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› [Bobrick B-3961 Classic Series Recessed Roll Towel Dispenser and Waste Receptacle Instruction Manual](#)

Bobrick B-3961

Bobrick B-3961 Classic Series Recessed Roll Towel Dispenser and Waste Receptacle Instruction Manual

1. INTRODUCTION AND OVERVIEW

This manual provides detailed instructions for the installation, operation, and maintenance of the Bobrick B-3961 Classic Series Recessed Roll Towel Dispenser and Waste Receptacle. This unit is designed for commercial use, offering a convenient and hygienic solution for paper towel dispensing and waste collection in public restrooms and similar environments.

The Bobrick B-3961 features durable type-304 stainless steel construction with a satin finish and all-welded seams, ensuring longevity and resistance to corrosion. It is a convertible unit, capable of dispensing 8-inch wide, 800-foot long paper rolls with preset towel lengths (2-1/2-inch, 4-inch, or 5-inch) per stroke. The integrated waste receptacle has a 12-gallon capacity and is removable for easy servicing, utilizing a reusable heavy-gauge vinyl liner (Part# 3944-12).

2. SAFETY INFORMATION

- Always ensure the unit is securely mounted to the wall according to local building codes and manufacturer guidelines to prevent injury or damage.
- Installation should be performed by qualified personnel.
- Use appropriate personal protective equipment (PPE) during installation and maintenance.
- Keep hands clear of moving parts during towel dispensing.
- Do not overload the waste receptacle beyond its stated capacity.
- Regularly inspect the unit for any signs of wear or damage and address them promptly.

3. PACKAGE CONTENTS

Verify that all components are present before beginning installation:

- Bobrick B-3961 Recessed Roll Towel Dispenser and Waste Receptacle Unit
- Mounting Hardware (typically included, but verify with supplier)
- Keys for lock mechanism

- Reusable Heavy-Gauge Vinyl Liner (Part# 3944-12)

4. SPECIFICATIONS

Feature	Specification
Model Number	B-3961
Material	Type-304 Stainless Steel
Finish	Satin
Mounting Type	Recessed Mount
Overall Dimensions	56"L x 17.19"W (Note: This dimension appears to be for length and width, depth for recessed units is critical for installation and should be verified with detailed architectural drawings.)
Item Weight	8 Pounds
Paper Roll Capacity	Accepts 8-inch wide, 800 feet long paper rolls
Towel Length Settings	2-1/2-inch, 4-inch, or 5-inch per stroke
Waste Receptacle Capacity	12 Gallons
UPC	716954100542, 716954002259

5. INSTALLATION AND SETUP

The Bobrick B-3961 is designed for recessed mounting. Professional installation is recommended to ensure proper fit, security, and compliance with building codes.

- 1. Prepare Wall Opening:** Create a wall opening of appropriate dimensions as specified in the product's architectural drawings (not provided in this manual, refer to Bobrick's official documentation). Ensure the opening is clean and free of debris.
- 2. Insert Unit:** Carefully slide the unit into the prepared wall opening. The seamless beveled flange should sit flush against the wall surface.
- 3. Secure Unit:** Fasten the unit to the wall studs or blocking using appropriate mounting hardware. Ensure all screws are tightened securely to prevent movement.
- 4. Install Waste Receptacle Liner:** Place the reusable heavy-gauge vinyl liner (Part# 3944-12) into the waste receptacle. The receptacle locks into the cabinet for security.



A front view of the Bobrick B-3961 recessed unit, showing the upper section for paper towel dispensing with a towel partially visible, and the lower section for waste collection. The unit is made of satin-finish stainless steel and is designed for flush wall mounting.

6. OPERATION

6.1. Loading Paper Towels

1. Unlock the top dispenser cover using the provided key.
2. Open the cover to access the paper towel roll compartment.
3. Insert an 8-inch wide, 800-foot long paper towel roll onto the spindle. Ensure the paper feeds correctly through the dispensing mechanism.
4. Close and lock the dispenser cover.

6.2. Dispensing Paper Towels

The unit dispenses paper towels automatically or with a simple pull, depending on the internal mechanism's configuration. It delivers a preset towel length (2-1/2-inch, 4-inch, or 5-inch) per stroke. Users should pull the exposed towel downwards to receive a sheet.

6.3. Using the Waste Receptacle

The lower section of the unit functions as a waste receptacle. Users can dispose of used paper towels and other small waste items into the opening. The internal 12-gallon bin, fitted with a vinyl liner, collects the waste.

7. MAINTENANCE

7.1. Cleaning

- Regularly wipe down the exterior satin-finish stainless steel surfaces with a soft cloth and a mild, non-abrasive cleaner.
- Avoid using harsh chemicals, abrasive pads, or steel wool, as these can scratch or damage the finish.
- For stubborn spots, use a stainless steel cleaner and polish, following the product's instructions.

7.2. Emptying Waste Receptacle

1. Unlock the waste receptacle section (if applicable, some models may have a separate lock or simply pull out).
2. Carefully pull out the removable 12-gallon waste bin.
3. Remove the filled vinyl liner and dispose of waste properly.
4. Replace with a new vinyl liner (or clean and reuse the existing one if appropriate).
5. Reinsert the waste bin into the cabinet and ensure it locks securely.

7.3. Replacing Paper Rolls

Follow the steps outlined in Section 6.1 when the paper towel roll is depleted.

8. TROUBLESHOOTING

- **Towel Not Dispensing:** Check if the paper roll is loaded correctly and not jammed. Ensure the roll is not empty. Verify that the dispensing mechanism is clear of obstructions.
- **Waste Receptacle Stuck:** Ensure the bin is not overfilled. Check for any debris obstructing its removal or insertion.
- **Unit Not Secure:** If the unit feels loose, re-check the mounting hardware and tighten as necessary. If issues persist, consult a professional installer.

- **Lock Mechanism Malfunction:** Ensure the correct key is being used. If the lock is stiff, a small amount of graphite lubricant may help. If the lock is broken, contact Bobrick customer support for replacement parts.

9. WARRANTY AND SUPPORT

The Bobrick B-3961 Classic Series Recessed Roll Towel Dispenser and Waste Receptacle comes with a **one-year warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use and service.

For warranty claims, technical assistance, or to order replacement parts, please contact Bobrick customer support directly. Refer to the official Bobrick website or product packaging for the most current contact information.