



Tork Matic Hand Towel Roll Dispenser:

H1 Matic System: 309201 (white), 309203A (quartz)

Dispenser Dimensions HxWxD (Inches):

14.6 x 12.6 x 8 (37.08 x 32 x 20.32 cm)

Roll Towel Product Options:

290094 (Tork Premium, White)

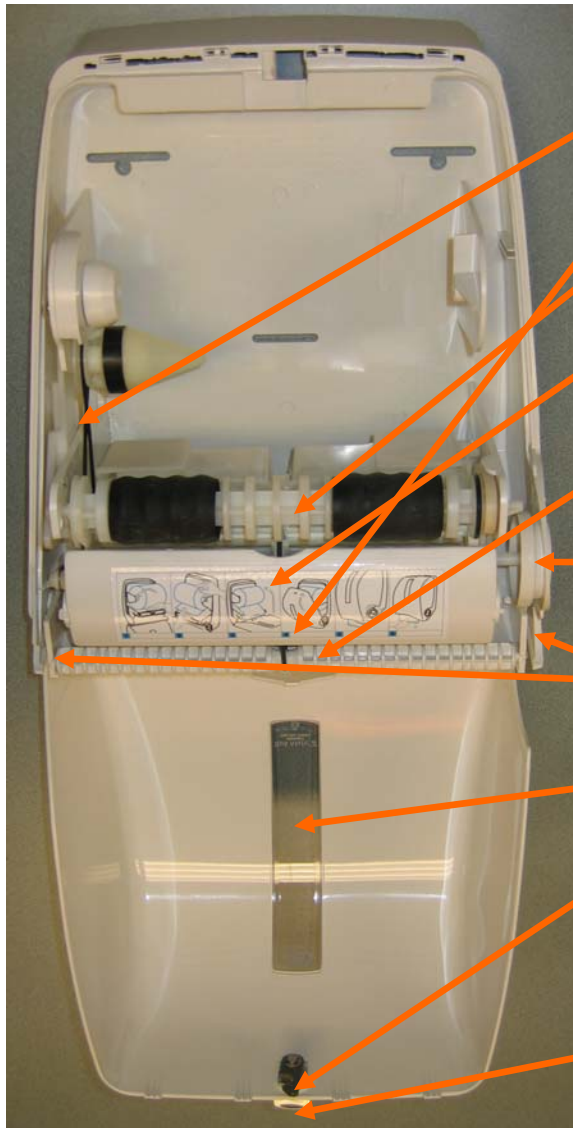
290092 (Tork Advanced, White)

290089 (Tork Advanced, White)

290088 (Tork Universal, Natural)

290087 (Tork Advanced, White)

Parts

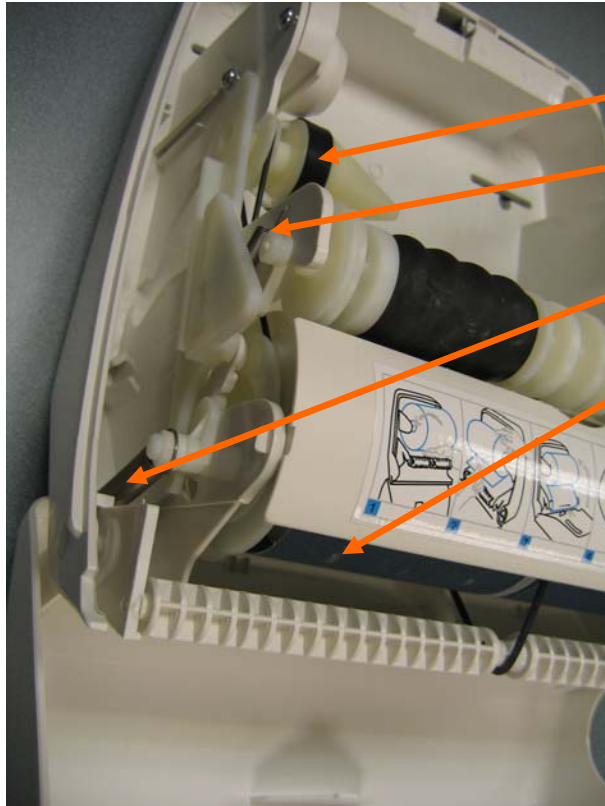


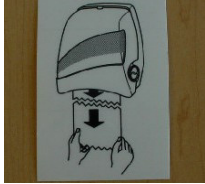

Part Description

Replacement SKU

ELASTIC RING 110mm	203028
TORK MATIC ELASTIC RING 85mm	203043
TORK MATIC PRESSING ROLL	
TORK MATIC PROTECTION SHIELD FOR KNIVES	203018
TORK MATIC PROTECTION ROLL	203008 (white) 203013 (quartz)
TORK MATIC EMERGENCY FEED KNOB	
TORK MATIC JOINT HINGE AXIS	203033 (white) 203030 (quartz)
TORK MATIC HOOD	203002 (white) 203003 (quartz)
TORK LOCK	200262-10 or 200262-20
200261 KEYHANDLE FOR ALL TORK DISP (INC.WT)	200261 KEYHANDLE
200260 KEY FOR ALL TORK DISPENSERS	200260 KEY

Parts (cont.)




Parts Description	Replacement SKU
TORK MATIC PAPER BREAK ARM	
TORK MATIC II SPRING FOR PAPER BREAK ARM	203025
TORK MATIC II LARGE SPRING FOR CYLINDER	203024
TORK MATIC KNIFE CYLINDER	
	203032 – TORK MATIC 2 HAND DISPENSING STICKER
	203042 – TORK MATIC EMERGENCY FEED STICKER


Part Description with Replacement Instructions

Parts with SKUs listed are available for order as of the revision date on the manual. Contact an SCA Sales Rep or the SCA Tissue Quality Coordinator to order these parts.

If no SKU is listed, the availability of the part is unknown. Please contact the SCA Tissue Quality Coordinator for more information (see [Contacting SCA](#) section).

Replacement SKU Description & Replacement Instructions

203028	ELASTIC RING 110mm For replacement instructions, see Replacing Elastic Rings section.
203027	ELASTIC RING 86mm For replacement instructions, see Replacing Elastic Rings section.
	PRESSING ROLL
203018	PROTECTIVE SHIELD FOR KNIVES  <p>Start on the right hand side (side with round knob attaching shield to dispenser). Position index fingers on inside of the arm that the shield is attached to. Position thumbs on the edge of the shield and push.</p>

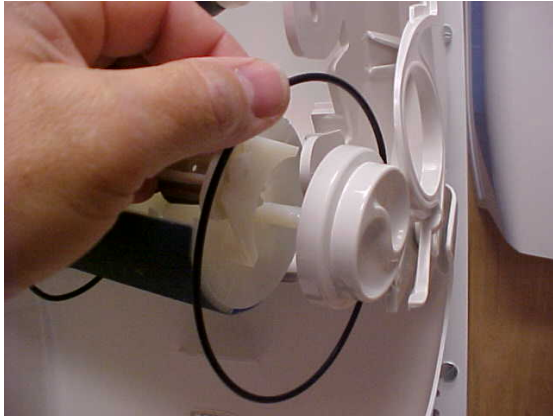
203008 (white) 203013 (quartz)	PROTECTION ROLL This roll can be removed by hand.
	EMERGENCY FEED KNOB
203033 (white) 203030 (quartz)	JOINT HINGE AXIS The joint hinge has two tabs that prevent it from backing out of the hole in the dispenser housing. Reach in the dispenser using a needle-nose pliers and squeeze the two tabs together and simultaneously push the hinge out of the dispenser.
203002 (white) 203003 (quartz)	TORK MATIC HOOD
200262-10 or 200262-20	TORK LOCK The lock can be replaced by removing the U-clip from the inside of the dispenser with a pliers or screwdriver.
200261 KEYHANDLE	200261 KEYHANDLE FOR ALL TORK DISP (INC. WT)
200260 KEY	SCA 200260 KEY FOR ALL TORK DISPENSERS
	PAPER BREAK ARM
203025	SPRING FOR PAPER BREAK ARM  A needle-nose pliers is required for replacing the spring for the paper break arm. Insert the hook end of the spring into the hole above the pressing roll. Then with the needle-nose pliers grab onto the loop end of the spring and attach to the notch on the paper break arm.
203024	LARGE SPRING FOR CYLINDER Replacing the large spring is easier using a pliers. This spring has a large hook on one end and a smaller one on the other. Locate two slots (one is about 3/8" long and the other is about 1/8") on the dispenser backplate that the large spring connects to. Insert the small hook end of the spring through the longer hole with the open end of the hook towards the small slot. Once hooked onto dispenser housing, attach the other end to the cylinder roll as shown in the picture on page 2 of this manual.
	TORK MATIC KNIFE CYLINDER (sand paper surface w/knives)

Replacing Elastic Rings

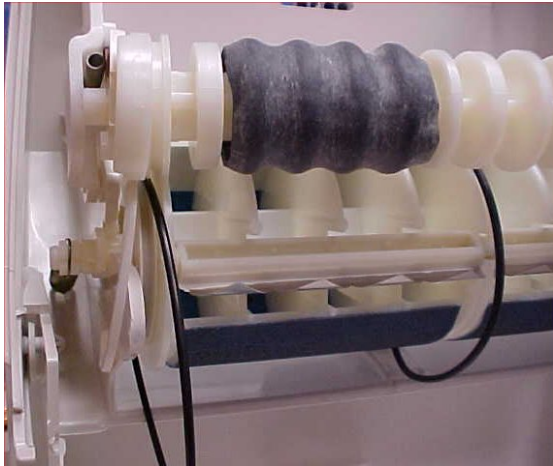
- 1) Remove protective shield as instructed in previous section.
- 2) Remove protection roll as instructed in previous section.



3) Remove right side of pressing roll only.



4) Remove right side of cylinder only and slide on one or both elastic rings.

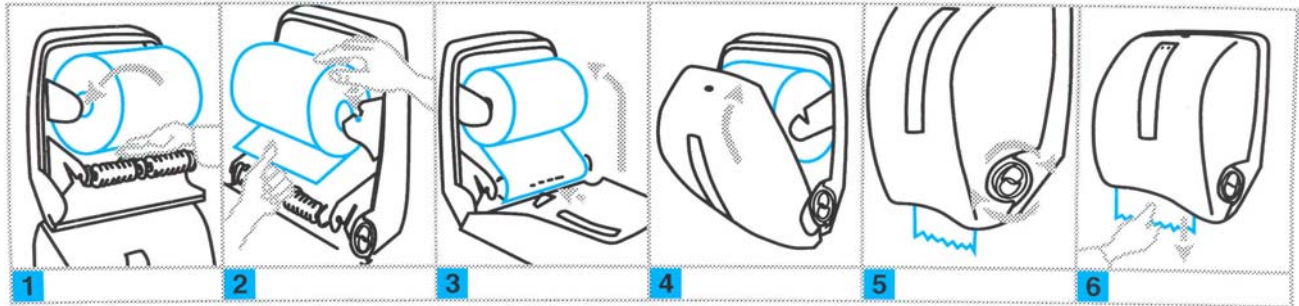


5) If replacing the 86mm ring, position in the center of the knife cylinder and reassemble (Note: the 86mm ring needs to go over the protection roll). If replacing the 110mm ring, position over the cylinder pulley, snap right side of cylinder back into place and continue on to step 6.



6) Twist ring and install over paper break arm pulley. Reassemble dispenser.

Loading Instructions



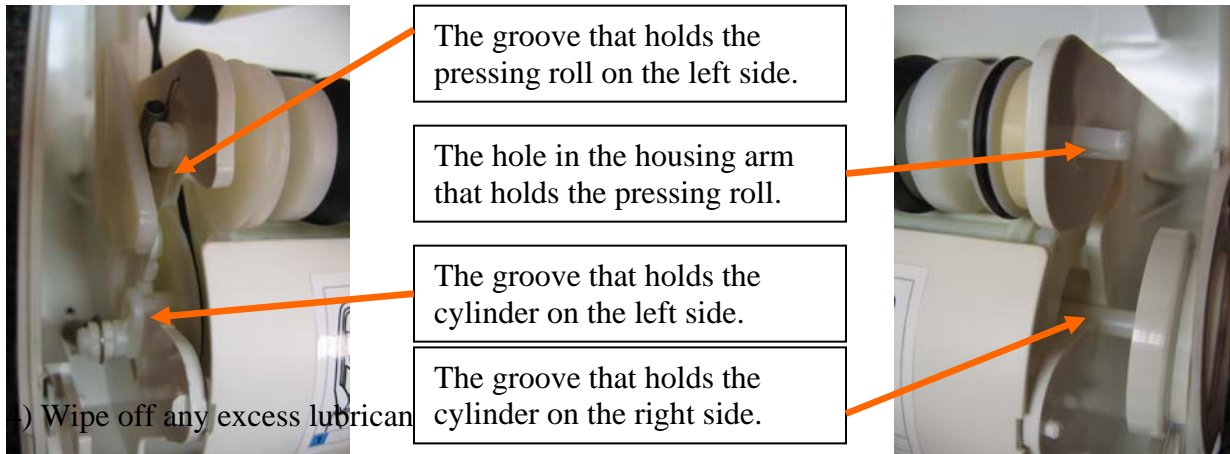
Preventive Maintenance

The Tork Matic should be cleaned any time there is heavy paper dust build-up inside the dispenser. If paper dust is not a problem, approximately every year is a good frequency for cleanings. The following is the recommended procedure to cleaning:

- 1) Open the dispenser and remove the roll of paper. Clear all paper from the feed assembly.
- 2) Clean out any paper dust. This can be done in several ways, such as, vacuuming, blowing out with a can of compressed air (wear safety glasses), wiping out with a damp cloth, etc.

Preventive Maintenance (cont.)

3) If the rollers in the feed assembly need lubrication apply a small amount of WD-40 to the following four points (**Note: Do not get WD-40 on the elastic rings/belts**):

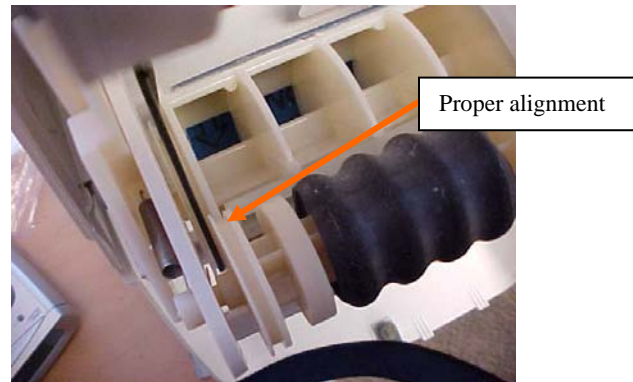
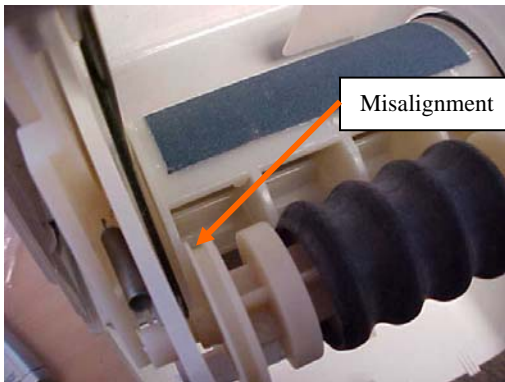


5) If needed, clean the cover with a general all-purpose cleaner that is safe for plastics.

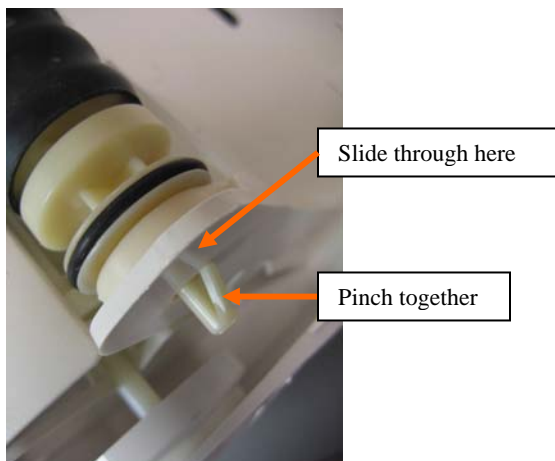
Troubleshooting

Problem: Feed wheel will not turn.

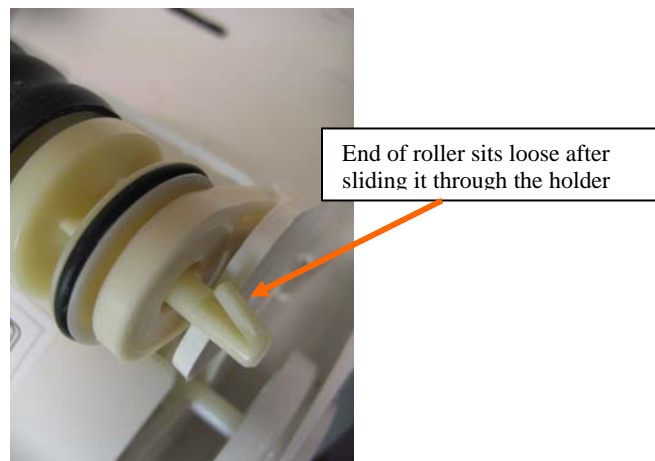
- If dispenser is new, there is a good chance this is caused by roll misalignment during shipping. Open the dispenser and look at the left side of the pressing roll where it meets the cylinder to check for roll misalignment (shown below):



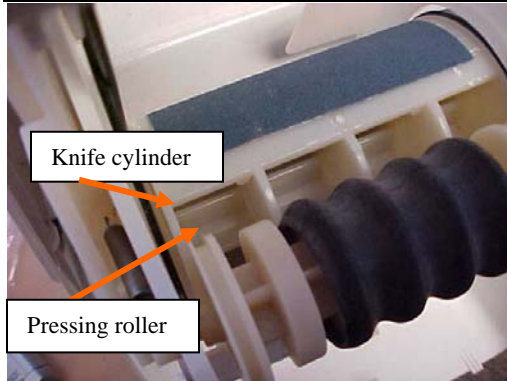
- If the pressing roll and cylinder are misaligned, instructions on how to realign the rolls start on the top of the next page:



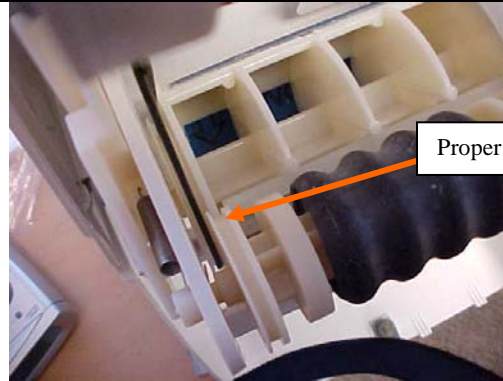
1) On the right side of pressing roller, pinch the very end together and slide it through the holder.



2) Let end of the roller sit loose. You'll now be able to position the left side of the roll into alignment.



3) On the left side, the knife cylinder and pressing roller need to be aligned. The knife cylinder needs to sit in the rail of the pressing roll.



4) The knife cylinder and pressing roller properly aligned. Notice the knife cylinder sits in the rail of the pressing roller. Snap the right side of the pressing roller back into place. The dispenser should now function properly.

- If the dispenser is not new and the feed wheel will not turn, open dispenser and inspect the components listed in the **Parts** section of this manual. If everything appears to be in proper position and the feed wheel still will not turn, contact SCA Tissue Quality Coordinator.

Problem: Feed wheel will turn, but the next towel does not come out.

- If the dispenser is new, there is a chance this is caused by roll misalignment during the shipping process. Refer to the previous troubleshooting example on how to look for and fix misaligned rollers.
- If roll alignment is not the problem, check the 86mm elastic ring which goes around the knife cylinder and the protection roll. This ring guides the towel off of the cylinder and out of the dispenser. If the ring is okay, contact the SCA Tissue Quality Coordinator and report you troubleshooting up to this point.

Problem: Sheet is not fully cutting or very little sheet showing.

- This problem can occur in older dispensers or ones that see high traffic. Open the dispenser and check the following components:
 1. The large spring for the cylinder
 2. The 110mm elastic ring
 3. The small spring on the paper break arm

The sheet not fully cutting can be caused by these components breaking or not being installed properly. If all components appear to be in good condition and in their proper position, replacing some of them could improve the dispenser's performance. Usually replacing the large spring is enough to fix the problem, but if the 110mm elastic ring seems too loose it should be replaced as well. The small spring rarely needs replacing.

- Contact the SCA Tissue Quality Coordinator if the problem has not been solved.

Problem: Cover does not close.

- If the dispenser is new, make sure the red protective shipping tab is removed from the lock.
- Inspect lock for any damage.
- Close cover and turn dispenser around so you are looking at the back of the dispenser. Locate where the lock latches and look for anything that may be blocking the latch from locking.

Contacting SCA

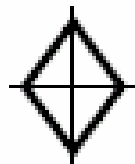
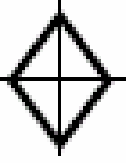
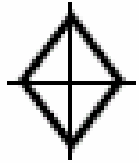
Before contacting SCA, locate and make note of the date code sticker inside of the dispenser.



On the back wall of the dispenser, this sticker should have a date code on it.

To contact the SCA Tissue Quality Coordinator, dial 1-866-722-6659 and press 6.

309201-309203A - Tork Matic Hand Towel Roll Dispenser Mounting Instructions



309201-309203A - Tork Matic Hand Towel Roll Dispenser Mounting/Loading Instructions

Easy to Load and Operate



Move Stub Roll
Drop stub roll to lower compartment to allow the entire roll to be used.

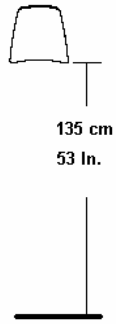


Load
Automatic paper feeding mechanism makes loading easy.



Pull Towel
You only touch the towel you use for improved hygiene.

Tork Matic Box



Mounting height

The lower part of the dispenser should be 53 inches 135cm from the floor.

53 Inches
135 cm