the operator

The device may only be operated by persons who are trained, instructed and empowered.

These people need to know the operating instructions and act accordingly. The respective powers of the operator must be clearly defined.

All persons carrying out work on the device must read the instruction manual and confirm by signature that they have understood the operating instructions.

## 2.5 Special Hazards



### **Caution!**

Danger of crushing!

In case of changes to location ensure that no body parts are between the unit and the surrounding area or facility and the paper towel dispenser.



### **Caution!**

Danger of crushing!

When closing the door, be careful with fingers between the door and the dispenser cabinet.

When inserting a new paper roll make sure that fingers, clothing etc are not placed in the feeder mechanism.



### **Warning!**

Warning of dangerous electrical voltage.

The device must only be operated in a technically perfect condition.



### **Attention!**

These mains operated dispensers must be connected via a fused spur (on-site separation device with all pole disconnection and a minimum contact gap of 3mm per pole). During repair work, the dispenser must be disconnected from the mains.

### 3 Product Description

These paper roll dispensers are devices for paper towels to be supplied in defined lengths.

These reduce costs because only one sheet in an adjustable length will be dispensed

The sheet feed can be adjusted from 200mm to 1200mm.

The trigger lock time is adjustable from 1 second to 6 seconds. During this time a new leaf of paper will not be dispensed.

The sensor for paper requirement is non-contact and automatically sets itself to its environment.

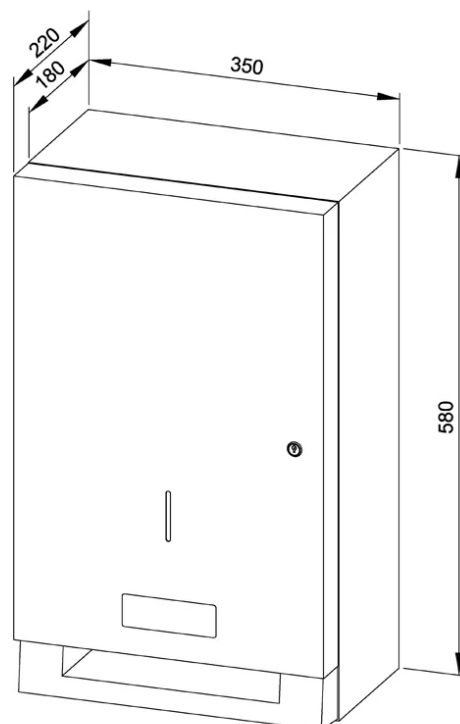
The device is designed for paper rolls with an outer diameter of a maximum 180mm with a width of 210mm and an inner diameter of 50mm.

One unique feature of these dispensers, to aid the janitor in servicing the dispenser, and to completely eradicate paper wastage through the complete use of the paper roll is the 'residual-roll' function. Once the current roll is down to 100mm it can be moved down to the residual roll compartment and a new roll fitted. The residual roll can continue to be used to completion after which a new roll starts automatically.

The paper roll dispenser can be either powered by a transformer (230v) or battery (6v)

The door is bolted with 2 sturdy stainless steel hinges to the housing and can be locked to protect against vandalism and thefts.

The Dolphin Prestige DP3113 range has an additional storage compartment for reserve paper rolls.



### 3.1 Intended use

- The paper roll dispenser is used for unwinding rolls of paper.
- The paper roll dispenser may only be used in technically perfect condition.
- Problems, if they occur must be solved immediately. A defective device must be put out of service immediately.
- The insertion of the paper roll is properly performed (see detailed description)
- The cleaning and operating personnel know exactly how to use these dispensers.
- The installation of the paper roll dispenser be made in strict accordance with the instruction manual.
- Do not use cleaning agents that are not specified
- Sweat if not wiped away can damage. (See section on cleaning )
- The paper roll dispenser must use only appropriate paper rolls (outer diameter of maximum 180mm, width of 210mm, inner diameter of 50mm).
- If the paper roll dispenser is used other than according to the manufacturer's intended uses, all warranties are void. The manufacturer will only consider cases for liability in writing.



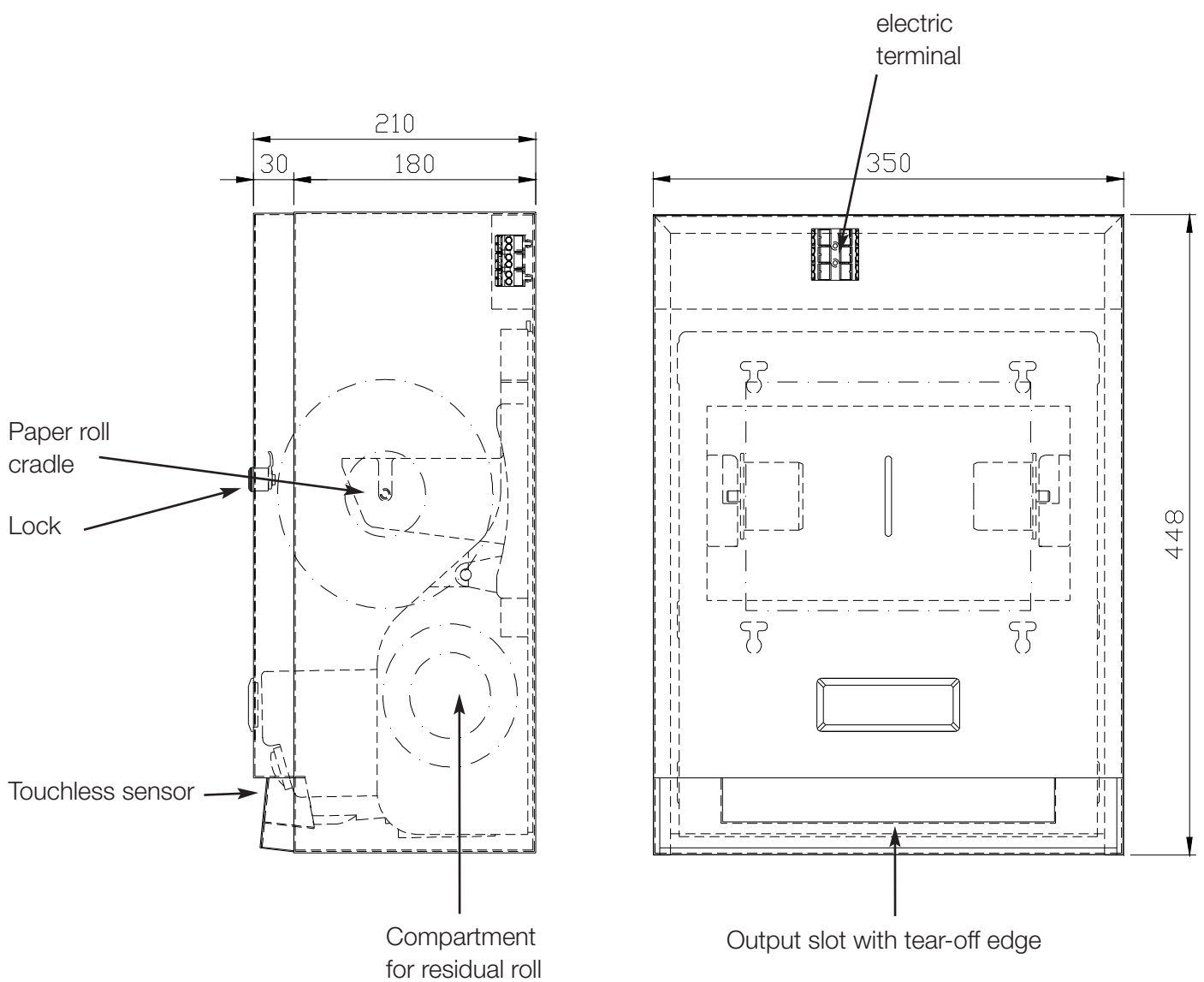
In particular, we point out that

- Do not use with unrolled paper or with moisture saturated rolls.

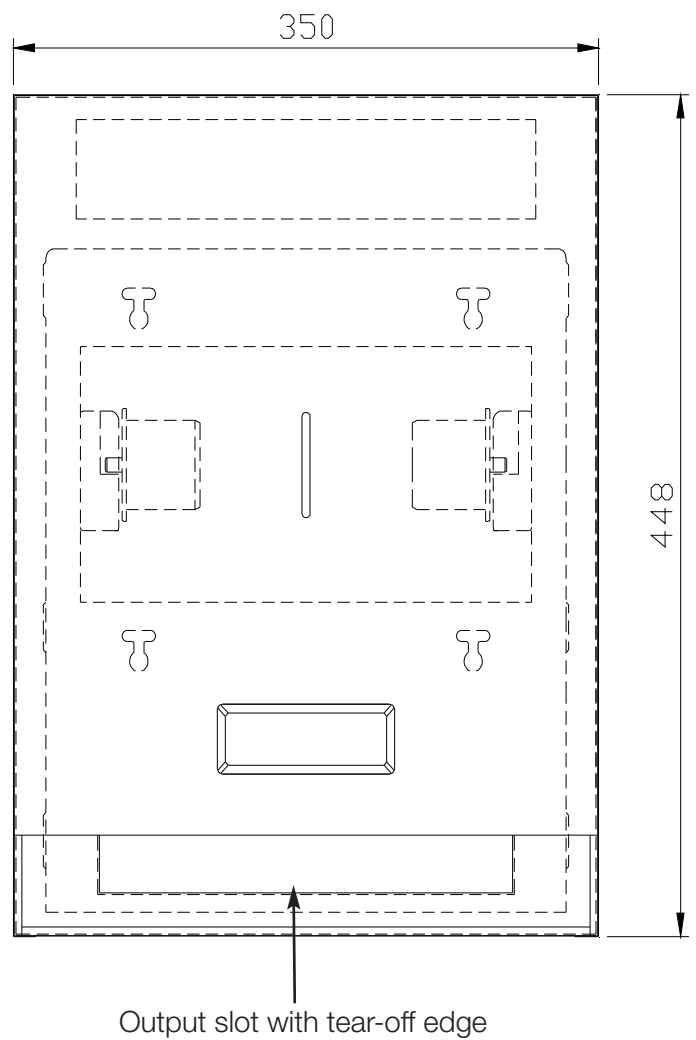
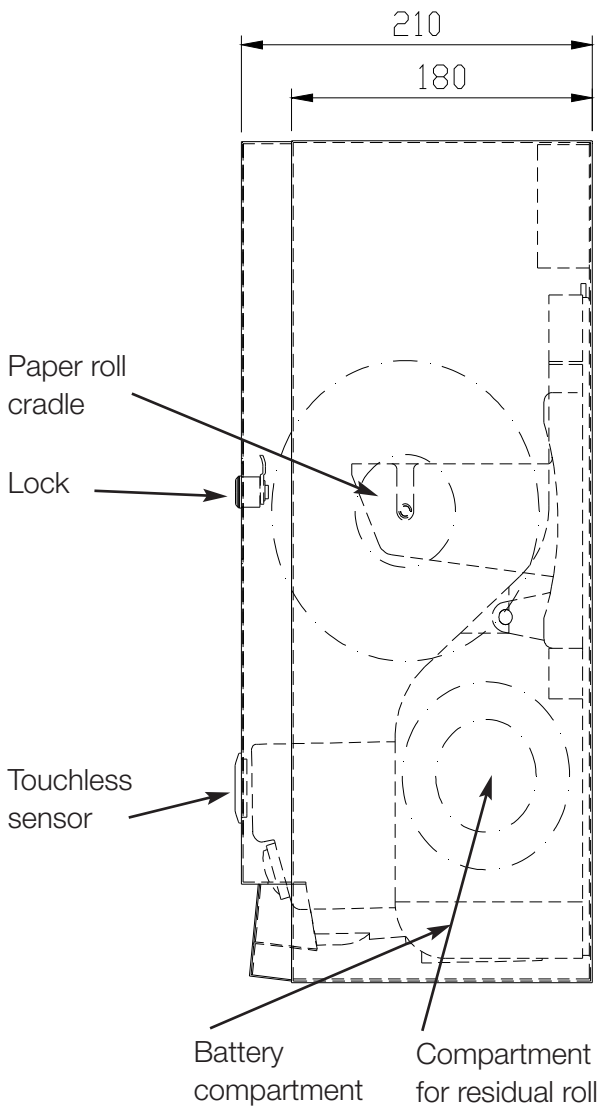


### 3.2 Structure of the paper roll dispenser

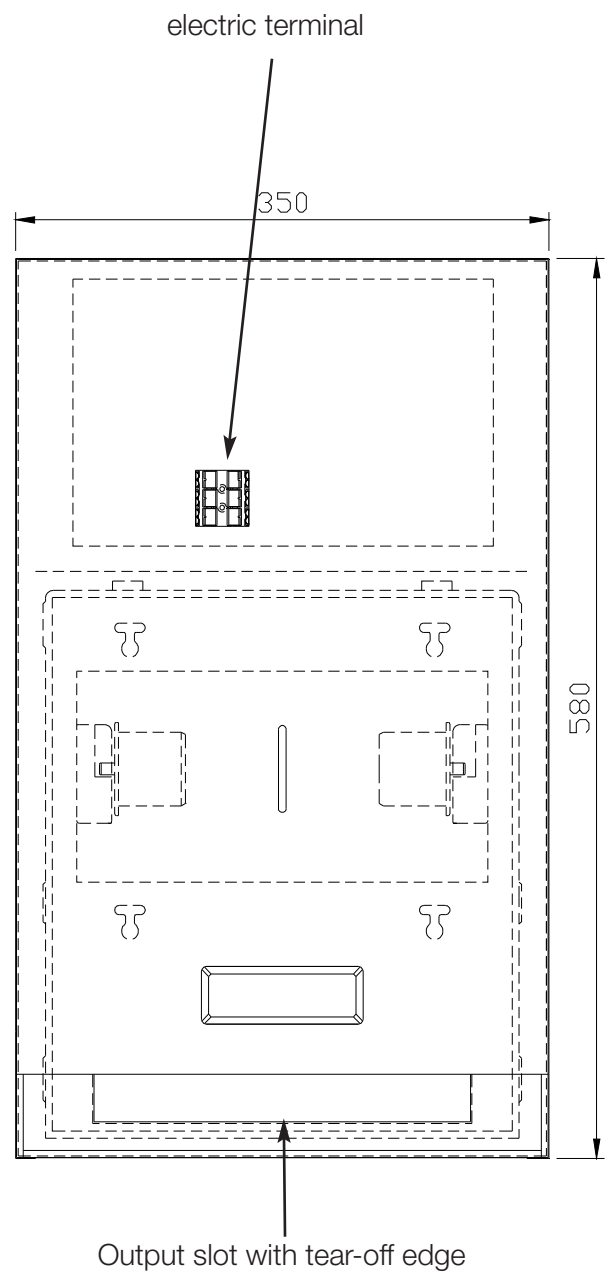
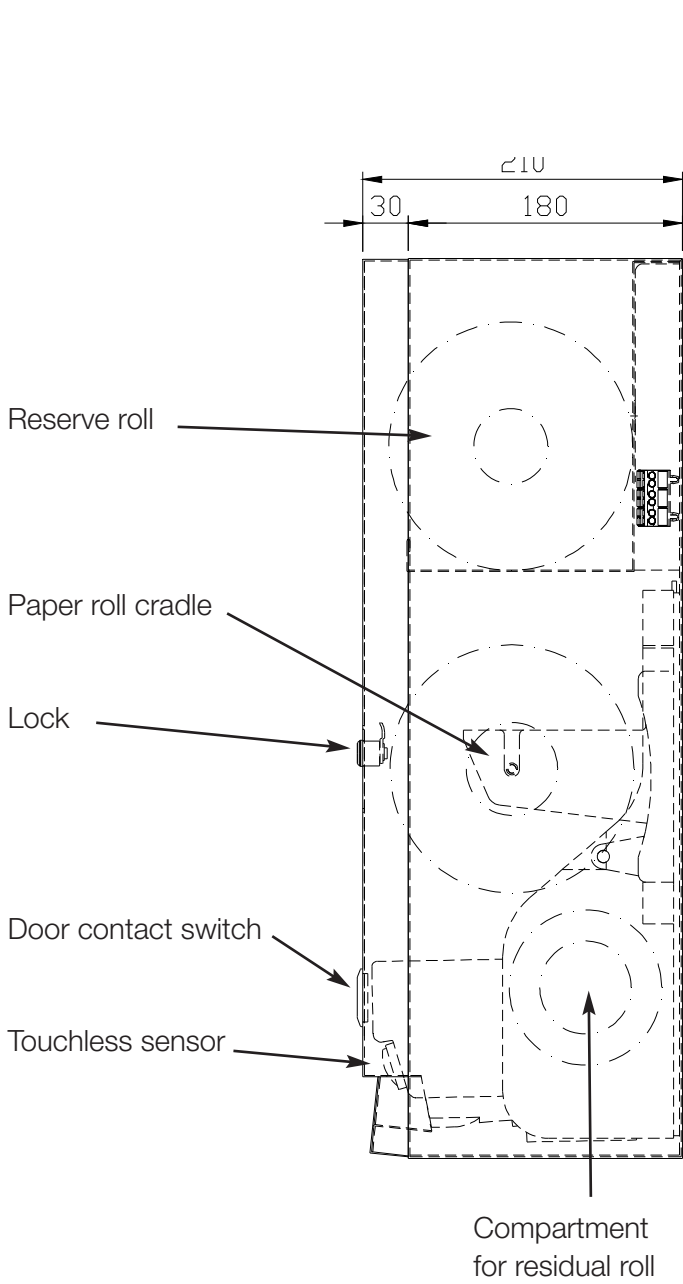
Models DP3311/3307



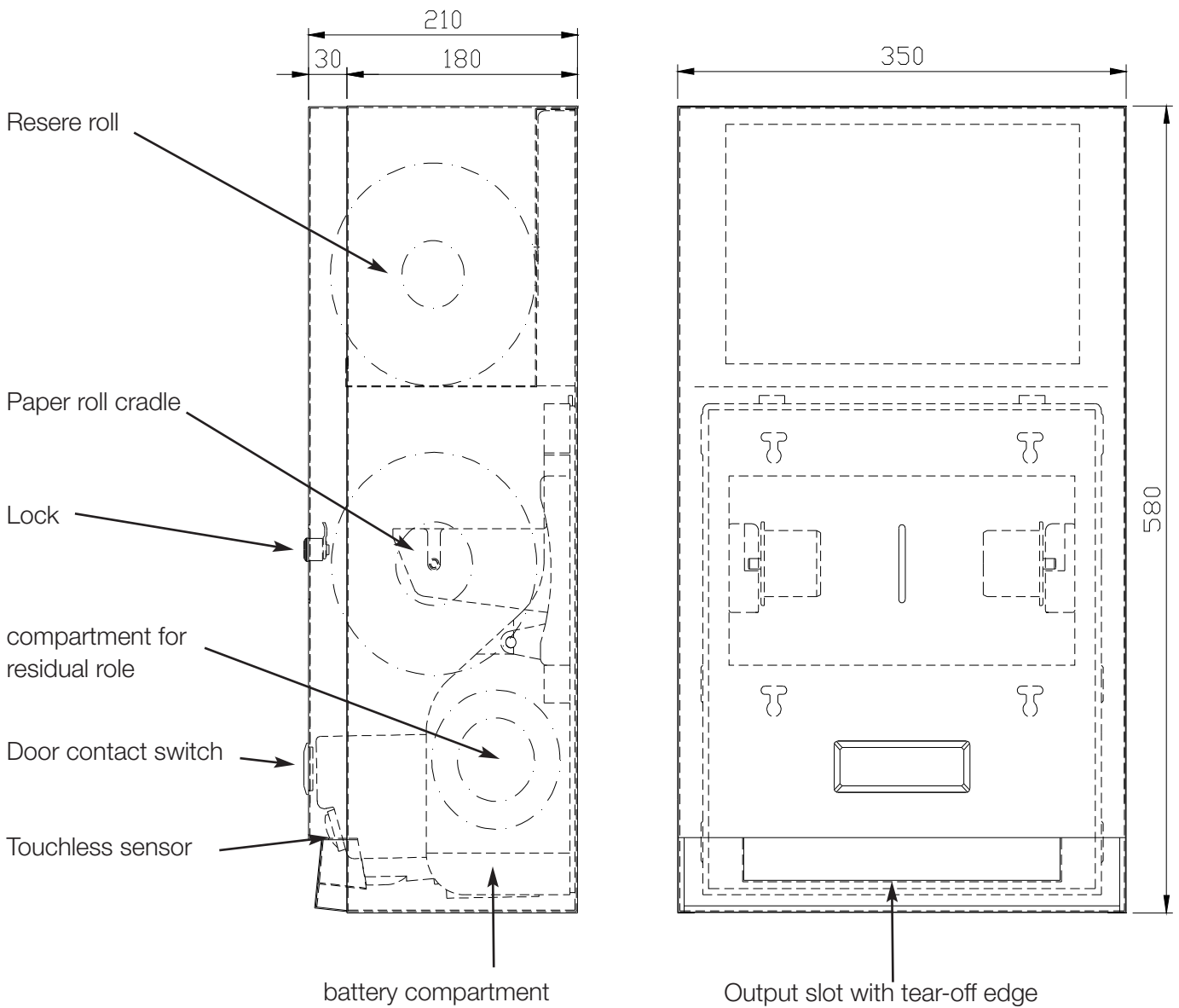
Models DP 3311E/3308



Models DP3113/3113



Models DP3113E/3113E



### 3.3 Specifications

#### DP 3311/3307

General

##### Dimensions

Length x width x height 350 x 448 x 210 mm

Empty weight 9.3 kg

##### Connected load

Rated voltage 1N AC 230 V 50 Hz

Power consumption 7 W

Electrical connection terminal block

##### Environmental conditions

Ambient temperature +10 °C to +45 °C.

#### DP 3311E/3308

General

##### Dimensions

Length x width x height 350 x 448 x 210 mm

Empty weight 9.3 kg

##### Connected load

Rated voltage 6V

Power consumption 7 W

Power supply: 4x1, 5V single cell

##### Environmental conditions

Ambient temperature +10 °C to +45 °C.

## DP 3113/3113

General

### Dimensions

Length x width x height 350 x 580 x 210 mm

Empty weight 11.4 kg

### Connected load

Rated voltage 1N AC 230 V 50 Hz

Power consumption 7 W

Electrical connection terminal block

### Environmental conditions

Ambient temperature +10 °C to +45 °C.

## DP 3113/3113E

General

### Dimensions

Length x width x height 350 x 580 x 210 mm

Empty weight 11.4 kg

### Connected load

Rated voltage 6V

Power consumption 7 W

Power supply: 4x1, 5V single cell

### Environmental conditions

Ambient temperature +10 °C to +45 °C.

### 3.4 Packing and delivery

Delivery condition:

- Packed in a carton
- With protector for the CNS surface (outer edges)

What's in the box:

- Paper roll dispenser
- Operating Instructions for paper roll dispenser
- Roll of paper towels
- Mounting material

### 3.5 Unpacking



- Remove packing.
- Lift out device out of the box.
- Films, rigid foam and cardboard disposed of separately (local regulations note).
- Check delivery for completeness and integrity.

## 4.0 installation

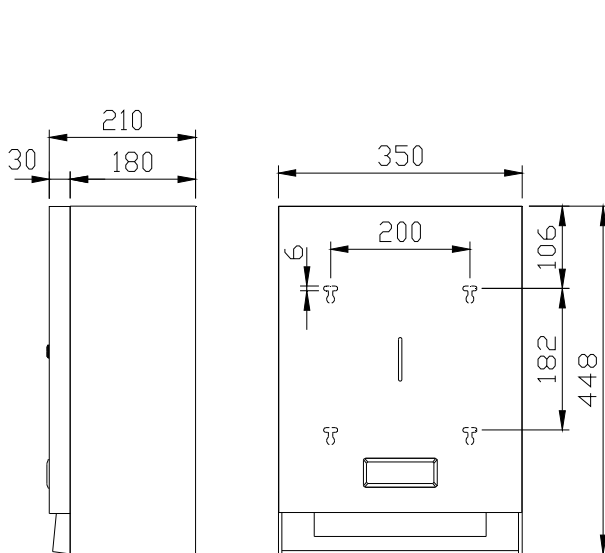
### 4.1 Mounting

#### DP 3311, DP 3311E, DP 3113, DP 3113E

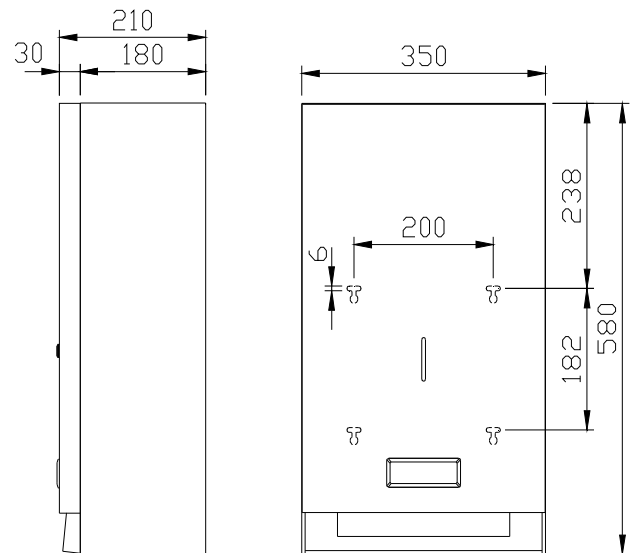
Mounting must be to a flat smooth surface. You will need 4 screws and 4 wall plugs.

The dispenser is supplied ready assembled and ready for use; all that is required is to mount securely to the host wall.

#### Attachment points DP 3311 / DP 3108



#### Attachment points DP 3113 / DP 3113E





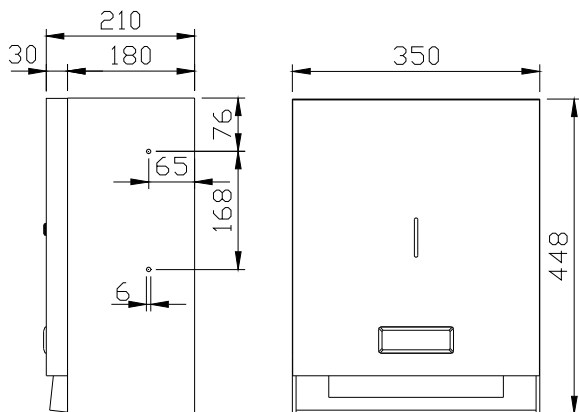
## 4.2 Mounting

### DP 3307, DP 3308, DP 3113, DP 3113E

Mounting must be to a flat smooth surface. You will need 4 screws and 4 wall plugs.

The dispenser is supplied ready assembled and ready for use; all that is required is to mount securely to the host wall.

#### Attachment points DP 3307 / DP 3308



Wall recess :

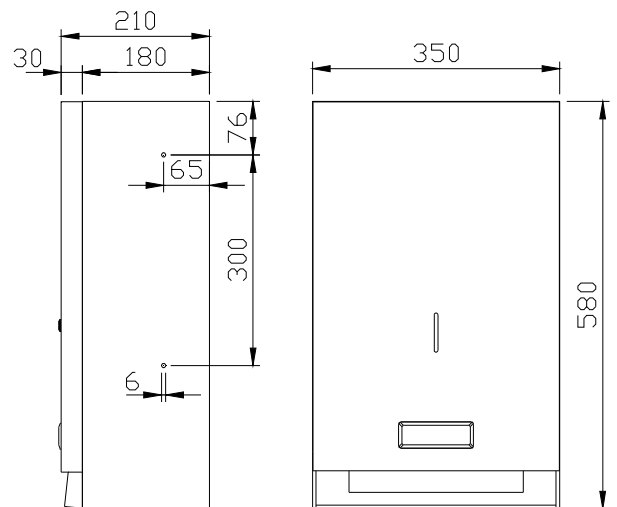
minimum 352 x 450mm

depth:

min: 100mm

max: 180mm

#### Attachment points DP 3113 / DP 3113E



Wall recess :

minimum 352 x 582mm

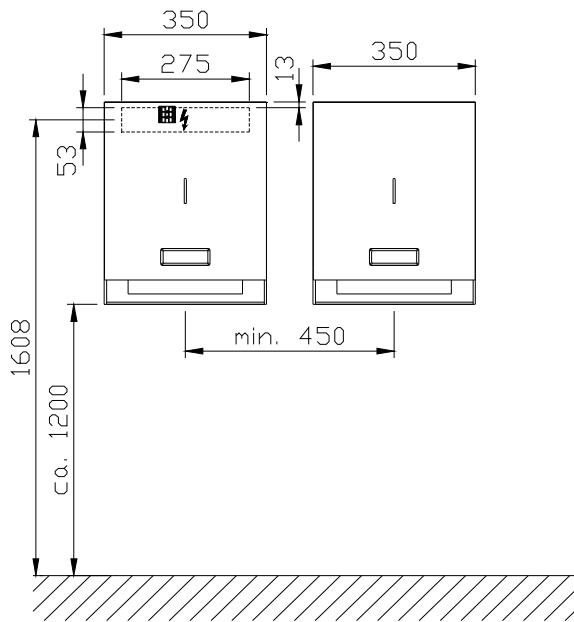
depth:

min: 100mm

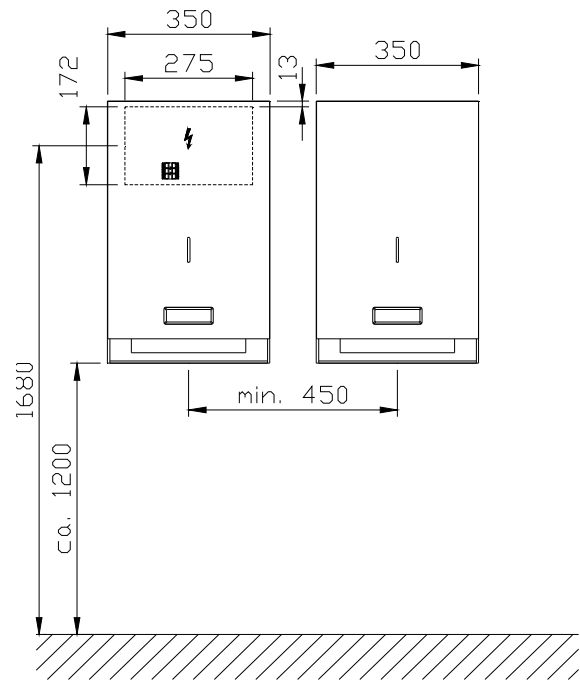
max: 180mm

### 4.3 Arrangement of the devices

#### DP 3311 Series



#### DP 3113 Series



- The distance between customer's walls must be at least large enough to open the door and therefore no danger that fingers, clothing, etc., be trapped.

#### 4.4 Mounting sequence :

- Drill 4 mounting holes using the dimensional drawing and insert the supplied plastic plugs.
- Open the appliance door and assemble paper roll dispenser with the screws on the wall.
- Connect the power supply to the designated terminal. Installation is side directly. In battery-powered devices use 4 x 1.5v mono-cells in the battery well insert.
- The door has a lock

## 4.5 Electrical connection

### 4.5.1 mains operation

Use an authorised electrical professional for the electric connections to ensure that the dispenser is connected safely.

In rooms that contain showers and baths the unit must not be mounted within the VDE regulation defined safety areas (0.6m to the shower or bathtub edge and 1.2m to shower heads). These paper roll towel dispenser must be fixed out of reach of a person using a bath or shower.

Connect the power supply directly to the designated terminal.

Power supply: 1N AC 230 V 50 Hz

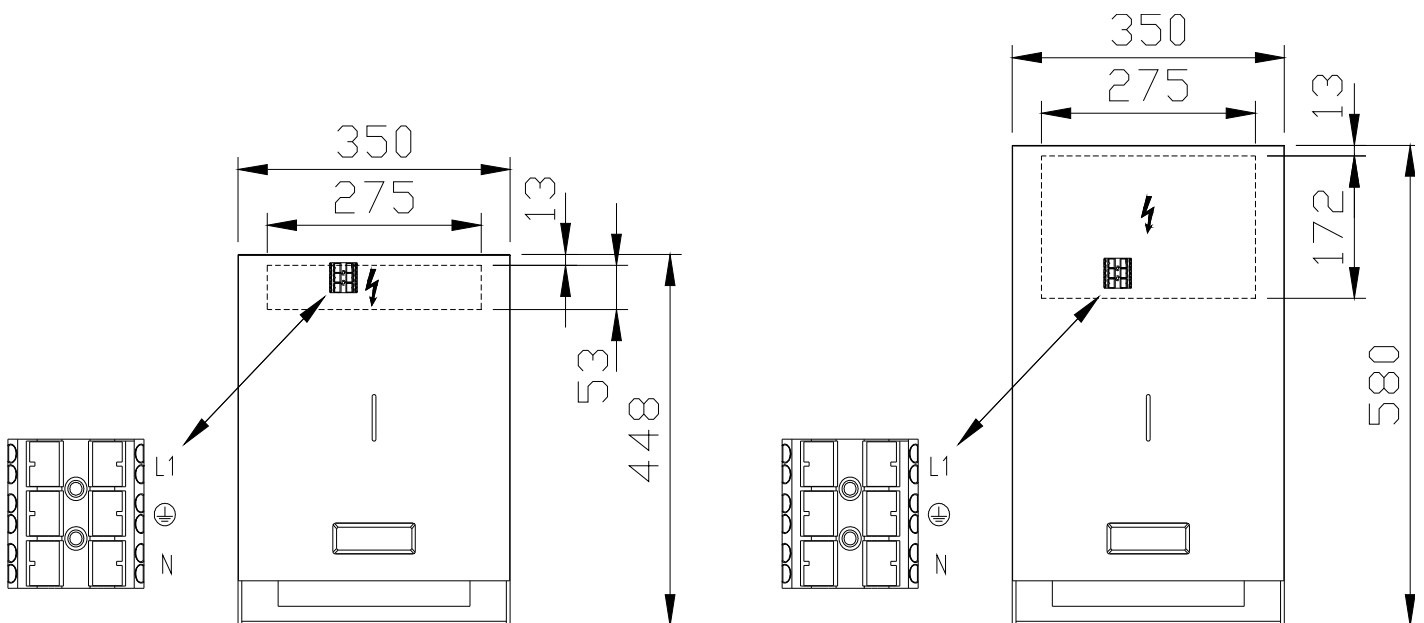
On the installation side is a pole disconnecting device from the mains with a contact gap of minimum 3mm per pole.

The power supply must be protected by a residual current device (RCD).

Mains voltage and the voltage shown on the rating plate must correspond.

In rare cases, a strong electromagnetic field may occur in the range of 440kHz  $\pm$ 40kHz. This may cause the sensor to activate and a delivery of paper.

To suppress this false triggering, reduce the sensor range until the fault disappears.



#### **4.5.2 Battery**

Inserting or replacing the batteries can be easily performed by the end user. After inserting the batteries the dispenser is ready to use.

To do so, open the front door with the key. Lift the lid of the battery compartment in the bottom of towel dispenser. Fit the batteries according according to the symbols inside the battery compartment and close the lid.

These dispensers need four 1.5V mono-cells batteries.

Please use only alkaline batteries type LR20.

## 5 Get Started

### 5.1 Initial

Before using the dispenser for the first time the operator must:



#### **Important!**

Before first use:

- Clean the roll paper towel dispenser thoroughly (see chapter Cleaning)
- Electrical site conditions and specifications on the nameplate of the roll towel dispenser must match.
- Insert paper roll

### 5.2 Check function

Check that the batteries have been inserted correctly by pressing the button “Manual operation”.

By pressing the “Manual Operation” button you can check that the paper transport mechanism runs properly

### Make 5.3 Basic settings

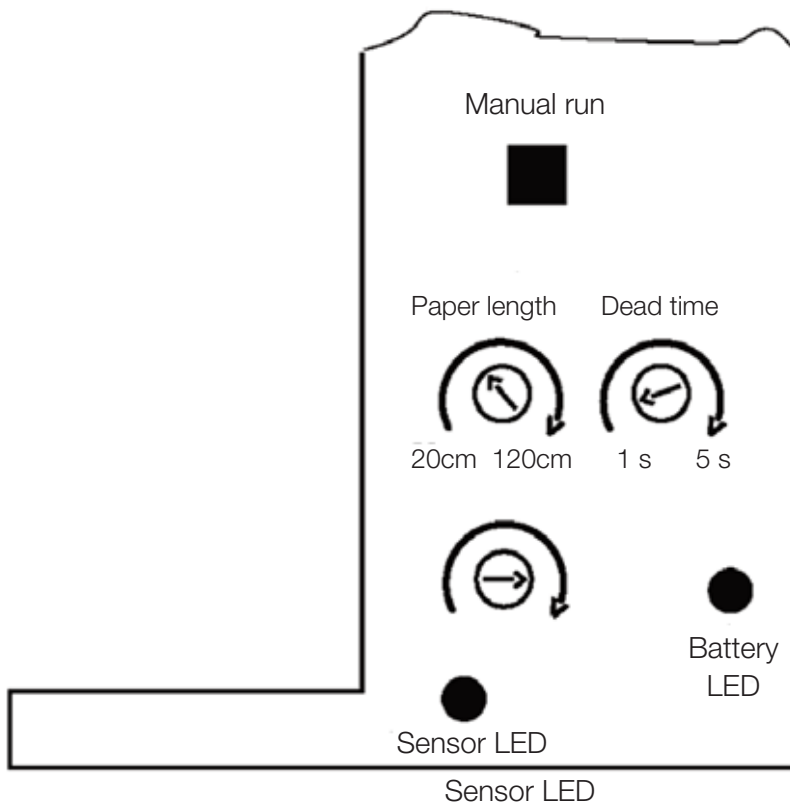
When the door is open, the motor of the electrical system is disconnected, so that no accidental running of the dispenser is possible.

The following settings are possible:

- Paper length can be specified between 20cm to 120cm. The paper length is subject in battery-powered devices depending on the battery condition slight fluctuations.
- 'Dead time' from 1 second to 6 seconds can be specified between the dispensing of sheets; this trigger lock time starts right after the paper dispensing process.
- During this 'dead time' period, no paper request is possible. The set time is shown by the LED. The LED lights after the dispensing of the paper for the set 'dead time'.

Factory settings on the roller towel dispenser :

- Paper speed: approx 45cm
- Dead time: 1 second
- The sensor LED lights up green each time that a hand approaches the sensor.
- The battery LED flashes red when the batteries are need replacing – always replace all of the batteries at the same time.



## 5.4 Loading the Paper :



To load the first roll plug the plastic holders into both ends of the roll and then lay the roll into the dispenser so both pins locate into the paper roll cradles. The roll should be ready to dispense towards you from the top of the roll.



With the blue lever on the left side, raise the front paper guide with paper feed through.



Press the button labelled "Manual operation" and the paper is automatically pulled in and dispensed from the device.

(The button is located under the removable splash cover; use the device key to press if required).



Then tear off the first piece of paper, attach the splash guard and close the door of the dispenser. The dispenser is now ready for operation.

It is possible to install a new roll even though the old roll is not yet completely finished.



For this purpose, remove the old roll from the upper cradle and insert into the lower cradle. Push down all the way. The paper guide is then raised forward automatically.



The new roll is then fitted as described above into the upper cradle. The paper is fed under the paper guide (see above) secured there with the paper guide.

The dispenser is now ready for operation, the door can be closed. If the old roll is finished it can be thrown away.

## 5.5 Operating / Safety



### **Warning!**

Personal injury or property damage due to improper operation of the paper roll dispenser



### **Caution!**

For cleaning do not use running water or a high pressure cleaner!

(See Cleaning).

Only clean with a damp rag.

Make sure that the unit is switched off before cleaning. If necessary, install a warning sign (eg: “out of service, not to the The Power Supply”)



### **Warning!**

Never clean electrical equipment with water or similar liquids.



## 6 Troubleshooting

Repair work may only be performed by the qualified service professionals.

In case of malfunction please contact the customer service department Dolphin Dispensers, specifying the device type and the device number. (see type plate) see back cover for contact details.

### 6.1 Overview of potential failures and assistance to resolve

<b>Symptom/cause</b>	<b>Remedy</b>	<b>By whom?</b>
No function		Service operator
● Interrupted connection plug	● Check the plug connections	Service operator
● Depleted batteries	● Insert a new set of batteries	Service operator
● Door not closed properly	● Close the door (door contact switch must be activated)	Service operator
Paper jam	● Jam cut paper on drive shaft ● Paper debris from drive unit ● Remove and insert new paper operator	Service operator

## 7 Maintenance

### 7.1 Cleaning



#### **General:**

To maintain hygienic conditions, the operator must read this chapter on Cleaning.



#### **Caution!**

For cleaning do not use a water jet or high pressure cleaner!

Only with a damp rag.

Caution! Material damage!

Acid cleaners must not contain hydrochloric acid or hydrofluoric acids, as these cause surface discolouration or even corrosion.

Only use cleaning applications as instructed by the manufacturer.

For stubborn stains are intensively used only, for example, a soft synthetic fleece, then rinse with clear water.

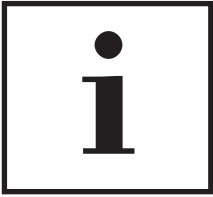
Only clean the unit with the provided cleaning materials and a little water.



#### **Warning!**

Risk of injury from the edges of the door and the cutting blades.

## 7.2 Initial cleaning

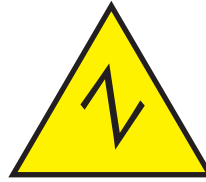


It is recommended that after assembling / installing the appliance a initial cleaning is carried out so that construction and assembly residues are removed thoroughly.

For cleaning use non-abrasive cleaning detergents or non-acidic detergent.

## 7.4 internal cleaning

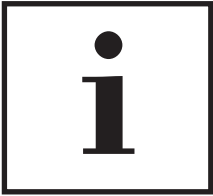
### Caution!



Avoid moisture contact with the electrical components of paper roll dispenser.

Property damage or personal injury due to electric short circuit are thereby avoided.

## 7.3 Routine Cleaning



For cleaning, use a non-abrasive cleaner.

For grease stains and grease bound dirt pigment use

- An all-purpose cleaner
- Neutral cleaners
- Alkaline cleaners
- Make sure they are easy to remove.

For help with very strong grease contamination (resinous oils and fats)

- Solvent cleaner, or
- Abrasive-free emulsions.

## 8 Detergent

The high-quality finishes on your paper towel dispenser can be damaged and you could lose their stain resistant finish through the use of incorrect cleaning agents and procedures.

The following table provides an overview of suitable detergent.

<b>Means</b>	<b>Remark</b>
<b>Mechanical cleaning agents</b>	
Bristle products	Use brushes with either bristle or plastic bristles brushes
Textiles	Use only textile material made from natural and man-made fibres for cleaning threads (cotton waste) and textiles.  Surface structure (machinery and woven fabric rags, floor cloth are very well suited for cleaning.  Cleaning textiles made of microfibres are good for removing inger marks from stainless steel surfaces.
Synthetic fleece	Without abrasive grains
Other natural	Leather (chamois leather), artificial leather.
Art fabric, sponges, sponge cloths	
Chemical cleaning agents	All-purpose cleaner especially for lighter grease contamination
Neutral detergent	For dirty with oil and greasy surfaces (fingerprints ), as well as dishwashing detergents suitable.
<b>Alcohol-based cleaners as all-purpose cleaners</b>	
Alkaline cleaners	Especially for heavy fat and oil spills (gummy oils )
Solvent cleaner	Depending on the type particularly suitable for removing by: fat, oil, wax. tar, adhesives coatings and colours.
Abrasive-free emulsion cleaner	Especially involving heavy grease deposits, and colours
Disinfectant cleaner	Effect on pathogenic (pathogenic) bacteria – varies depending on the disinfection agent. Using products in the list of the German Society for Hygiene and Microbiology (DHGM) are listed.
Acidic Cleaner	Removes dirt such as limescale, rust deposits, fat-bound pigment dirt and light grease contamination.

## **9 Decommissioning / Disposal**

### **Set 9.1 out of operation**

If the paper roll dispenser is to be not used for a long time (several weeks) it can be taken out of service:

#### **Battery-powered devices:**

Remove batteries and dispose of properly.

#### **Mains powered device:**

Disconnect the device from the mains.

Remove the cable completely and attach the cover plate back over the terminal block on the unit.

Make sure that the unit is not inadvertently taken back into service safely.

If necessary, install a warning sign (eg: "out of service, due to the the power supply")

### **9.2 Disposal**

Take the unit out of service (see above)

Make redundant appliances unusable for subsequent users.

Dispose of the appliance in an environmentally friendly manner (local regulations must be observed).

Dispose of used batteries in accordance with the applicable rules and regulations.

**Dolphin Solutions Ltd**  
Southpoint, Compass Park, Bodiam, Robertsbridge TN32 5BS  
Tel: 01424 202224 Fax: 01424 205200  
www: [dolphindispensers.co.uk](http://dolphindispensers.co.uk) info@[dolphindispensers.co.uk](mailto:info@dolphindispensers.co.uk)

