



**Mounting height**

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

**Tork Hand Towel Roll Dispenser (Lever Auto-Transfer):**  
 H21 System: 84TR (smoke)

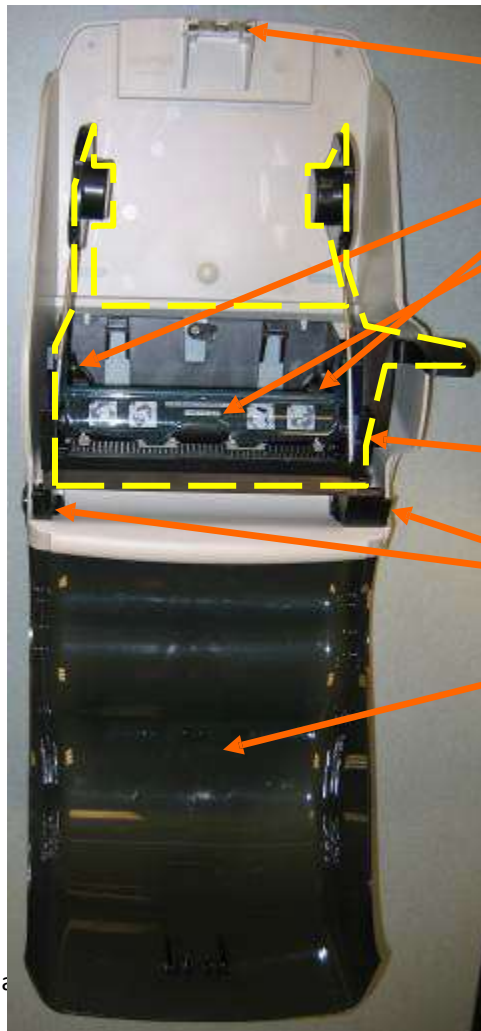
**Dispenser Dimensions HxWxD (Inches):**  
 15.5 x 12.94 x 9.25 (39.37 x 32.87 x 23.50 cm)

**Roll Towel Product Options:**

- RB350A (Tork Advanced, 350', White)
- RB600 (Tork Advanced, 600', White)
- RB800 (Tork Advanced, 800', White)
- RB206\*\* (Tork Universal, 206', White)
- RB351 (Tork Universal, 350', White)
- RB6002 (Tork Universal, 600', White)
- RB8002 (Tork Universal, 800', White)
- RB8004 (Tork Universal, 800', White)
- RB10002 (Tork Universal, 1000', White)
- RK206E\*\* (Tork Universal, 206', Natural)
- RK350A (Tork Universal, 350', Natural)
- RK600E (Tork Universal, 600', Natural)
- RK800E (Tork Universal, 800', Natural)
- RK8002 (Tork Universal, 800', Natural)
- RK1000 (Tork Universal, 1000', Natural)
- 214250 (Tork Universal, 425', Natural White)
- 214404 (Tork Advanced, 1,000', White)
- 214650 (Tork Universal, 425' White)
- 218004 (Tork Universal, 800', Natural White)

\*\* Canada only

**Parts**



**Part Description**

**Replacement SKU**


Part Description	Replacement SKU
LOCK FINGERS	LOCKINSERT
STUB ROLL SUPPORTS (x2)	comes with XT10SCA
TRANSFER ARM	comes with XT10SCA
STUB ROLL	XT10SCA
TRANSFER KIT (inc. Stub Roll Supports and Transfer Arm)	
LEVER SPRING	#LS84T
REPLACEMENT DRIVE	84TR/84T/85T
MODULE (all internal components)	MODULE
PIVOT (only on 84TR)	come with
84TR REPLACEMENT COVER	84/86TR COVER
#14 DISP KEY (for 84TR, & 85T)	#14 KEY

**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**

LOCKINSERT	<p><b>LOCK FINGERS</b>                  Un-mounting the dispenser is required to remove the lock fingers. Locate the tabs that secure the lock fingers on the back of the dispenser. Bend the tabs to a position in which the fingers can be removed.</p>
Included in XT10SCA	<p><b>STUB ROLL SUPPORTS</b>                  To remove existing stub roll support, push the part of the support in contact with the transfer arm through the hole on the side of the drive module and hold. Then lift the part of the support connected to the rear of the drive module. To install a new support, slide the supports into the grooves in the rear of the module (should snap into place).</p>
Included in XT10SCA	<p><b>TRANSFER ARM</b>                  To remove, start on the right side of the arm (closest to the lever). Pull chassis and transfer arm in opposite directions and remove the end of the arm from the hole in the chassis. It will then be easy to remove the other end. To install, it is easiest to start on the left hand side. Place the spring on the top edge of the chassis and make sure the front of the transfer arm is in front of the rollers. Next snap the left hand side of the transfer arm into the hole on the chassis (the stub roll support will resist this). Then snap the right hand side of the transfer arm into place.</p>
XT10SCA #LS84T	<p><b>SCA STUB ROLL TRANSFER KIT (inc. Stub Roll Supports and Transfer Arm)</b></p> <p><b>LEVER SPRING</b>                  To remove, the drive module needs to be removed from the dispenser (see below) and a needle-nose plier is required. If the current spring needs to be removed, locate the top part of the spring that attaches to the chassis and remove that end from the hole in the chassis (this part of the spring is easily accessible). To remove the other end, turn the module upside down and rotate the back end of it towards you. This will give the best angle to reach in and grab the other end of the spring with the pliers and remove it from where it attaches to the lever.</p> <div data-bbox="423 1373 760 1719" data-label="Image">  </div> <p>To install, insert one end of the spring between the lever and chassis at the bottom of the lever (as shown in the photo on the left). Hold on to the spring with one hand and with a needle-nose plier in the other, grab onto the hook at the end of the spring, then stretch and hook the end of the spring's hook into the loop on the lever. Slowly rotate the other end of the spring in between the lever and chassis (make sure that the end of the spring that is attached to the lever hooks onto the bottom of the loop on the lever as you rotate the spring). With the pliers, reach in between the lever and chassis on the topside of the lever and grab onto the other end of the spring. Stretch and attach the spring to the hole in the chassis.</p>
84TR/84T/85T MODULE	<p><b>REPLACEMENT DRIVE MODULE (all internal components are part of the module).</b></p>

(works in the 85GR)	To remove, unscrew the Phillips head screw(s) in the back of the module. Tilt the back of the module towards you and lift out (you may have to slide the bottom front edge of the module forwards to lift out).
	PIVOTS (84TR only) Included in 84/86TR COVER.
84/86TR COVER	84TR REPLACEMENT COVER The covers are keyed so they can be removed if the cover is at a certain angle. For the 85GR you can determine this angle by looking at the outside of the pivots. For the 84TR you need to look on the inside of the pivots.
	85GR REPLACEMENT COVER See above.
#14 KEY	#14 DISP KEY (84TR/85GR/85T)

**Paper Loading & Transfer Instructions**

**Normal Use**

Open the cover. Place a towel roll on the main roll supports (feed towel off the back of the roll). Lift up on the transfer arm and feed towel between rollers and the transfer arm. Close cover. Pull lever once or twice to feed the towel through the rollers. The dispenser is now ready for use.

**Stub Roll Feature**



When the towel is getting near the end, remove from the main roll supports and install on stub roll supports. There is no need to remove towel from the feed assembly.



Install a new towel onto the main roll supports and feed about 3-4" of towel underneath the transfer arm. Close the cover. The stub roll will be completely dispensed and the new roll will be automatically feed through the rollers.

### Preventive Maintenance

The dispenser 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.
- 3) Clean the cover with a general all-purpose cleaner that is safe for plastics.

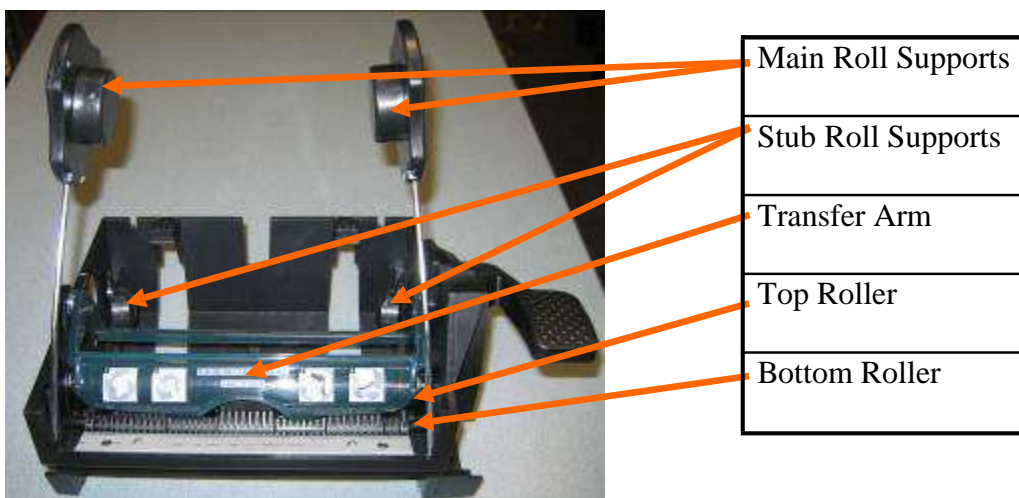
### Troubleshooting

#### Problem: Cover is not closing or locking.

- Check the cover pivots, if these are damaged or cracked the cover may not close properly. Also check the locking mechanism for any damage. The dispenser will have two tabs coming out from the back of the dispenser that the cover engages when it locks. Check those tabs as well as where they lock into on the cover for damage. You may find that closing the cover slowly and making sure everything lines up works better than slamming the cover shut. If the dispenser cover is unable to close after inspection, contact your Essity Sales Rep or the Essity Quality Coordinator to report the problem.

#### Problem: Towel not dispensing properly.

- Review the Paper Loading & Transfer Instructions section to confirm the paper is being properly loaded into the dispenser (diagrams should also be on the transfer arm). The roll should be loaded so the towel is coming off of the back of the roll. Lift the transfer arm and place the towel between the transfer arm and the top roller. A pull of the lever should thread the towel through the rollers and out of the dispenser.
- Inspect the parts of the drive module in the photo below.





Lever Spring
Tear Bar

If any of these parts are damaged or missing, contact your Essity Sales Rep or the Essity Quality Coordinator to report the problem.

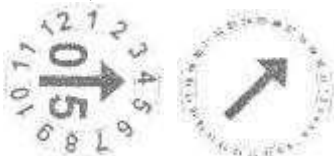
**Problem: Any other problem not stated above.**

- Contact the Essity Quality Coordinator.

### Contacting Essity

To contact the Essity Quality Coordinator, dial 1-866-722-6659 and press 6. If asked for the date code on the dispenser, see instructions below.

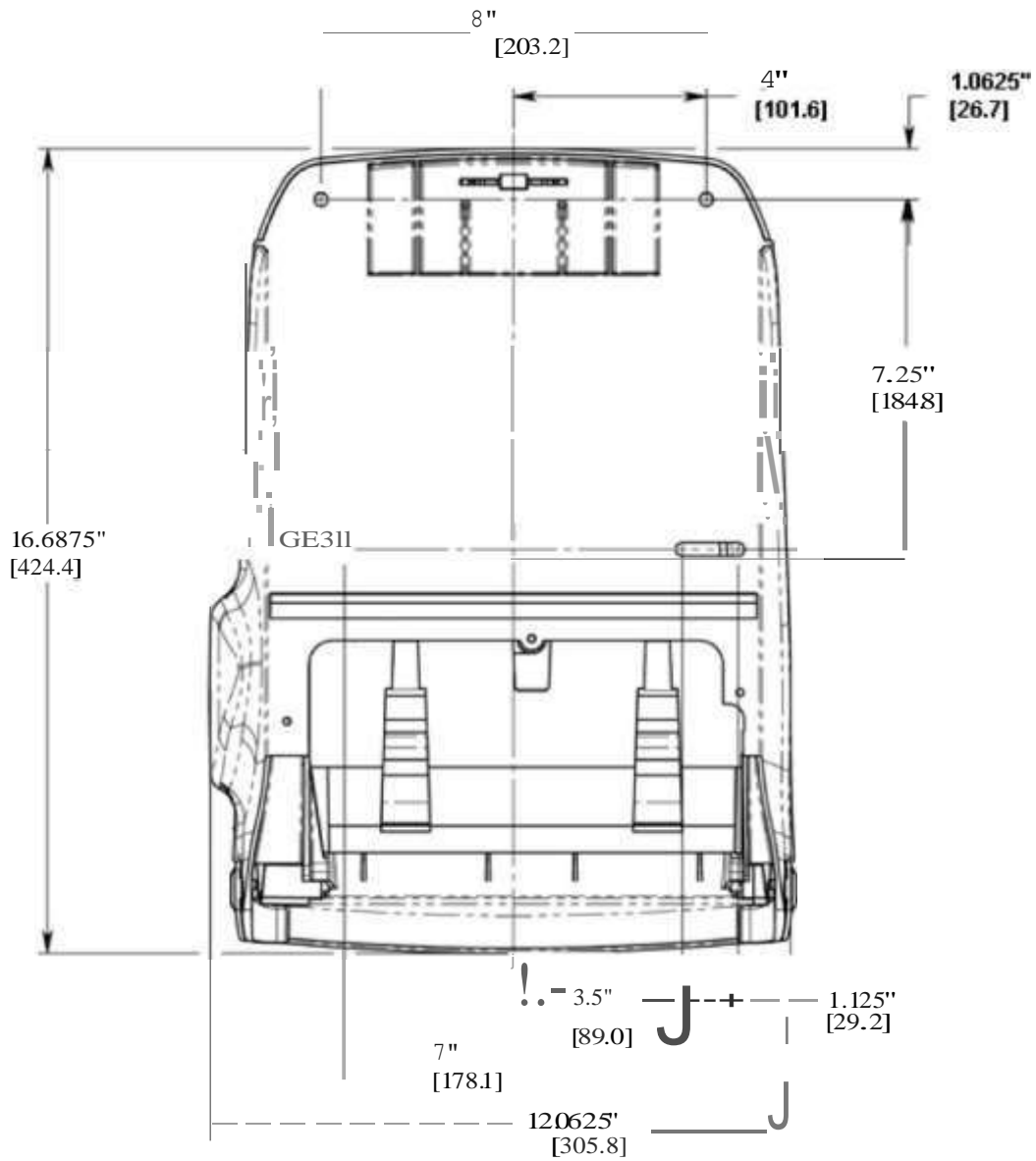
Product Code Date Location: Open dispenser, take out any paper. Look on back wall of dispenser for circles (like shown on the right) molded into unit. The circle on the right shows an arrow pointing to the month, with the year in the center of circle. The left circle shows the day of month. Some dispensers may not have the day circle, but should have the month and year circle.





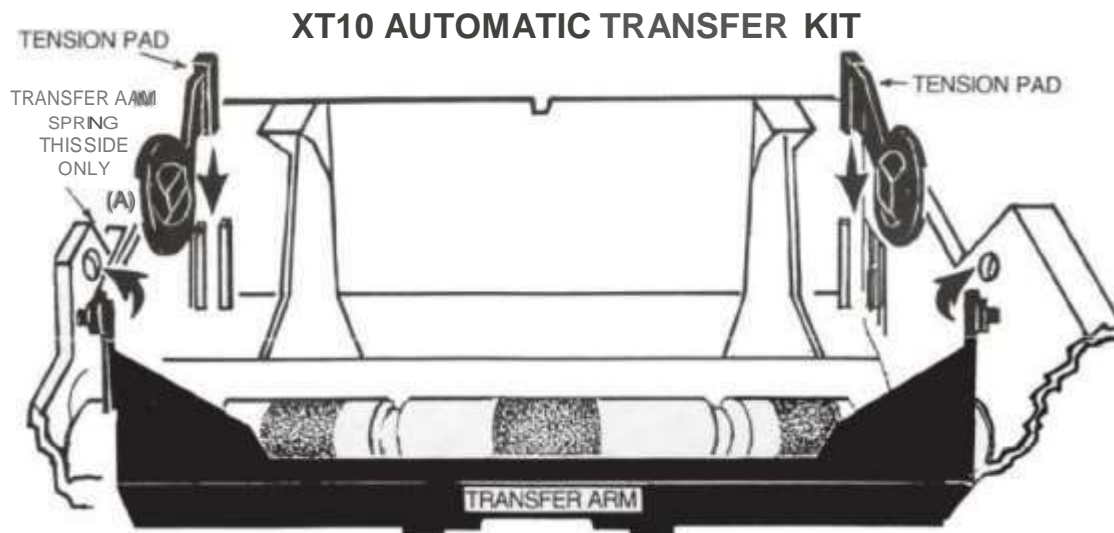


## 84TR- Tork Lever Auto Transfer Roll Towel Dispenser Mounting Instructions



BACK VIEW

## 84TR- Lever Auto Transfer Roll Towel Dispenser Auto Transfer Installation Instructions



### INSTALLATION INSTRUCTIONS

1. Install Tension Pads (two) as shown. Slide pads down the slots until middle locking tab snaps into position.
2. Snap Transfer Arm into the top holes on the chassis. NOTE: Rear leg (see A) of Spring lays over the top edge of the chassis just between the left hole.

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