

Frequently asked questions – FAQS

HYGINITY dispenser

Sensor towel roll dispenser



Item number:
White 333420 | Black 333421

FAQS

The sensor is not working.

- Please check that the mains plug is plugged in, whether the batteries are inserted correctly and whether the dispenser is switched on (“On”).
- If necessary, check that the batteries are correctly charged (4x 1.5 V alkaline D).
- The dispenser is also set to be “consumption-orientated”. This means that a fresh sheet is only released once the previous one has been torn off. If necessary, carefully reach into the dispenser from below and lift the blade slightly.
- Make sure that there is no paper jam between the rollers.
- The optical sensor reacts to changes in light. – Diffuse light, shadows, reflections etc. can restrict its function. – Check a different location if necessary.
- With the sensor towel dispenser, you can set the pause times individually (“Time/Delay”). During this “pause time”, the sensor switches to “mute”. Adjust this pause time to suit your needs if necessary.
- Check that the sensor is free of dirt or other obstructions.

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HYGINITY dispenser

Sensor towel roll dispenser



Item number:
White 333420 | Black 333421

FAQS

The towel paper is too long or too short.



With the sensor towel dispenser, you can set the sheet length individually. – Press the button (“Length”).

The dispenser automatically pushes the towel 1-2 cm forwards.



If the inner blade is “jammed”, the dispenser automatically advances the blade by 1-2 cm to free it again.

The motor turns slowly.



This is usually a sign that the battery charge is decreasing/poor. Please check and replace.



Please only use WEPA Professional SYS1 consumables. Alternative qualities with other roll widths, diameters etc. may have a negative effect on the application.

If the dispenser is connected to a conventional power supply, please check the correct connection and the correct adapter/plug.

In our spare parts shop satino-shop.eu/ you will find all the necessary products for a direct power connection.

Dispenser does not work properly.



Please note that the paper is torn “up and to the side”. – If required, we will be happy to provide you with an additional icon for better visualisation.

Frequently asked questions – FAQS

HYGINITY dispenser

Sensor Clean+Care 1.000



Item number:
White 333436 | Black 333437

Sensor Clean+Care 500



Item number:
White 333432 | Black 333433

FAQS

The sensor is not working.



Please check that the batteries have been inserted correctly (4x 1.5 V alkaline type AA).



Check that the batteries are sufficiently charged.



The dispenser is only ready for use when the bonnet is closed!



If the dispenser is connected to a conventional power supply, check the correct connection and the correct adapter/plug.

In our spare parts shop satino-shop.eu/ you will find all the necessary products for a direct power connection.



Check that the sensor under the device is free of dirt and other obstructions.



Check that the soap cartridge has been inserted correctly.



The dispenser works in pulse mode, which can lead to slight differences in the reaction.

The sensor dispenses soap at different speeds.

Frequently asked questions – FAQS

HYGINITY dispenser

Sensor Clean+Care 1.000



Item number:
White 333436 | Black 333437

Sensor Clean+Care 500



Item number:
White 333432 | Black 333433

FAQS

The sensor dispenser works automatically.



The sensor requires a free space of at least 20 cm below the dispenser. Anything else in this space, e.g. washbasins, shelves, wall protrusions, etc., will be interpreted as a hand and thus trigger a function! Reposition the device if necessary!

The motor turns slowly.



This is usually an indication that the batteries are running low!

Soap/foam soap is leaking.



The motor does not return to its starting position, thus keeping the pump depressed, soap can leak out. – This is usually an indication of a poor battery charge.

Foam soap gets caught in the soap outlet.



Check the correct position of the pump in the dispenser and press it lightly towards the wall if necessary.

The LED on the dispenser lights up blue.



The bonnet of the dispenser is open or not closed correctly.

The LED on the dispenser flashes red.



The charge level of the batteries has reached a critical level. Please replace the batteries.

The LED on the dispenser lights up red.



The batteries are exhausted. Please replace with 4x 1.5 V alkaline type AA.

The LED on the dispenser lights up white.



The “normal” display during the dispensing process.

Frequently asked questions – FAQS

HYGINITY dispenser

AutoCut dispenser



Item number:
White 333418 | Black 333419

FAQS

The towel paper is difficult to remove.



Check that the towel roll is inserted correctly (see illustration in the dispenser).

The towel paper wraps around the cutting roller.



This is usually an indication of a “mirror-inverted” roller. Please check the correct installation. (see illustration in the dispenser or instructions for use)

A fresh leaf is only pushed a little/not at all.



This is usually an indication that the dispenser is mounted too low. – Instead of being pulled downwards, the paper is pulled upwards against the housing of the dispenser. We recommend a mounting height of 140 cm.

The towel paper tears during use.



Please only use the recommended Satino Prestige, Comfort, GreenGrow or PureSoft SYS1 towel paper, which is designed for the car towel in terms of tensile strength and tear resistance. Cut dispenser from Satino.

The towel paper has wrapped itself around the cutting roller.



Open the AutoCut dispenser. Lift the cover of the cutting roller. Free the wrapped cutting roller. If you use a cutter knife, please ensure that the cutting roller or any drive belts are not damaged.