



Tork Hand Towel Roll Towel Dispenser:
 H21 System: 87T (smoke/grey, push bar)
Dispenser Dimensions HxWxD (Inches):
 15.75 x 10.5 x 8.75 (40.01 x 26.67 x 22.23 cm)

Roll Towel Product Options:

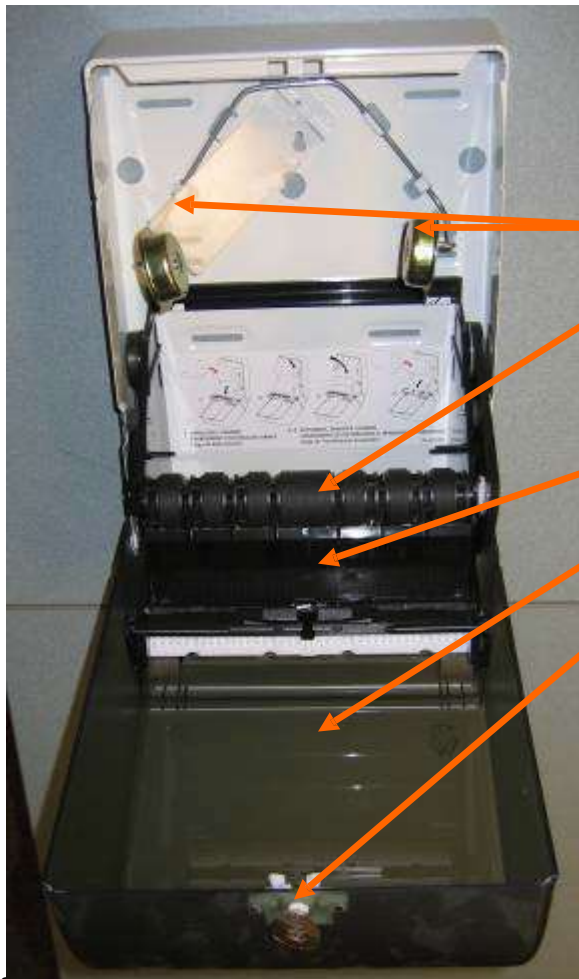
- RB350A (Tork Advanced, 350', White)
- RB600 (Tork Advanced, 600', White)
- RB800 (Tork Advanced, 800', White)
- RB10002 (Tork Universal, 1000' White)
- RB206** (Tork Universal, 206', White)
- RB351 (Tork Universal, 350', White)
- RB6002 (Tork Universal, 600', White)
- RB8002 (Tork Universal, 800', White)
- RB8004 (Tork Universal, 800, White)
- RK1000 (Tork Universal, 1000, Natural)
- 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)
- 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

Mounting height

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

Parts



Part Description Replacement SKU

MAIN ROLL SUPPORTS

87T DISPENSER MODULE	87 MODULE
83T DISPENSER MODULE	
STUB ROLL TRANSFER KIT	83T TRANSFER KIT
83T/87T COVER	
#1 DISP KEY	#1 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

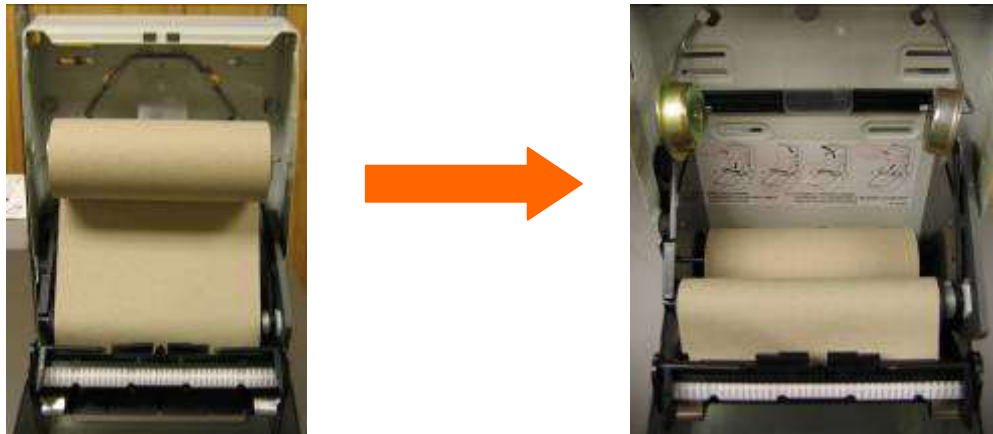
	MAIN ROLL SUPPORTS Holds the primary towel roll inside the dispenser. Not replaceable.
87 MODULE	87T DRIVE MODULE (includes stub roll transfer kit) The 87T has a full width dispensing lever located on the bottom of the dispenser. A Phillips Head screwdriver is required to remove the module. Open the cover (removal of the cover at this point is recommended but not required). Locate the two screws (one on each side) that secure the module to the dispenser housing and remove. The entire module can then be lifted out of place.
87T TRANSFER KIT	STUB ROLL TRANSFER KIT The stub roll transfer kit snaps into the 87T dispenser modules. Reference the pictures in the Paper Loading & Transfer Instructions section for proper installation.
	87T COVER The pivots on the cover are keyed, so when the cover is a certain angle you should be able to slide to pivots through the hole in the dispenser housing. Open the cover and apply outward pressure to the cover close to the pivot. Start to lower the cover. At approximately the 30° position the pivots should slide out.
#1 KEY	#1 DISP KEY

Paper Loading & Transfer Instructions

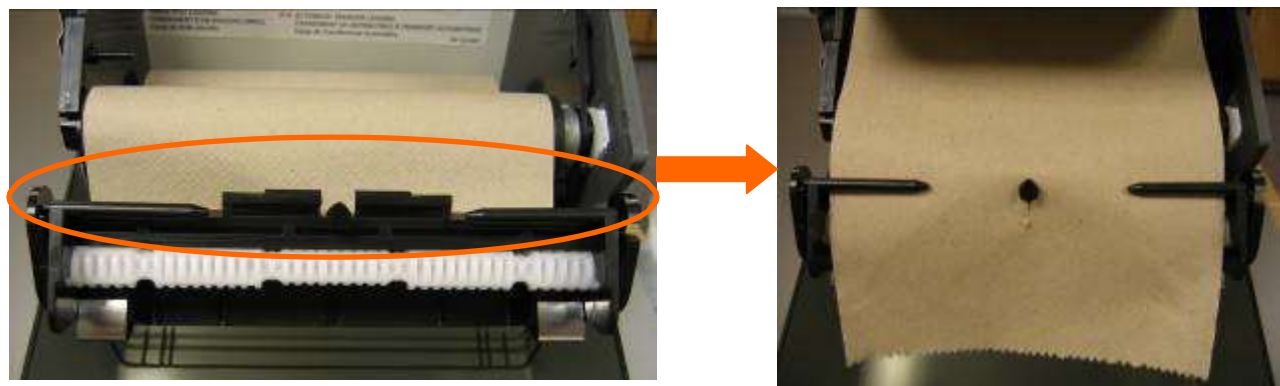
Normal Use

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 the towel between the 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 the stub roll from the main roll supports and place the roll behind the rollers (as shown). Drape the towel over the black roller (if not already), so that when the cover is closed the towel will be pinched between the black (drive) and white (pinch) rollers.



Before installing a new roll on the main roll supports, check that the transfer kit is in the position shown in the picture on the left above. Install the new roll (feed towel off the back of the roll). Feed about 3-4" of towel under the two guides as shown in the picture on the right. Now hold the roll in place and pull the towel tight until the wedge in the center of the transfer kit completely punctures the towel. Close the cover. Do not change the position of the transfer kit prior to closing the cover. When the stub roll is completely dispensed, the transfer kit will swing towards the rollers and feed the towel from the new roll through the rollers.

Preventive Maintenance

The 87T 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: 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 back wall on the inside of the dispenser). The roll should be loaded so the towel is coming off of the back of the roll. Check that the two rollers are being pinched when the cover is closed. Contact your Essity Sales Rep or the Essity Quality Coordinator if these suggestions do not resolve the problem.

Problem: Arms fall out of holders/roll doesn't stay in place.

Purpose of procedure:

Over time, the original opening dimension of the wire form roll holder can become wider due to repeated loading/unloading of paper rolls.

The procedure described below will bring the roll holder hubs (white pieces in the photos) closer to their original opening dimension, thus making the paper roll sit more secure in the roll holders.



Step 1:

Place hands on each side of the hub part of the roll holder (as shown in the picture above.)

Begin to slowly push the hubs toward each other, using equal pressure with right and left hands.



Step 2:

Continue pushing hubs until they just start to touch (as shown in photo # 2 above.)

Once hubs have touched, slowly allow the roll holders to return to their starting position (as shown in photo # 1.)

This action just performed should reset the roll holders to their original position.

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.

87T Backplate Dimensions and Mounting Hole Configuration

