



Tork Centerfeed Hand Towel Dispenser:

M2 Pro Centerfeed System:
 559020A White; 559028A Black

Dispenser Dimensions HxWxD Inches (cm):

14.4 x 9.4 x 9.0 (36.6 x 22.9 x 22.7 cm)

Centerfeed Towel Product Options:

- 100230 (Tork Premium, 1 ply DRC)
- 121201 (Tork Advanced, 2 ply)
- 121202 (Tork Advanced, 2 ply)
- 121204 (Tork Advanced, 2 ply)
- 120932 (Tork Advanced, 2 ply)
- 120133 (Tork Advanced, 1 ply)

Dispenser Parts



Part Description	Replacement SKU
M2 ELEV HOOD (White)	225592P
M2 ELEV HOOD (Black)	225593P
200260 KEY FOR ALL TORK DISPENSERS	200260 KEY
ELEVATION LOCK (White)	205502
ELEVATION LOCK (Black)	205503
TORX T20 WRENCH	225599F
ELEVATION M2 PRO ASSEMBLY (Black)	225597P
ELEVATION M2 PRO ASSEMBLY (White)	225596P



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.

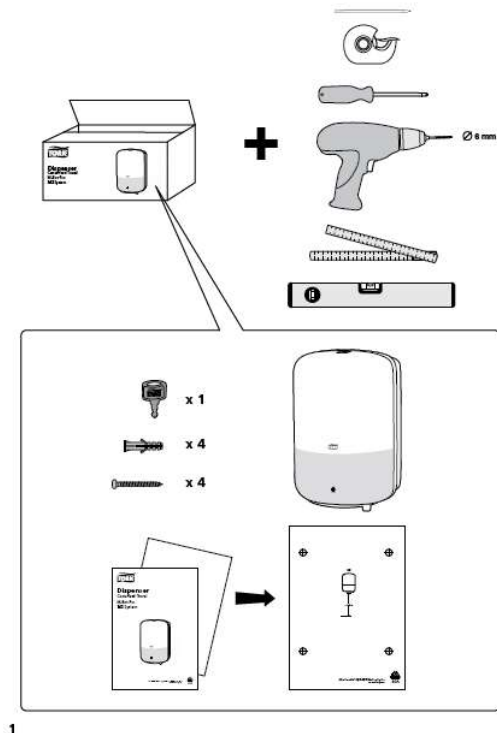
If no SKU is listed, the availability of the part is unknown. Please contact the Essity Quality Coordinator for more information (see Contacting Essity section).

Replacement SKU Description & Replacement Instructions

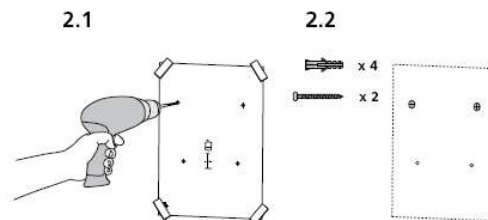
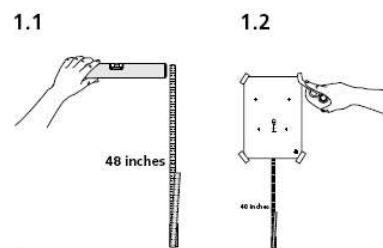
225592P 225593P	M2 ELEVATION HOOD (White or Black) The hood for the 559020A or 559028A can be removed without any tools. Open the cover approximately 45 degrees. It may be helpful to rest the cover against your chest. Push hinge pivot on cover out on one side at a time, flexing the plastic on the cover until the pin disengages from the hole in the base of the unit. Then change to other side, pushing pin out to the other side and removing it from the hole. Insert pins on new cover into holes on base one side at a time. Note: It may be easier to see the hinge pins for removal if the Pro unit is first removed from the base of the dispenser. See instructions for Pro replacement.
225596P 225597P	M2 ASSEMBLY (White or Black) Locate two tabs in the back inside of the dispenser, just above the towel tray. With one hand, pinch the tabs together and, at the same time, push the pieces to the right and left of the tabs down (this will free up the ribs holding the tray in place). At the same time, place other hand in the hole in the mouth/bottom of the dispenser and pull the tray towards you. The tray will slide towards you, free of the back of the dispenser. To replace Pro assembly, slide tray underneath base of dispenser, ensuring tab in bottom front of the tray slides over and the back ribs click in place.
205502 205503	ELEVATION LOCK (White or Black) The lock can be replaced by pressing the plastic tabs on each side to free the lock from the opening. A new lock can be snapped in place.
200260 KEY	200260 KEY FOR ALL TORK DISPENSERS
225599F	TORX T20 WRENCH See "Pro Adjustment Instructions section."

Mounting and Filling Instructions

Installation instruction sheet and mounting template are provided inside each carton.

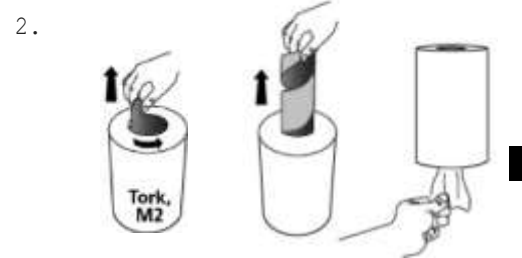
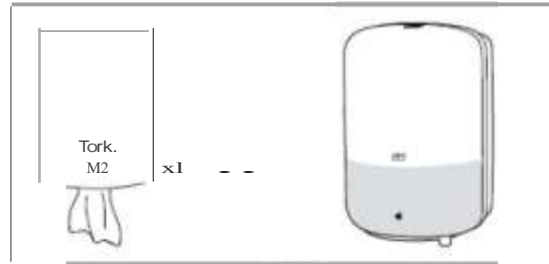
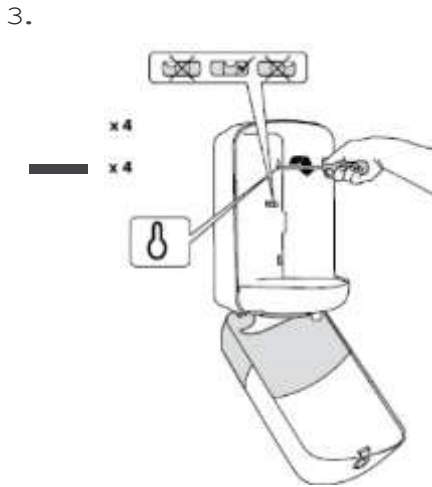


Installation Instructions

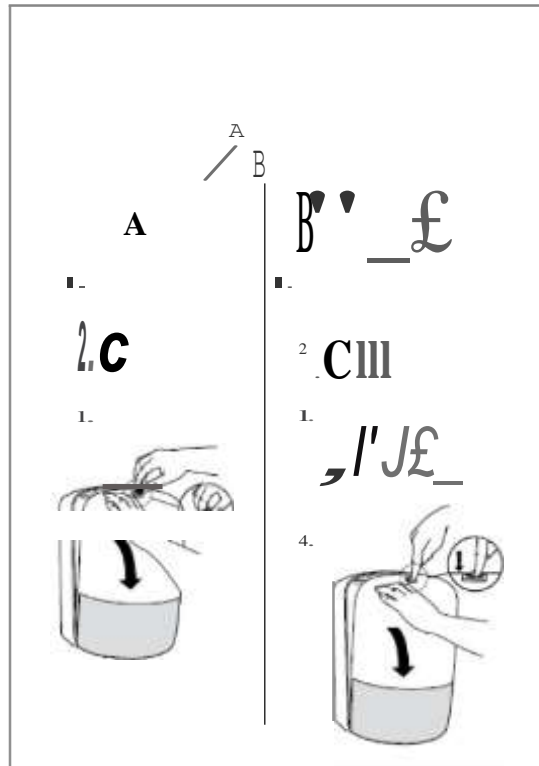
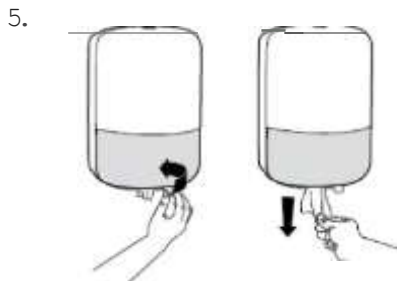
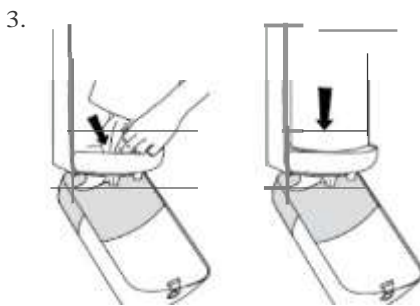


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loading Instructions

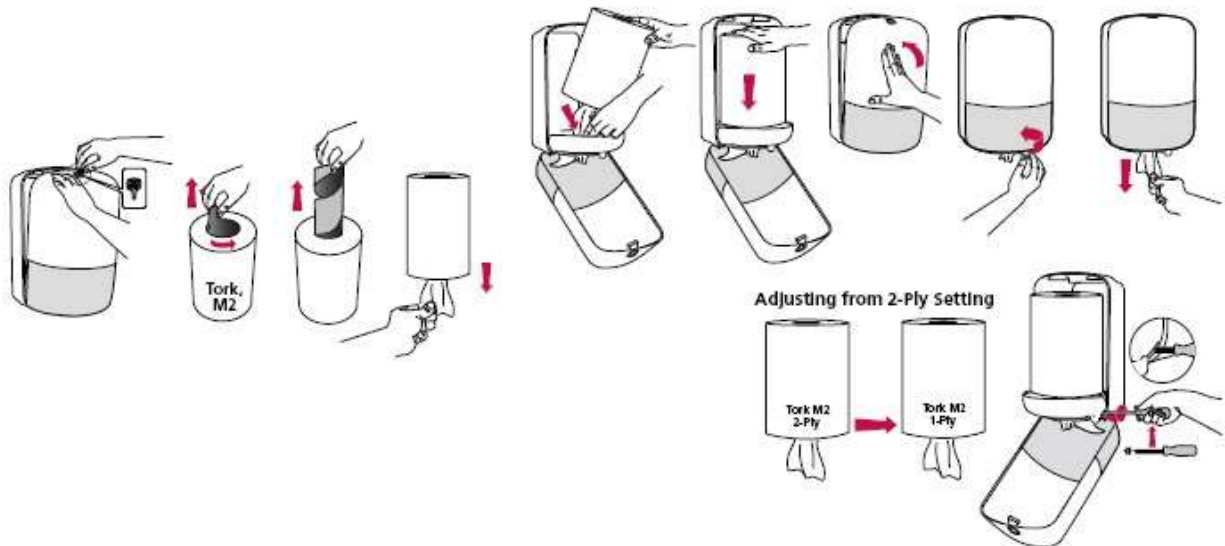


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Loading Instructions



1. Remove core from center of roll. Find end of cardboard, peel corner up and pull straight up. First sheet of paper will be attached to core. Tear sheet off and dispose of core.
2. Place roll on top of towel tray inside dispenser. Angle the bottom of the roll and feed first sheet into oval hole in tray. Push towel down in between rollers of Pro assembly.
3. Seat roll on tray, taking care to ensure towel stays in between rollers of Pro assembly.
4. Close dispenser cover.
5. Advance paper tail through Pro assembly by turning knob on bottom right of dispenser in a clockwise motion.
6. Paper will be visible from bottom of dispenser. Pull one sheet through to present a proper towel length and to ensure smooth dispensing. Dispenser is loaded and ready to use.



Step 2



Step 5



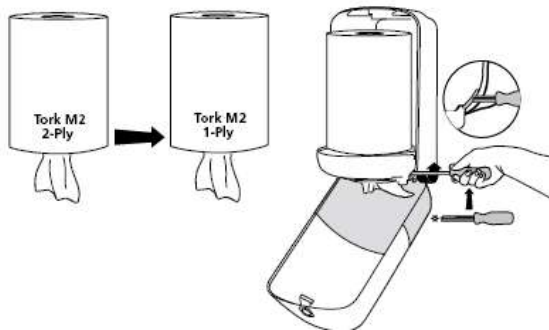
Step 6

Dispenser Settings

The M2 dispenser is factory-adjusted to dispense Tork 2-ply towels. It may occasionally be necessary to adjust the tension in the assembly to get optimum dispensing of Tork 1-Ply towels. In this case, a Torx (star) head driver (size T20) may be used to make a small adjustment.

Essity will provide a Torx T20 wrench (part number is 225599F) for adjusting these dispensers at no charge, on request. Please contact your Essity Customer Service Representative or the Essity Quality Coordinator at the number listed in the “Contacting Essity” section.

Adjusting from 2-Ply Setting



This adjustment diagram is shown on the M2 Installation Instruction sheet. It is also included in the loading label affixed to the inside cover of each dispenser.

Pro Adjustment Instructions

An T20 Torx head screw driver is used to adjust. The small head and shaft ensures that the set screw used for adjustment does not fall out of the hole and become lost.



1. Open dispenser cover. Insert T20 Torx driver head into opening on bottom right tray of dispenser.
2. Turn approximately $\frac{1}{4}$ to $\frac{1}{2}$ turn **counter-clockwise, while at the same time**, holding the turn knob on the bottom of the dispenser. This will properly adjust for 1-ply paper.
3. Remove Torx driver, load paper through Pro feature and check dispensing.
4. The adjustment is very fine – do not overturn the adjustment screw.

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 Pro 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 gentle cloth and an all-purpose cleaner that is safe for plastics. It is not recommended that paper be used to clean the surface of the dispenser – it may scratch the high gloss surface.

Troubleshooting

Problem: Towel not tearing at the perforation or Towel not tearing at all.

- Check paper product being used in the dispenser. Perforation strength or weakness may cause dispensing problems. For problems with refills, contact the Essity Quality Coordinator. Try to locate the date code on the outside of the case of paper product before calling.
- Review the information in the Dispenser Settings and Pro Adjustment Instructions section. Adjust the Pro feature if 1-Ply paper is being used.

Problem: Pro feature cannot be adjusted

- The Pro feature has an anti-reverse setting. If you do not hold the turn knob while performing the adjustment the whole mechanism will turn instead of the adjustment screw.
- The Pro feature must be adjusted using a Torx T20 head driver. Be sure to use the proper adjustment tool. Tools can be ordered through Essity Customer Service. Part number 225599F.
- The Pro feature on this dispenser is much more sensitive than the previous Pro system. Use small adjustments of no more than 1/4 to 1/2" turn when adjusting

Problem: Any other paper-related problem.

- Take note of the date code on the outside of the case of paper product. Then contact the Essity Tissue Quality Coordinator and explain the problem.

Problem: Any other problem not stated above.

- Contact the Essity Quality Coordinator.

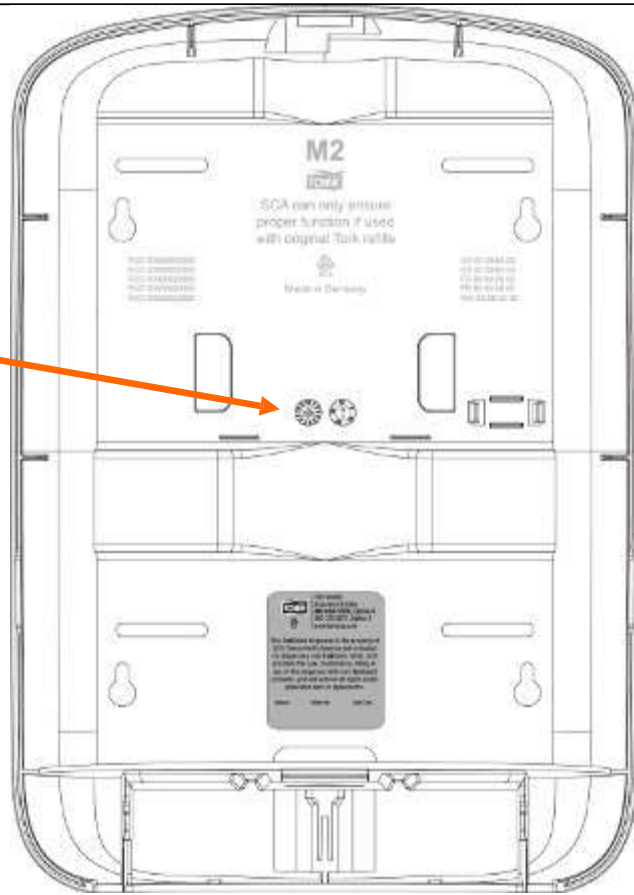
Contacting Essity

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.

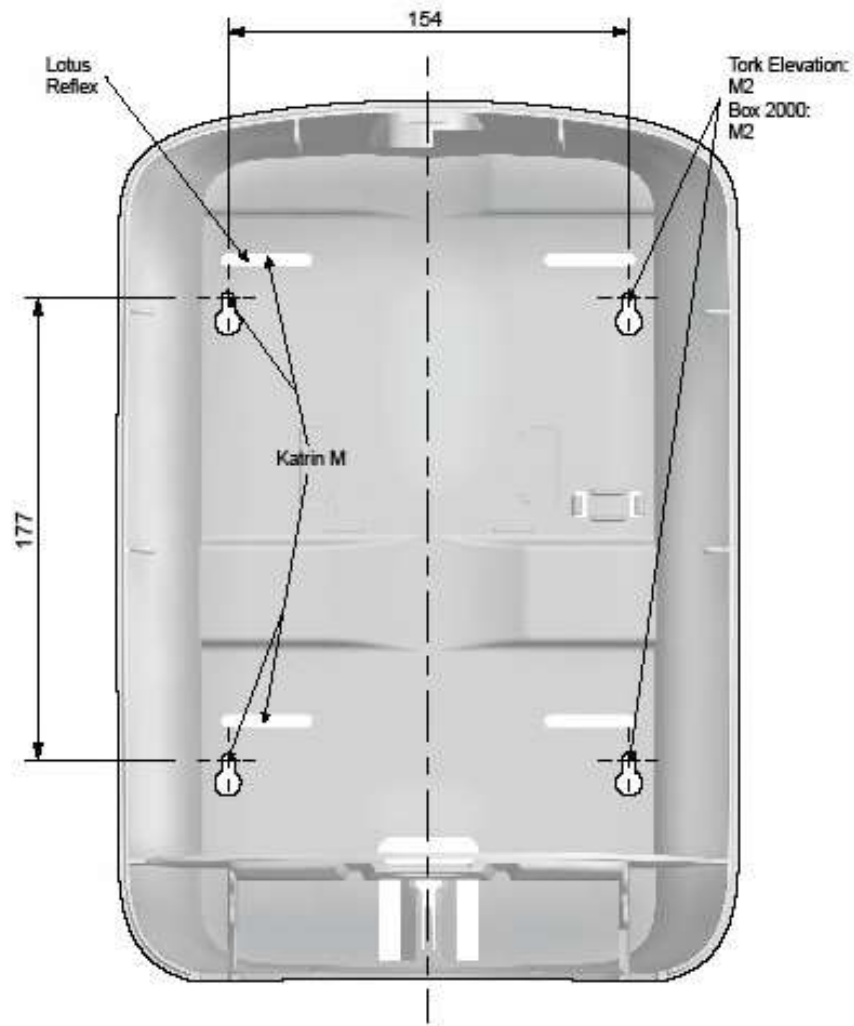
Product Date Code Location: The product assembly date code can be found on a white label inside Pro assembly (when removed from dispenser base). The product molding date can be found in the dated clocks engraved into the backplate of the dispenser. The product assembly date is also found stamped on the outside of the dispenser carton.


The M-2 Centerfeed is a TorkSelect product.

Date code clocks
are engraved in
backplate.

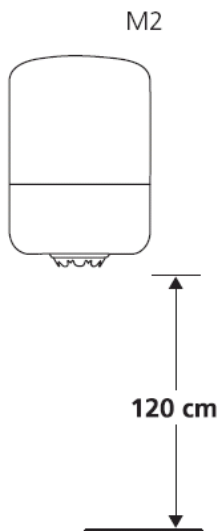


**559020A; 559028A - Tork Elevation M2 Centerfeed Hand Towel Dispenser
Mounting Hole Dimensions (mm)**



 Preferred holes for Tork Elevation

Recommended Mounting Height (standard access)



Bottom of towel dispenser to be located 47.25" (120cm) above finished floor.

Recommended Mounting Height (ADAAG Guideline)

4.22.7 Controls and Dispensers. If controls, dispensers, receptacles, or other equipment are provided, then at least one of each shall be on an accessible route and shall comply with [4.27](#).

4.27.3* Height. The highest operable part of controls, dispensers, receptacles, and other operable equipment shall be placed within at least one of the reach ranges specified in [4.2.5](#) and [4.2.6](#).

4.2.5* Forward Reach. If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 in (1220 mm) (see [Fig. 5\(a\)](#))

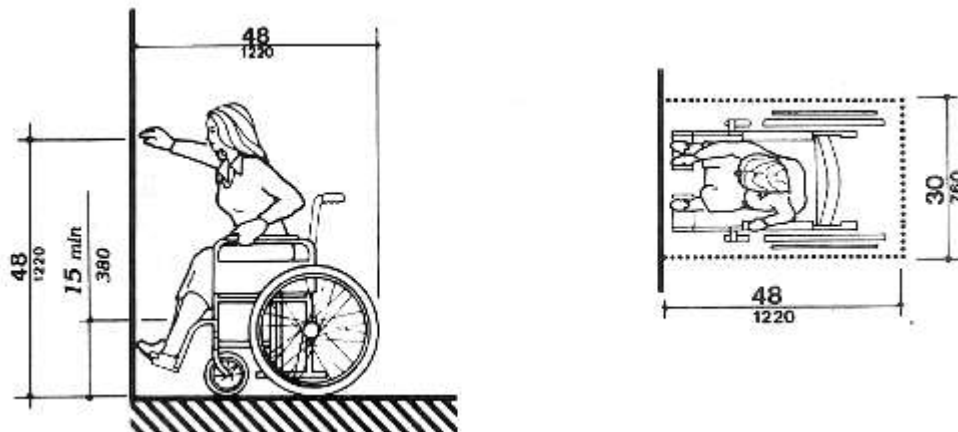


Figure 5a
High Forward Reach Limit

4.2.6* Side Reach. If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 in (1370 mm) and the low side reach shall be no less than 9 in (230 mm) above the floor ([Fig. 6\(a\)](#) and [\(b\)](#)).

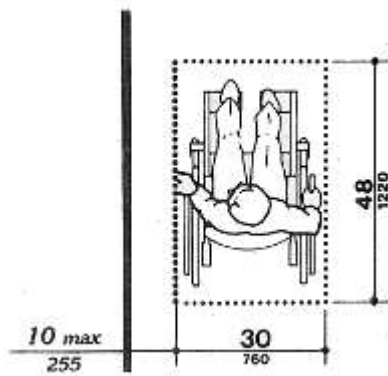


Figure 6(a)

Clear Floor Space - Parallel Approach

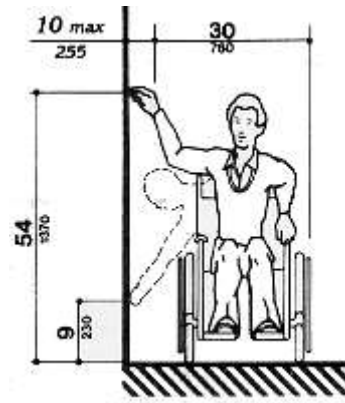


Figure 6(b)

High and Low - Side Reach Limits

The M2 Pro dispenser should be mounted away from an accessible route and at the required reach height (for parallel or side reach) in order to comply with ADA guidelines.