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## Kimberly-Clark Professional 47604

# Instruction Manual

## KIMBERLY-CLARK PROFESSIONAL TOUCHLESS COUNTER MOUNT SOAP AND HAND SANITIZER DISPENSER

Model: 47604

### 1. Introduction

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This manual provides detailed instructions for the proper installation, operation, and maintenance of your Kimberly-Clark Professional Touchless Counter Mount Soap and Hand Sanitizer Dispenser, Model 47604. Please read this manual thoroughly before installation and use to ensure optimal performance and longevity of the product.



**Figure 1.1:** Kimberly-Clark Professional Touchless Counter Mount Soap and Hand Sanitizer Dispenser. This image displays the chrome finish and sleek design of the dispenser unit.

The dispenser is designed for hygiene, offering touchless and automatic operation. It features a chrome design with a one-piece head and neck assembly, and a compact under-counter footprint for efficient space utilization. It is compatible with high-capacity 1.5-liter Kleenex® or Scott® soap refills.

## 2. Safety Information

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- Ensure the dispenser is installed by qualified personnel in accordance with local plumbing and electrical codes.
- Do not immerse the dispenser unit or battery pack in water.
- Use only specified 1.5-liter Kleenex® or Scott® soap refills. Using incompatible liquids may damage the dispenser and void the warranty.
- Keep batteries out of reach of children. Dispose of used batteries responsibly.
- Disconnect power (remove batteries or unplug AC adapter) before performing any maintenance.

## 3. Package Contents

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Verify that all components are present before beginning installation:

- 1 x Kimberly-Clark Professional Touchless Counter Mount Soap and Hand Sanitizer Dispenser (Model 47604)
- 1 x Remote Water-Resistant Battery Pack (requires 4 D-Cell batteries, not included)
- Installation Hardware (e.g., mounting nuts, washers)
- Instruction Manual

*Note: AC Adapter is sold separately and is not included in the standard package.*

## 4. Setup and Installation

Follow these steps for proper installation of the dispenser:

1. **Countertop Preparation:** Ensure a 1-inch minimum diameter hole is present in the countertop for dispenser mounting. The dispenser dimensions are 4.25"L x 2.12"W x 5.56"H.



**Figure 4.1:** Dispenser Dimensions. This image illustrates the length, width, and height of the dispenser unit for installation planning.

2. **Mounting the Dispenser:** Insert the dispenser head through the countertop hole. Secure it from underneath using the provided mounting hardware (washers and nuts). Ensure the dispenser is firmly seated and stable.
3. **Battery Installation:** Open the remote water-resistant battery pack. Insert 4 D-Cell batteries (not included) according to the polarity indicators. Close the battery pack securely. Connect the battery pack cable to the dispenser unit's power input.
4. **Refill Installation:** Remove the cap from a compatible 1.5-liter Kleenex® or Scott® soap refill bottle. Insert the refill bottle into the dispenser's under-counter housing, ensuring it is properly seated and the pump mechanism aligns.

# EXCLUSIVELY COMPATIBLE

WITH SCOTT® AND KLEENEX®  
1.5 L REFILLS.



**Figure 4.2:** Compatible Refills. This image shows an example of a 1.5-liter Scott® soap refill bottle, highlighting its compatibility with the dispenser.

5. **Initial Priming:** After installing a new refill, the dispenser may require a few activations to prime the pump and dispense soap.

## 5. Operation

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The Kimberly-Clark Professional Touchless Dispenser operates automatically:

1. **Activation:** Place your hands under the dispenser spout. The integrated sensor will detect your hands and automatically dispense a measured amount of soap.



# TOUCHLESS DISPENSING

WITH A HYGIENIC, SEALED  
REFILL THAT REDUCES  
CROSS CONTAMINATION.



**Figure 5.1:** Touchless Dispensing. This image demonstrates the hygienic, touchless operation of the dispenser as hands are placed beneath the spout.

2. **Direct Drive Technology:** The dispenser utilizes direct drive technology for reliable and quiet operation. This ensures consistent dispensing with minimal noise.



**Figure 5.2:** Direct Drive Technology. A close-up view highlighting the direct drive dispensing mechanism, which contributes to reliable and quiet performance.

3. **Refill Compatibility:** The dispenser is designed exclusively for 1.5-liter Kleenex® or Scott® foam soap and hand sanitizer refills.

## 6. Maintenance

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Regular maintenance ensures the dispenser functions correctly and hygienically.

- **Cleaning:** Wipe the exterior of the dispenser with a soft, damp cloth and mild, non-abrasive cleaner. Do not use harsh chemicals or abrasive materials.
- **Refill Replacement:** When the soap level in the refill bottle is low, replace it with a new 1.5-liter Kleenex® or Scott® refill. The easy-to-check product refill bottle allows for quick visual inspection.



**Figure 6.1:** Example Refill Bottle. This image shows a Scott® Foam Skin Cleanser with Moisturizers 1.5L refill bottle, indicating the type of refill compatible with the dispenser.

- **Battery Replacement:** When the dispenser's performance diminishes (e.g., slow dispensing, no dispensing), it may be time to replace the D-Cell batteries in the remote battery pack. Ensure correct polarity when inserting new batteries.

## 7. Troubleshooting

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Refer to the table below for common issues and their solutions:

| Problem                  | Possible Cause   | Solution   |
|--------------------------|--|--|
| Dispenser not activating | Low or dead batteries; Sensor obstructed; Power cable disconnected.      | Replace batteries; Clean sensor area; Reconnect power cable.               |
| No soap dispensed        | Empty refill bottle; Refill not properly seated; Pump mechanism clogged. | Replace refill; Re-seat refill bottle; Contact support if pump is clogged. |
| Slow or weak dispensing  | Low batteries; Air in pump line.   | Replace batteries; Activate dispenser several times to prime.              |

## 8. Specifications

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| Feature                        | Detail   |
|--------------------------------|--|
| Model Number                   | 47604  |
| Product Dimensions (L x W x H) | 4.25" x 2.12" x 5.56"  |
| Capacity                       | 1.5 Liters (compatible refills)                                  |
| Color                          | Chrome   |
| Material                       | Chrome   |
| Power Source                   | 4 D-Cell Batteries (remote pack) or AC Adapter (sold separately) |
| Dispensing Technology          | Direct Drive, Touchless Automatic                                |

## 9. Warranty and Support

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This Kimberly-Clark Professional dispenser is backed by a **lifetime warranty**, designed to ensure reliability and reduce service disruptions.

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Kimberly-Clark Professional customer support. Refer to the product packaging or the official Kimberly-Clark Professional website for current contact information.