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Model: ST1023 | Brand: simplehuman

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your simplehuman ST1023 Automatic Sensor Liquid Soap Dispenser. Please read this guide thoroughly before using the product to ensure optimal performance and longevity.



Figure 1: simplehuman ST1023 Automatic Sensor Liquid Soap Dispenser.

SETUP

1. Battery Installation

1. Locate the battery compartment, typically at the base of the dispenser.
2. Open the compartment cover.
3. Insert 4 AA alkaline batteries, ensuring correct polarity (+/-).
4. Close the battery compartment cover securely.

2. Filling the Dispenser

1. Remove the top lid of the dispenser.
2. Pour liquid hand soap into the reservoir. Do not overfill. The dispenser has a capacity of 237 ml (8 fluid ounces).
3. Replace the lid firmly.



Figure 2: Easy refill process for the soap dispenser.

OPERATING INSTRUCTIONS

1. Dispensing Soap

- Place your hand under the sensor nozzle. The sensor has a precise trigger zone for quick activation.
- The dispenser will automatically release a measured amount of soap.
- The silicone valve prevents drips and clogs after dispensing.

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Figure 3: Soap dispensing with no-drip valve technology.

2. Adjusting Soap Volume

- Use the easy-access buttons on top of the dispenser to adjust the volume of soap dispensed.
- Press the '+' button for more soap, and the '-' button for less.



Figure 4: Dispenser dimensions for placement consideration.

MAINTENANCE

Cleaning

- Wipe the exterior of the dispenser with a soft, damp cloth. Avoid abrasive cleaners.
- Do not submerge the dispenser in water, as this can damage the electronic components.
- Regular cleaning helps prevent the accumulation of soap residue and maintains hygiene.

Refilling

- Refill the dispenser when the soap level is low, visible through the viewing window.
- Refer to the "Filling the Dispenser" section under Setup for detailed instructions.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Dispenser does not activate or dispenses intermittently.	Low batteries, sensor obstruction, or incorrect hand placement.	Replace batteries. Ensure sensor is clear. Place hand closer to the nozzle.
Soap drips from the spout.	Soap residue buildup, or internal valve issue.	Clean the nozzle area thoroughly. If problem persists, contact support.
Soap flow is weak or inconsistent.	Low soap level, thick soap, or debris in the pump.	Refill soap. Use appropriate liquid hand soap. If suspected, clear any debris from the pump mechanism (refer to manufacturer guidelines).
Dispenser accidentally triggers.	Object too close to sensor, or sensor sensitivity.	Ensure no objects are near the sensor. Adjust sensor sensitivity if possible (check product specific features).

SPECIFICATIONS

- **Model Number:** ST1023
- **Brand:** simplehuman
- **Color:** Brushed Nickel
- **Capacity:** 237 ml (8 fluid ounces)
- **Material:** Nickel
- **Dimensions (L x W x H):** 14.48 x 7.11 x 17.53 cm (5.7 x 2.8 x 6.9 inches)
- **Weight:** 318 g (0.7 lbs)
- **Power Source:** 4 AA batteries (not included)
- **Features:** Viewing window, Adjustable volume, No-drip valve
- **UPC:** 838810015248
- **Country of Origin:** China

WARRANTY AND SUPPORT

For detailed warranty information and customer support, please visit the official simplehuman website or contact their customer service department. Keep your purchase receipt as proof of purchase for any warranty claims.
Online Support: www.simplehuman.com/support

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Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question