

Should you require assistance contact HERO at 1-800-494-4376 and choose option #1. Or email customercare@hero.ca

1 Purpose

The purpose of this document is to explain to the user how to maintain and clean the dispense nozzles on various models of HERO automatic dispensers.

2 Scope

Basic cleaning and maintenance applicable to all HERO Automatic Dispensers.

3 Safety

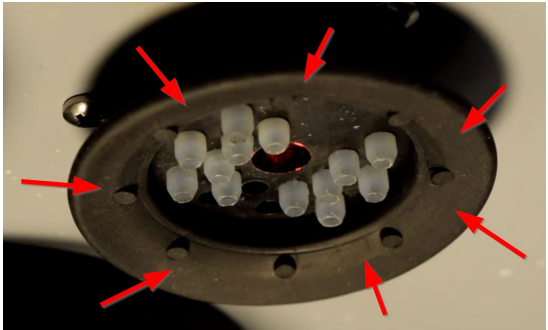
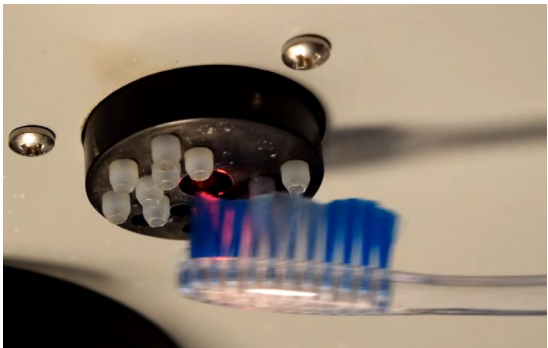
- Unplug the dispenser when removing nozzles.

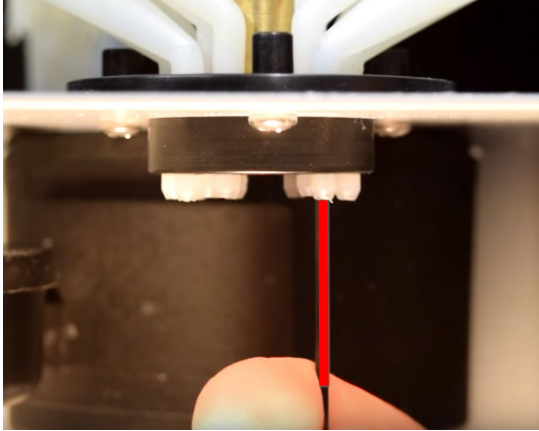
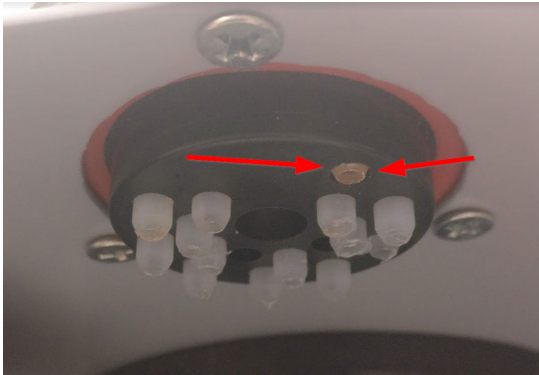
4 Tools and materials required

Note: You may not require all of the below items for each cleaning.

- Paper towel and / or rag and / or soft bristle toothbrush
- Paperclip

5 Procedure

Step	Instruction	Image
5.1	Open the software you use to purge and open the sponge cup.	
5.2	When the sponge cup opens remove the cup and inspect the nozzle moisture seal, feel free to remove it. The seal should not be missing (as pictured in the step below). The seal should have the wide side facing down as pictured to the right. Also check for signs of damage including dry rubber or cracks / nicks. *Seals may slightly vary in appearance.	
5.3	Clean the nozzle tips with a damp paper towel by gently dabbing the nozzle tips, or use a wet soft bristled toothbrush for a slightly more aggressive cleaning as required.	

Step	Instruction	Image
5.4	If you suspect that a nozzle is clogged you may gently insert a paperclip or similar object (red line represents paperclip) into the nozzle tip as an attempt to remove the clog. Be gentle and do not use too much force as you can push the nozzle out of its housing and into the dispenser.	
5.5	The picture on the right shows a nozzle has been pushed up and out of its normal position. You can simply push the nozzle back down if this happens. It is important that you pay close attention and correct this issue should it come up.	
5.6	The picture on the right shows a nozzle that has been pushed completely out of its normal position. This also can be corrected by pushing the nozzle all the way down until it clicks into place. When you have completed the cleaning procedure make sure all nozzles are in their normal down position.	