

## Tork 551100

# Tork Matic H1 Elevation Automatic Paper Hand Towel Dispenser 551100 User Manual

## 1. INTRODUCTION

This instruction manual provides comprehensive guidance for the installation, operation, and maintenance of your Tork Matic H1 Elevation Automatic Paper Hand Towel Dispenser, Model 551100. Please read this manual thoroughly before using the product to ensure proper function and longevity. This dispenser is designed for efficient and hygienic hand drying in various commercial and industrial environments.

## 2. SAFETY INFORMATION

- Ensure the dispenser is installed on a stable and appropriate wall surface.
- Use only the specified Tork H1 hand towel rolls for optimal performance.
- Keep batteries out of reach of children. Dispose of used batteries responsibly.
- Do not attempt to modify or repair the dispenser yourself. Contact qualified service personnel for assistance.
- Clean the dispenser regularly with a soft, damp cloth. Avoid abrasive cleaners or solvents.

## 3. PRODUCT OVERVIEW

The Tork Matic H1 Elevation Automatic Paper Hand Towel Dispenser is a high-capacity, touch-free solution for hand hygiene. Its modern design and sensor-based dispensing system ensure a hygienic and economical experience.



Figure 3.1: Front view of the Tork Matic H1 Elevation Automatic Paper Hand Towel Dispenser.

### Key Features:

- **Touch-Free Dispensing:** Sensor-activated for enhanced hygiene.
- **Sheet-by-Sheet Distribution:** Reduces consumption and waste.
- **Adjustable Towel Length:** Customizable sheet length (25, 30, 35, or 45 cm) for user preference and economy.
- **High Capacity:** Designed for high-traffic washrooms, minimizing refill frequency.
- **LED Refill Indicator:** Provides a visual cue when a refill is needed.
- **Lockable Top Opening:** Secures the paper roll and batteries.
- **Durable Construction:** Made from white plastic for longevity and easy cleaning.
- **Award-Winning Design:** Recognized with the iF Product Design Award and Red Dot Award 2009.

## 4. SETUP AND INSTALLATION

## 4.1 Wall Mounting

The dispenser is designed for easy wall mounting. Select a suitable location, ensuring adequate space for operation and maintenance. Use appropriate fasteners for your wall type.

1. Open the dispenser cover using the provided key.
2. Position the dispenser on the wall at the desired height. The backplate features an integrated level for precise alignment.
3. Mark the drilling points through the designated holes on the backplate.
4. Drill holes and insert wall plugs if necessary.
5. Secure the dispenser to the wall using screws.

## 4.2 Battery Installation

The dispenser operates on three C alkaline batteries.

1. Open the dispenser cover.
2. Locate the battery compartment.
3. Insert three C alkaline batteries, ensuring correct polarity (+/-).
4. Close the battery compartment securely.



**Tork Vision**  
**Nettoyage activé**

Figure 4.1: Internal features including installation level, LED refill indicator, and towel length adjustment points.

## 5. OPERATION

### 5.1 Loading Paper Towel Rolls

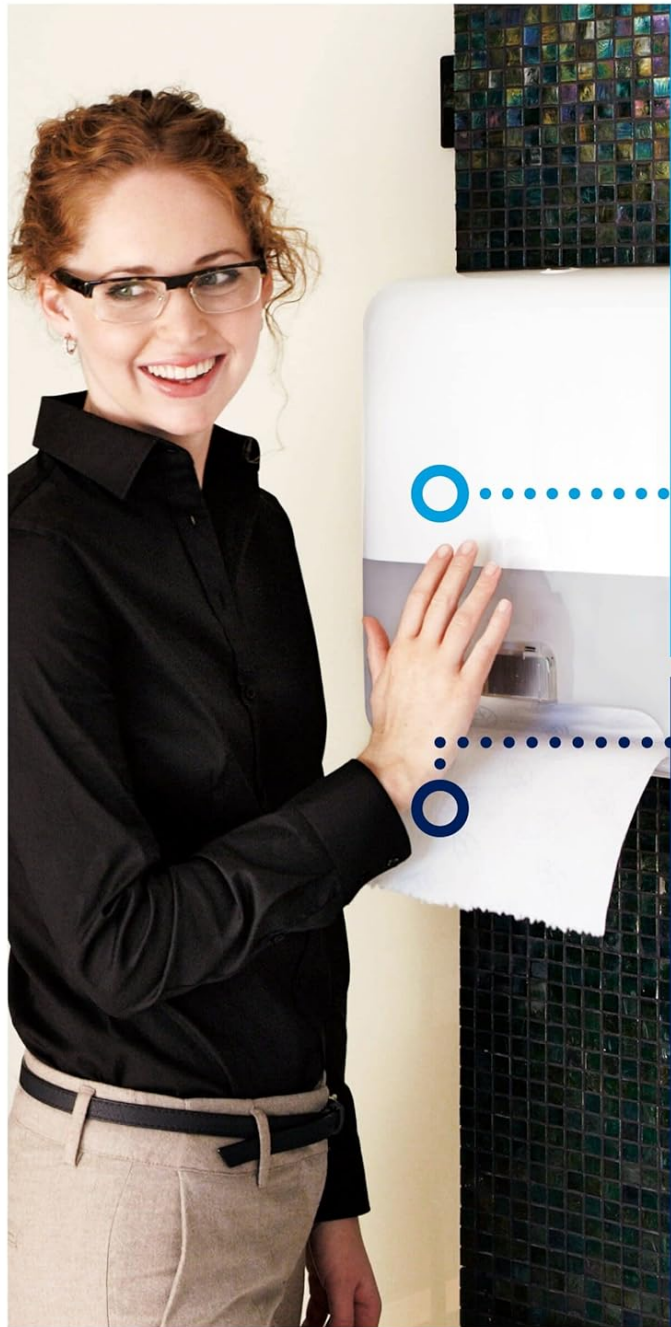
Use only Tork H1 system hand towel rolls.

1. Open the dispenser cover.
2. Place the new Tork H1 paper roll onto the roll holders.
3. Feed the leading edge of the paper into the dispensing mechanism until it is visible at the bottom opening.
4. Close the dispenser cover securely.

### 5.2 Dispensing Paper Towels

The dispenser uses an infrared sensor for touch-free operation.

1. Place your hand in front of the sensor located at the bottom of the dispenser.
2. A single sheet of paper towel will be dispensed automatically.
3. Tear off the dispensed sheet.



**Distribution  
hygiénique  
feuille  
à feuille**

**L'utilisateur  
touche  
uniquement  
la serviette  
qu'il utilise**

Figure 5.1: User interacting with the dispenser for touch-free towel retrieval.

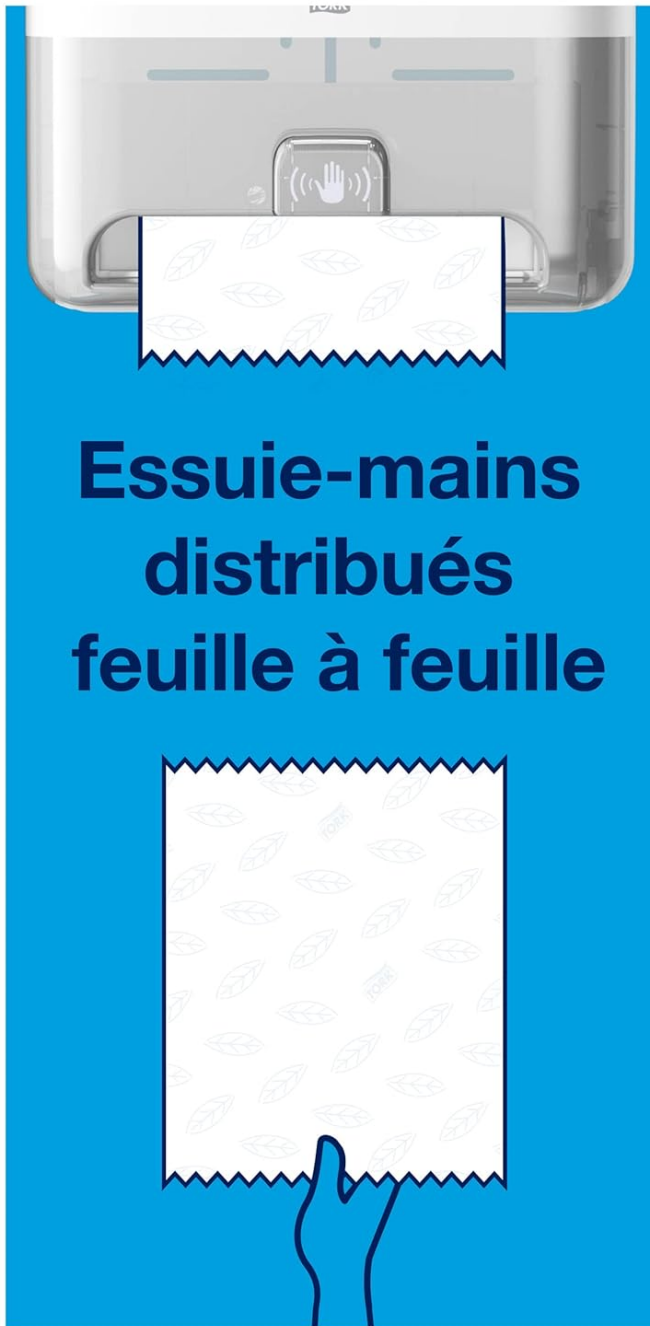


Figure 5.2: Visual representation of sheet-by-sheet dispensing, which helps reduce overall consumption.

### 5.3 Adjusting Towel Length

The towel length can be adjusted to 25, 30, 35, or 45 cm to optimize usage and reduce waste. Refer to Figure 4.1 for the location of the adjustment mechanism, typically found inside the dispenser.

## 6. MAINTENANCE

### 6.1 Refilling

The LED refill indicator and the viewing window on the dispenser will signal when the paper roll is low and requires replacement. Follow the steps in Section 5.1 to load a new roll.



**Premium  
Extra Soft**

**Premium  
Soft**

**Advanced**

**Universal**

**Une gamme de  
recharges de  
qualité**



Figure 6.1: Examples of compatible Tork H1 paper towel refills.

## 6.2 Cleaning

Regular cleaning helps maintain hygiene and the appearance of the dispenser.

- Wipe the exterior surfaces with a soft, damp cloth and a mild, non-abrasive cleaning solution.
- Avoid spraying cleaning agents directly onto the dispenser, especially near the sensor or battery compartment.
- Ensure the dispenser is dry before closing the cover.

## 7. TROUBLESHOOTING

Problem	Possible Cause	Solution
No paper dispensed	Empty roll; low batteries; sensor obstructed; paper jammed.	Replace roll; replace batteries; clear sensor area; clear paper jam.

Problem	Possible Cause	Solution
Paper dispenses incorrectly	Incorrect paper loading; wrong paper type.	Re-load paper correctly; ensure Tork H1 rolls are used.
LED indicator flashing	Low battery or low paper roll.	Check and replace batteries or paper roll as needed.

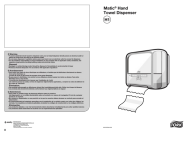

## 8. SPECIFICATIONS

- **Model Number:** 551100
- **Dimensions (H x W x D):** 368 mm x 331 mm x 206 mm (14.49 in x 13.03 in x 8.11 in)
- **Weight:** 3.59 kg (7.91 lbs)
- **Material:** Plastic
- **Color:** White
- **Mounting Type:** Wall-mounted
- **Power Source:** 3 x C Alkaline Batteries
- **Compatible System:** Tork H1 Hand Towel Rolls

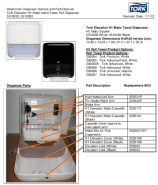
## 9. WARRANTY AND SUPPORT

For warranty information or technical support, please refer to the documentation provided with your purchase or visit the official Tork website. Keep your proof of purchase for any warranty claims.

### Related Documents - 551100

	<p><a href="#">Tork Matic Hand Towel Dispenser H1 Installation and Loading Guide</a></p> <p>Detailed instructions for installing and loading the Tork Matic Hand Towel Dispenser H1, including safety warnings, mounting procedures, and towel loading steps. Essential guide for maintaining hygiene standards.</p>
	<p><a href="#">Tork Elevation H1 Matic Hand Towel Roll Dispenser Service and Parts Manual</a></p> <p>Comprehensive service and parts manual for the Tork Elevation H1 Matic Hand Towel Roll Dispenser (models 5510202, 5510282), including detailed instructions for parts replacement, installation, loading, maintenance, and troubleshooting.</p>





### [Tork Elevation H1 Matic Hand Towel Roll Dispenser Service and Parts Manual](#)

Comprehensive service and parts manual for the Tork Elevation H1 Matic Hand Towel Roll Dispenser (Models 5510202 White, 5510282 Black), including parts identification, replacement instructions, mounting, loading, maintenance, and troubleshooting.



### [Tork PeakServe Continuous Hand Towel Dispenser Installation and Maintenance Guide](#)

Official installation and maintenance guide for the Tork PeakServe Continuous Hand Towel Dispenser (Model H5). Learn how to install, use, and care for your dispenser.



### [Tork PeakServe® Mini Continuous Hand Towel Dispenser Installation and Maintenance Guide](#)

Comprehensive guide for installing and maintaining the Tork PeakServe® Mini Continuous Hand Towel Dispenser. Includes step-by-step installation instructions, care and maintenance procedures, safety warnings, and disposal information.



### [Tork Matic Hand Towel Roll Dispenser with Intuition Sensor - Model 460001 Manual](#)

Comprehensive manual for the Tork Matic Hand Towel Roll Dispenser with Intuition Sensor (Model 460001). Covers safety, installation, operation, maintenance, WEEE compliance, and technical specifications.