Safety Product - Q & A

**Touchless Wall Mount Hand Sanitizer and Soap Dispenser**

Q - Does this dispense soap and sanitizer?

A - Yes, the dispenser can hold soap or liquid sanitizer. You can also fill it with gel, however that may clog the nozzle after time.

Q - Does this dispenser come with more than one nozzle?

A - No, the dispenser comes with a liquid nozzle that squirts a palm-full of liquid per CDC recommendations. This dispenser does not “foam.”

Q - Does this dispenser need batteries?

A - Yes, this dispenser requires 4 “C” sized batteries (not included).

Q - Where is the power button?

A - When you are facing the front of the dispenser, the power button is on the left side.

Q - Does the Wall Mount Dispenser come with a drip tray?

A - No, a drip tray is not included with the Wall Mount Dispenser.

Q - Can this Dispenser sit on a table or counter?

A - No, this Dispenser is designed to hang from a stand or wall - it is not flat on the bottom.

Q - How do you fill the dispenser reservoir?

A - Using the special 2-prong key, open the top of the dispenser and then remove the black rubber top from the dispenser chamber and pour sanitizer or soap into the chamber.

Q - I lost the key to open our dispenser, can you send me a new one?

A - Right now we do not have replacement keys. You may be able to use a common household item as a “key” - for example a plastic fork with some of the teeth removed fits nicely into the grooves and opens the dispenser.

**Touchless Hand Sanitizer Station with Sign Holder**

Q - Does this dispenser come with more than one nozzle?

A - No, the dispenser comes with a liquid nozzle that squirts a palm-full of liquid per CDC recommendations. Gel may be used in the dispenser. This dispenser does not “foam.”

Q - Does this dispense soap and sanitizer?

A - Yes, the dispenser can hold any sanitizer liquid. You can also fill it with gel however, that may clog the nozzle after time.

Q - Does this dispenser need batteries?

A - Yes, this dispenser requires 4 “C” sized batteries (not included).

Q - Does the Touchless Dispenser have a drip tray?

A- Yes, the stand includes a drip tray to catch drips

Q - Is the height of this stand adjustable?

A- Yes, you can adjust the height of the stand from 47” to 65” tall (height measured to the top of the sign).

Q - How do you fill this Dispenser?

A - Using the special 2-prong key, open the top of the dispenser and then remove the black rubber top from the dispenser chamber and pour sanitizer or soap into the chamber.

Q - Where is the power button?

A - When you are facing the front of the dispenser, the power button is on the left side.

Q - I lost the key to open our dispenser, can you send me a new one?

A - Right now we do not have replacement keys. You may be able to use a common household item as a “key” - for example a plastic fork with some of the teeth removed fits nicely into the grooves and opens the dispenser.

Q - What size of paper fits into the sign holder?

A - The sign holder is European size, A4 or 8 ¼” x 11 ¾”. This size paper can be purchased at office supply stores or an 8.5 x 14 sheet can be trimmed down to the proper size.

Q - I didn’t get the printable signs that come with this stand. Can you send them to me again?

A - Yes, please reach out to our Customer Service team at 1-800-991-6011, or at [customerservice@outreach.com](mailto:customerservice@outreach.com), who can resend those to you.

Q - I see a power adapter on the side of the dispenser, can this be used?   
A - Yes, a DC power adapter (6V1A) can be purchased on Amazon to plug into the adapter if you are close to an electrical outlet.

**Small Touchless Automatic Hand Sanitizing Station**

Q - Does this dispenser come with more than one nozzle?

A - No, the dispenser comes with a liquid nozzle that squirts a palm-full of liquid per CDC recommendations. This dispenser does not “foam.”

Q - Does this dispense soap and sanitizer?

A - Yes, the dispenser can hold any sanitizer liquid. You can also fill it with gel, however that may clog the nozzle after time.

Q - Can the amount of sanitizer that dispenses be adjusted?

A - Yes, when facing the front of the stand there is a button on the bottom right side that acts as both the power button and adjusts the amount of liquid dispensed.

* First push = on at ‘normal’ setting
* Second push = on at ‘extra’ setting - approx twice the normal amount
* Third push = off

Q - Does this dispenser need batteries?

A - Yes, this dispenser requires 4 “AA” sized batteries (not included).

Q - Does the Touchless Dispenser have a drip tray?

A- Yes, the stand includes a drip tray to catch drips.

Q - Is the height of this stand adjustable?

A-  No, this dispenser stands 4ft tall.

Q - How do you fill this Dispenser?

A - Using the special round key that comes with the product, open the top lid of the dispenser and pour sanitizer into the chamber.

Q - I lost the key to open our dispenser - can you send me a new one?

A - Right now we do not have replacement keys. You may be able to use a common household item as a “key”.