





Tork RollNap Napkin Dispenser:
 N5 System: 21B (black), 21GR (granite)

RollNap Product Options:
 DR7050 (Tork Advanced, 500 napkins/roll)

Dispenser Dimensions HxWxD (Inches):
 10 x 8.25 x 11 (25.40 x 20.96 x 27.94 cm)

Parts



Part Description	Replacement SKU
ROLLER 	ROLLNAP ROLLER
MANDREL TRACK	
MANDREL 	ROLLNAP MANDREL

Part Description with Replacement Instructions

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

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

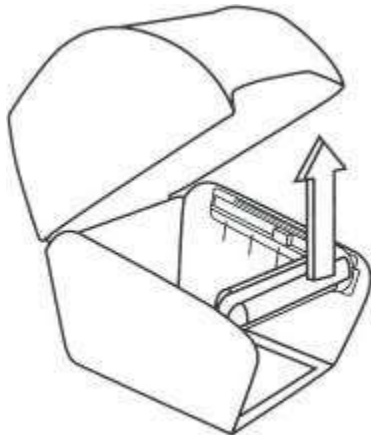
Replacement SKU Description & Replacement Instructions

ROLLNAP ROLLER	ROLLNAP ROLLER The roller can be removed by flexing one of the arms that holds the end of the roller and sliding the end of the roller out.
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ROLLNAP MANDREL	TENSION ARM The mandrel only fits in one way. Make sure both ends are on the track. If inserted correctly, the mandrel should not be able to turn and it should be able to slide back and forth on the track.
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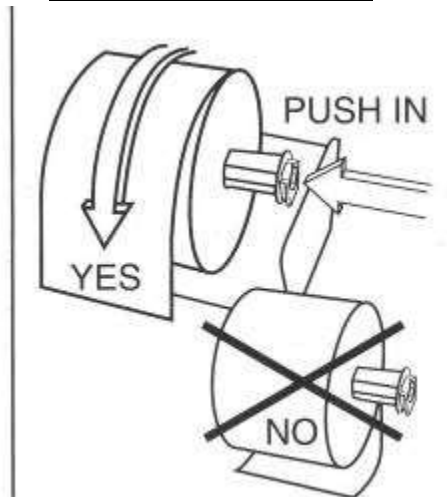
Loading Instructions

1. Remove mandrel (and core of previous roll) from dispenser.

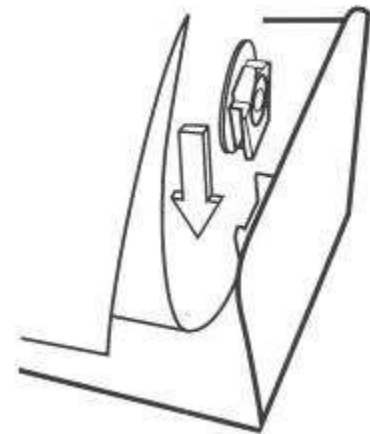


2. Insert mandrel into new napkin roll.

The napkin tail must go "OVER THE FRONT"



3. Place napkin roll and mandrel in dispenser, push roll towards back of dispenser. Close cover.



Preventive Maintenance

The dispenser should be cleaned approximately every year. The following is the recommended procedure to cleaning:

- 1) Open the dispenser and remove the roll of paper. Inspect both sides of the track that holds the mandrel. Wipe out any possible obstructions to the movement of the mandrel and make sure the sled on the right-hand side slides towards the back and returns to the front of the dispenser.
- 2) Clean the inside of the dispenser, preferably with a damp cloth.
- 3) Clean the cover with a general all-purpose cleaner that is safe for plastics.

Troubleshooting

Problem: Difficulty dispensing napkins.

- Review the loading instructions that can be found on the inside-bottom of the dispenser or in the Loading Instructions section of this manual to confirm that the roll has been installed correctly.



- Open the cover and remove the roll and mandrel. Push the sled on the right-hand side of the roll support track towards the back of the dispenser. If the sled does not provide a significant amount of resistance or if it does not return to the front of the dispenser when released, contact the Essity Quality Coordinator.
- If neither of the previous steps resolve the problem, contact the Essity Quality Coordinator and report your troubleshooting attempts. Try and find the date code on the case of DR7050A that you are using before calling.

Problem: Any other problem not stated above.

- Contact the Essity Quality Coordinator.

Contacting Essity

Before contacting Essity, locate the sticker on the inside-bottom of the dispenser. There should be a date stamped on this sticker, inform the Essity Quality Coordinator of this date.

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