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> [Purell](#) /

> [Purell TFX Touch-Free Foam Hand Sanitizer Dispenser \(Model 2720-12\) Instruction Manual](#)

## Purell 2720-12

# Purell TFX Touch-Free Foam Hand Sanitizer Dispenser (Model 2720-12) Instruction Manual

Brand: Purell | Model: 2720-12

## INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Purell TFX Touch-Free Foam Hand Sanitizer Dispenser, Model 2720-12. This automatic, wall-mounted dispenser is designed for efficient and hygienic hand sanitization in various environments.



Figure 1: Purell TFX Touch-Free Foam Hand Sanitizer Dispenser.

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Video 1: Overview of the Purell TFX dispenser, highlighting its suitability for office environments.

## SETUP

### 1. Unboxing and Initial Inspection

Carefully remove the dispenser from its packaging. Inspect the unit for any signs of damage. The package includes one 1200 mL PURELL TFX Touch-Free Hand Sanitizer Dispenser and adhesive mounting tape. Batteries are not included.

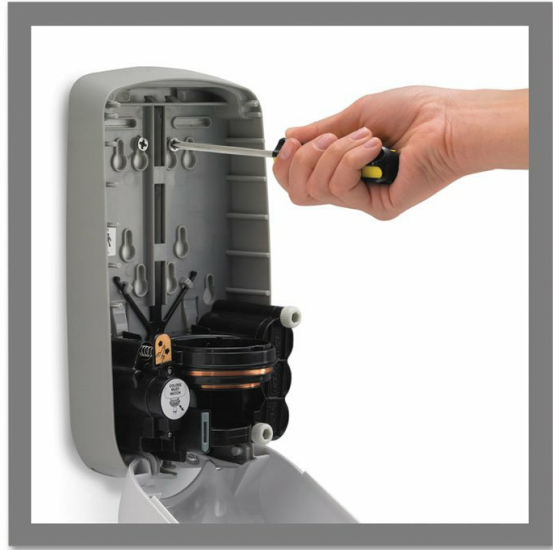


*Figure 2: Dispenser installed in a commercial restroom.*

## 2. Mounting the Dispenser

The dispenser can be mounted using the provided adhesive tape or screws (not included) for a more secure installation. Ensure the mounting surface is clean, dry, and smooth for optimal adhesion.

- **Adhesive Mounting:** Peel the backing from the adhesive tape on the back of the dispenser and firmly press the dispenser onto the desired wall surface. Apply pressure for at least 60 seconds to ensure a strong bond.
- **Screw Mounting:** For a more permanent installation, use the backplate as a template to mark and drill holes. Install appropriate anchors and screws (Type A #10 x 1" screws are recommended for wood studs, 1/4" masonry drill bit for masonry).



*Figure 3: Rear view of the dispenser with adhesive tape for mounting.*



Figure 4: Dispenser dimensions: 10.58" H x 4.09" W x 6" D.

### 3. Battery Installation

The dispenser requires three "C" Alkaline batteries (not included). To install, open the dispenser by pushing the release button at the bottom. Remove the two screws from the battery box cover using a Phillips head screwdriver. Insert the batteries, ensuring correct polarity. Replace the battery box cover and screws, then close the dispenser.

### 4. Refill Installation

Use only PURELL TFX 1200 mL Foam Hand Sanitizer Refills (e.g., item 5392-02). Each refill is SANITARY SEALED with a fresh dispensing valve.

1. Open the dispenser by pushing the release button at the bottom.
2. Check that the color of the refill collar key matches the color of the key located immediately below the status light.
3. Insert the refill at a slight angle into the dispenser, ensuring the nozzle is in the lock release position.
4. Fully insert the refill until it clicks into place.
5. Close the dispenser.

6. Prime the dispenser by placing hands below the sensor until product is dispensed.



Figure 5: Inserting a refill cartridge into the dispenser.



Figure 6: Example of PURELL TFX 1200 mL Foam Hand Sanitizer Refills.

## OPERATING INSTRUCTIONS

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### Using the Dispenser

The Purell TFX dispenser is touch-free for enhanced hygiene. To dispense hand sanitizer:

1. Place your hands approximately 2 inches below the dispenser's sensor.
2. The product will be dispensed within 1 second of sensor activation.
3. Rub hands together until dry.

Your browser does not support the video tag.

*Video 2: Demonstration of the touch-free operation of the Purell dispenser. Place hands below the sensor to activate.*

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*Video 3: Short demonstration of foam hand sanitizer dispensing from the touch-free unit.*

## MAINTENANCE

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### Cleaning

Clean the exterior surfaces of the dispenser using warm water and mild soap. Do not use abrasive cleaners. Dry with a soft cloth.

## Refill Replacement

When the refill is empty, follow the "Refill Installation" steps in the Setup section to replace the cartridge. Ensure you use genuine PURELL TFX 1200 mL refills.



Figure 7: PURELL TFX refills are recyclable.

## TROUBLESHOOTING

If you encounter issues with your dispenser, refer to the following common problems and solutions:

- **No Product Dispensed:**

- Check if the motor is functioning.
- Ensure batteries are correctly installed and not depleted.
- Verify that the refill is properly seated and locked into place.
- Confirm the refill is not empty.

- **Motor Not Functioning:**

- Replace batteries with new, high-quality "C" Alkaline batteries. Rechargeable batteries are not recommended.

- Ensure battery box cover is securely fastened.
- **Dispenser Not Activating:**
  - Ensure hands are placed approximately 2 inches below the sensor.
  - Clean the sensor area to remove any obstructions.

## SPECIFICATIONS

<b>Brand</b>	Purell
<b>Model Number</b>	2720-12
<b>Color</b>	Dove Grey
<b>Material</b>	Durable ABS Plastic with rugged polycarbonate view windows (recycling code number 7).
<b>Product Dimensions (L x W x H)</b>	10.58" x 4.09" x 6"
<b>Item Weight</b>	1.4 pounds
<b>Liquid Volume Capacity</b>	1200 Milliliters
<b>Batteries Required</b>	3 "C" Alkaline batteries (not included)

## WARRANTY

This touch-free dispensing system is manufactured under high standards of quality. GOJO Industries provides a **Limited Three-Year Warranty** on this product.

The warranty covers all defects incurred in normal use of the touch-free dispensing system. It does not cover loss or damage due to abuse, mishandling, accident, improper installation, repair by unauthorized persons, or damage from leaking or defective batteries.

To claim warranty service, present your purchase receipt as proof of date of purchase. The warranty is subject to the following conditions:

- Warranty extends only to defects in material or workmanship.
- Does not extend to damage caused by misuse, accident, improper installation, or modification without authorization.
- Batteries are **excluded** from this warranty.

The logo features the text "3 YEAR GUARANTEE" in a bold, black, serif font. The number "3" is significantly larger than the other characters. The words "YEAR" and "GUARANTEE" are stacked to the right of the "3". The entire text is enclosed within a stylized, golden-yellow swoosh that curves over the top and under the bottom of the text. The swoosh has a slight gradient and a soft shadow effect.

**3 YEAR**  
**GUARANTEE**

*Figure 8: The dispenser comes with a 3-year guarantee.*



# Lockable Cabinet

*Figure 9: The dispenser features a lockable cabinet for security.*

## SUPPORT

If you experience a problem with the system or have questions, please contact:

**Customer Quality Center**

200 East Steels Corner Road

Cuyahoga Falls, OH 44224

**Mailing Address:**

P.O. Box 991

Akron, OH 44309-0991

**Phone:** 1-800-321-9647 Ext. 6308