



**Tork Elevation H1 Matic Towel Dispenser:**

H1 Matic System

5510202 White; 5510282 Black

**Dispenser Dimensions HxWxD Inches (cm):**

14.65 x 13.26 x 7.99 (37.2 x 33.7 x 20.3)

**H1 Roll Towel Product Options:**

**Roll Towel Product Options:**

290094 - Tork Premium Extra Soft, White

290096 – Tork Premium Soft, White

290095 - Tork Advanced Soft, White

290092A - Tork Advanced, White

290089 - Tork Advanced, White

290088 - Tork Universal, Natural

290087 - Tork Advanced, White

**Dispenser Parts**

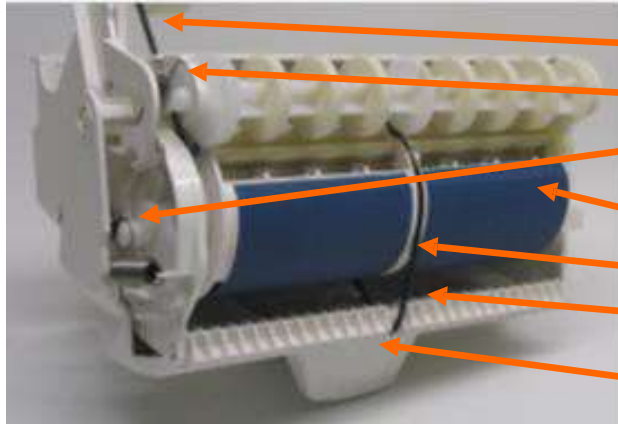
**Part Description**

**Replacement SKU**



Hub Holder/Left Arm	225531P
Pin Holder/Right Arm	225530P
Brake Arm	
H1 Elevation Matic Cassette (White)	2255111
H1 Elevation Matic Cassette (Black)	2255121
Cassette Cover (opens to clear paper jam)	
Metal Key for Tork Dispensers	200260 KEY
H1 Elevation Cover (White)	225518A
H1 Elevation Cover (Black)	225519A
Elevation Lock (White)	205502
Elevation Lock (Black)	205503

**Cassette Parts**



Parts Description	Replacement SKU
Large Elastic Ring 116mm	225515
Small Spring for Paper Brake Arm	203025
Large Spring (RED) for Cutting Cylinder	203024E
Tork Elevation H1 Matic Metal Pinion Gear with bearing	225513
Small Elastic Ring 85mm	203043
Protection Roll (White)	205513
Protection Roll (Black)	205514
Push Bar (for loading and emergency feed)	

**Part Description with Replacement Instructions**

Parts with replacement SKU numbers 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.

**Replacing the Elevation Lock: 205502 (White); 205503 (Black)**



- 1
- 2
- 3
- 4

1. Use a small slot-head screwdriver to press the snap fit towards the lock housing. Push the lock downwards at the same time.
2. Repeat the procedure on the other side of the lock.
3. Remove the old lock by pulling it through the hole in the cover.
4. Insert the new lock. Push until a click sound is heard.

**Replacing the H1 Matic Cassette: 2255111 (White); 2255121 (Black)**



1

2

3

1. Remove two Phillips head screws holding the cassette to the console.
2. Use a slot head screwdriver to release the cassette snap fit from the dispenser console. Push the cassette upwards and take it out from the dispenser.
3. Place the new cassette in the dispenser. Make sure that the cassette goes from top and is placed over hooks in back of console.
4. Re-attach cassette to back of console using two Phillips head screws.

**Opening H1 Matic Cassette Cover**



1

2

3

1. Locate indents on either side of cassette and pull cover open.
2. Using Phillips head screwdriver, remove 4 screws holding cassette cover (2 on each side).
3. Cassette is now open to allow replacement of protection roll, small brake arm spring and large cylinder spring.



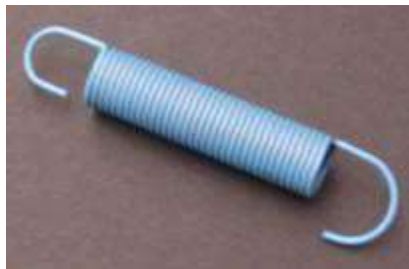
1

2, 3

1. Use needle-nose pliers to remove the front part of the spring from the fitting hole.
2. Remove the rear part of the spring from the plastic pin.
3. To attach the new spring, first insert the rear part on the plastic pin, then insert the front part of the spring into the fitting hole.

### Replacing Spring for Cylinder: 203024E

**Note: Be sure to order correct part.** Spring is color-coded. Red spring is for Tork Elevation. Blue Spring is for Box 2000.



203024 Blue (Box 2000)

203024E Red (Elevation)

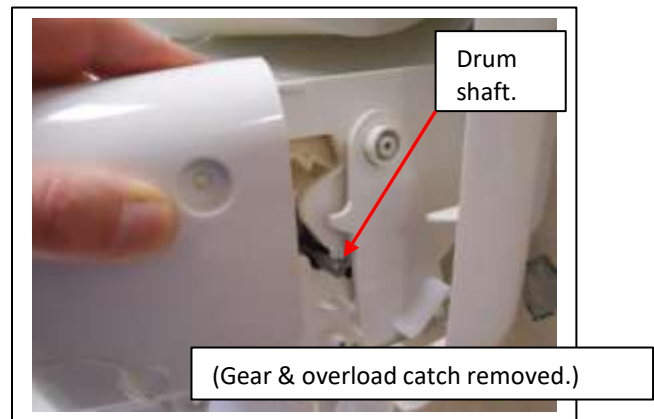
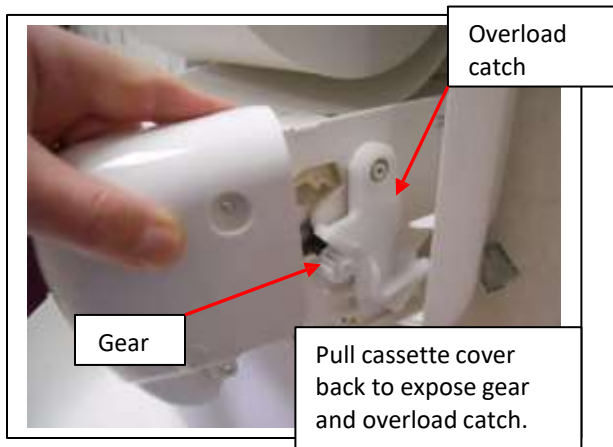
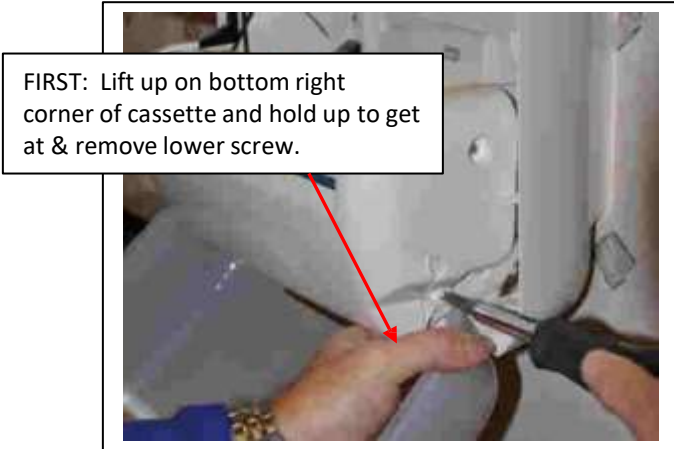


1

2, 3

1. Use needle-nose pliers to remove the front hook of the spring from the crank arm.
2. Unhook the spring from the cassette.
3. To mount the new spring, first insert the rear part and then place the front hook on the crank arm.

**Replacing the plastic pinion gear & bearing  
(P/N 225513) with a metal pinion gear & bearing:**

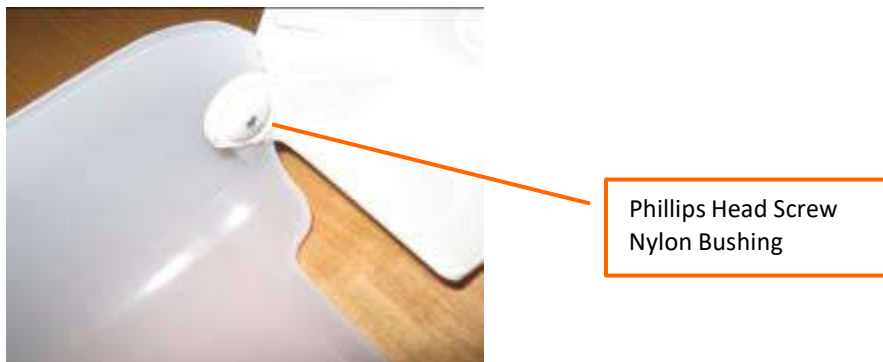


**Replacing the Protection Roll: 205513 (White); 205514 (Black)**



1. Bend out the fitting hole on the left side.
2. Take out the protection roll (without damaging the elastic ring).
3. The new protection roll is put into position by doing the steps 1 and 2 above in reverse order. Make sure the fitting pins are securely placed in the holes on both sides. Pull elastic ring away from protection roll and ensure the roll turns freely.

**Replacing the Cover: 225518A (White); 225519A (Black)**

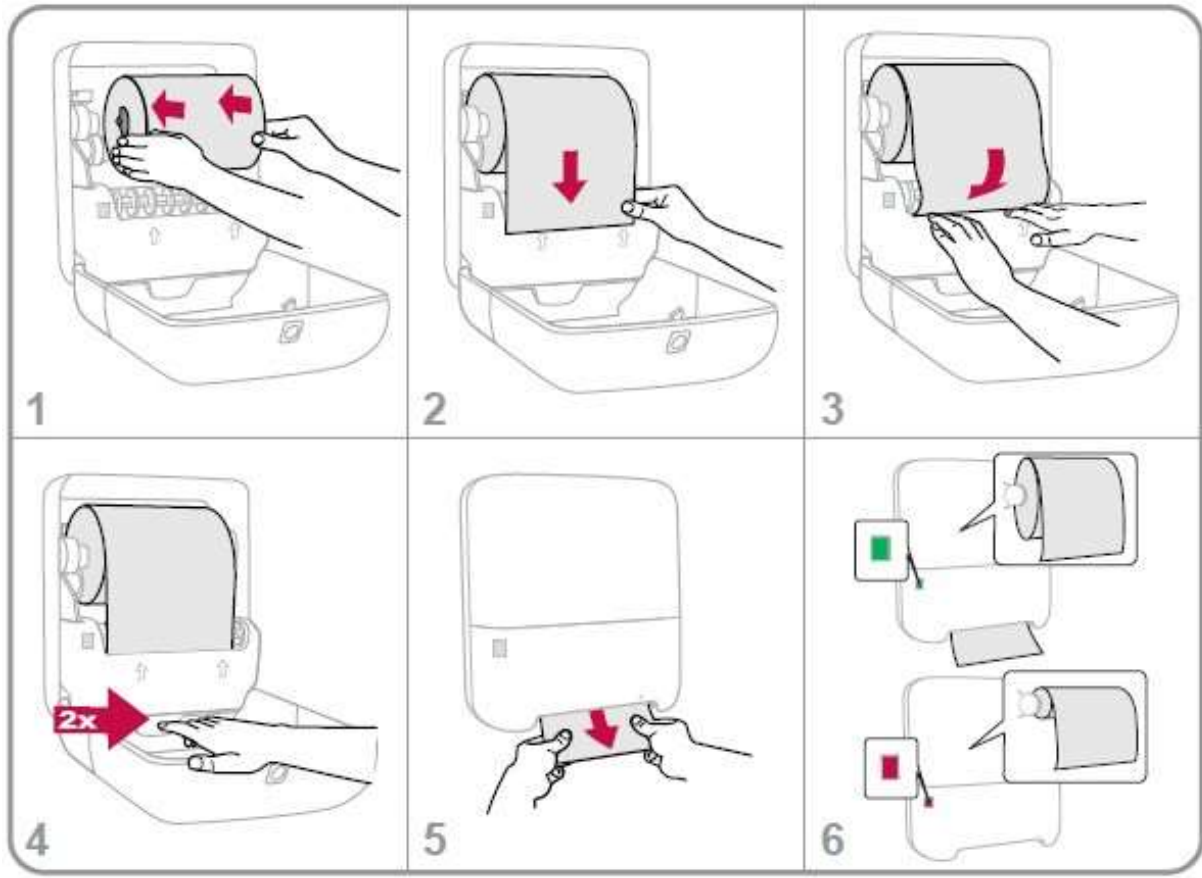


1. Open cover. Locate Phillips head screw on both sides (inside) of cover.
2. Using Phillips head screw driver, remove screw on both sides of cover. This will allow the round, white nylon bushing to be removed.
3. Pull one side of the cover away from the console of the dispenser. Pull the other side. Be sure to retain the nylon bushing and screw.
4. Place new cover on the console, inserting one side then the other into the console.
5. Place bushing inside console and secure using Phillips head screw.

**Loading Instructions**



Loading instructions are placed on the inside cover of each dispenser.



### Using Stub Roll Compartment

The Tork Matic dispenser allows part of an unused roll to be placed in the bottom compartment of the dispenser and a new roll to be placed in the main roll holder arms. The stub roll feature requires that both tails of the roll are fed through the dispensing mechanism. Two sheets will be dispensed until the bottom stub roll is completely depleted. This allows 100% usage of each refill.



Arrow indicator on left side arm

Stub roll compartment with stub roll spacer

- \* As indicated in “B” of the loading instructions above, the main roll is small enough to be placed in the stub roll compartment once the arrow molded into the left side arm is visible.
- \* Drop old roll into bottom of compartment, keeping tail fed through the mechanism rollers.
- \* Place new roll in top roll holder arms. Feed tail of new roll through mechanism rollers. Engage push bar several times to feed paper.
- \* Close cover and pull both sheets down to ensure dispenser is feeding

### Cleaning and Maintenance

The Tork Matic 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. Open access door on cassette. Clear any loose paper and paper dust from the feed assembly. Close cassette access door.
- 2) Clean paper dust from the inside of the dispenser. 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 water. If necessary, use 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. Tork Specialist Cleaning Cloth or Premium Specialist Cleaning Cloth will provide excellent results.



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## **Troubleshooting**

### **Problem: Paper is not visible.**

- ✓ Ensure paper is properly loaded. Arrows are embossed on the cassette cover to show where paper should be loaded. Place paper between rollers. Push bar to feed through mechanism.
- ✓ Check for paper jam. Open cassette cover (place fingers on both sides of cassette, locating raised tabs, pull cover towards you and down). Clear any paper from path.

### **Problem: Sheet is not fully cutting or very little sheet showing.**

- ✓ This problem can occur in older dispensers or ones that see high traffic. Open the dispenser and check the following components:
  1. The large spring for the cylinder
  2. The small spring on the paper break armIf either of these is broken, replacement parts may be ordered. Follow replacement instructions found earlier in this manual.

### **Problem: Other Broken Parts; Dispenser Does Not Work**

- ✓ The cassette/mechanism for the dispenser can be replaced. Complete a Quality Complaint Form and submit to the Essity Quality Coordinator. A replacement cassette will be shipped to the location of your choice.
- ✓ NOTE: Our policy requires that the defective cassette be returned to the Essity SEC in Neenah WI for evaluation. The Quality Coordinator will provide return details. Original packaging from replacement cassette should be retained and used for product return.

## **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.

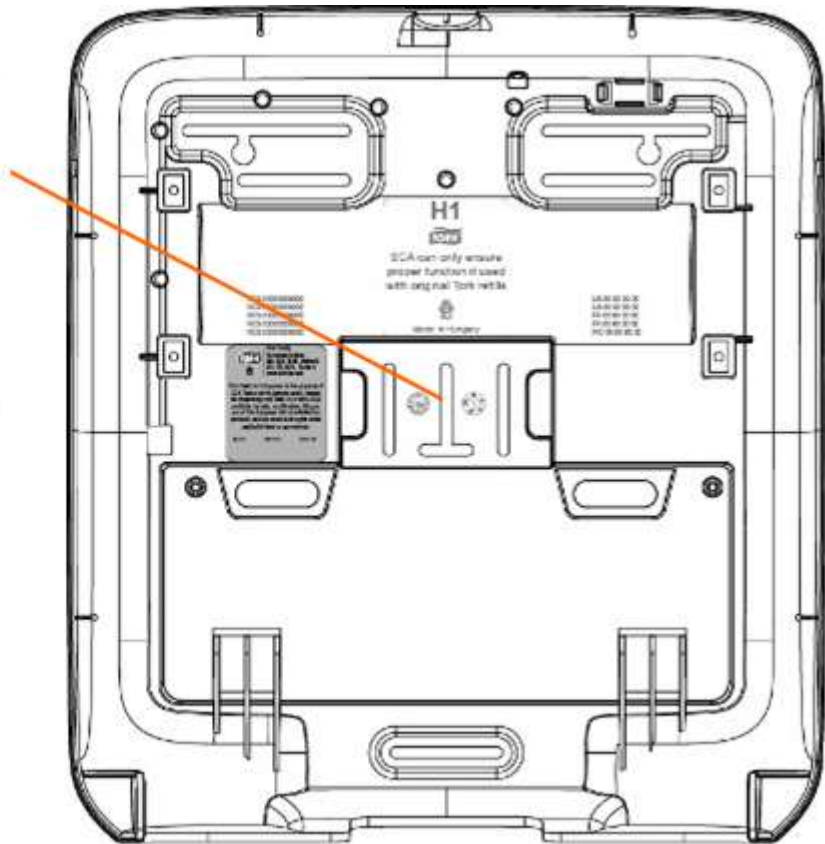
Product Date Code Location: The product date code can be found on the bottom of the TorkSelect label located on the inside, back of the dispenser. The product molding date can be found in the dated clocks engraved into the backplate of the dispenser. The product assembly date is also stamped on the outside of the dispenser carton.

Date code clocks are engraved in backplate

 Tork Quality Assurance Hotline: 866-722-8675, Option 6 www.torkusa.com

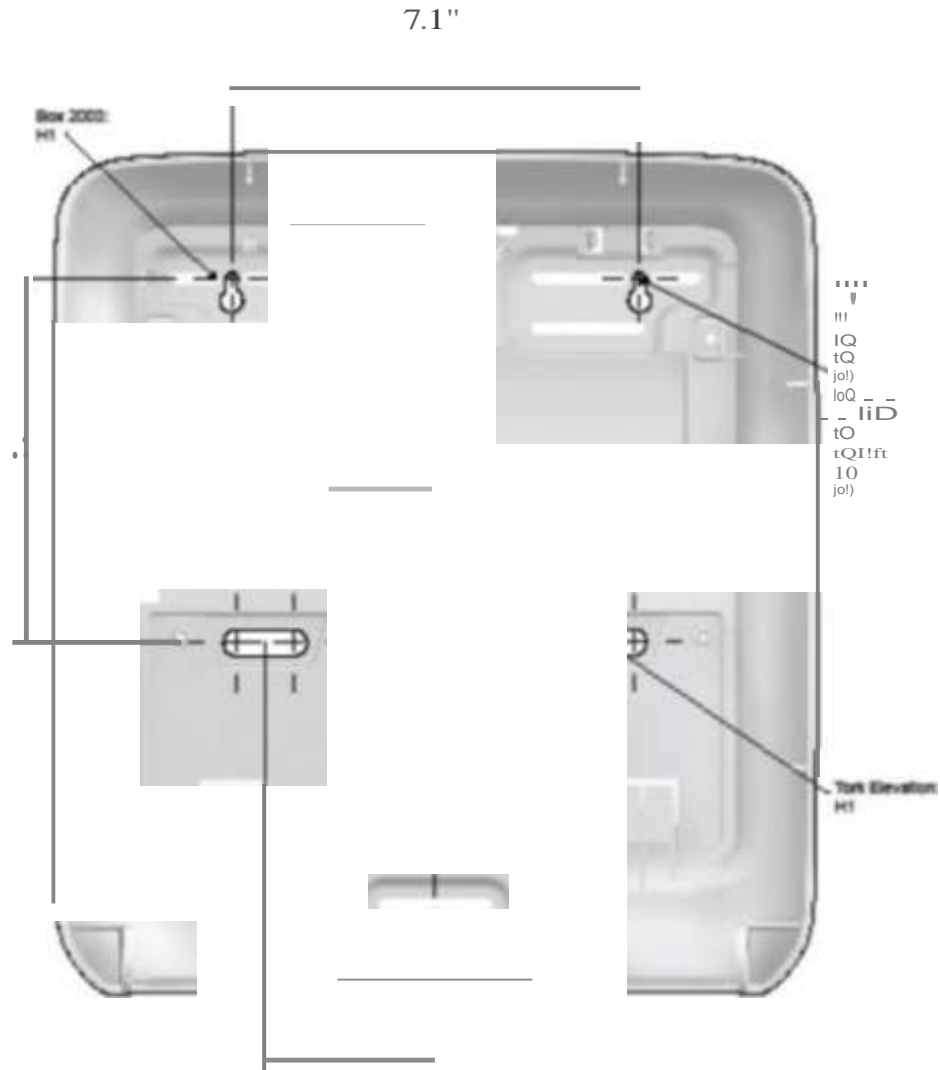
This **TorkSelect** dispenser is the property of Essity North America and is loaned for dispensing only **TorkSelect** refills. prohibits the sale, modification, filling or use of this dispenser with non-**TorkSelect** products, and will enforce its rights under applicable laws or agreements.

System:      Model No.:      Date Code:



5510202 - 5510282 - Tork Elevation H1Matic Hand Towel Roll  
Dispenser  
Mounting Hole Dimensions

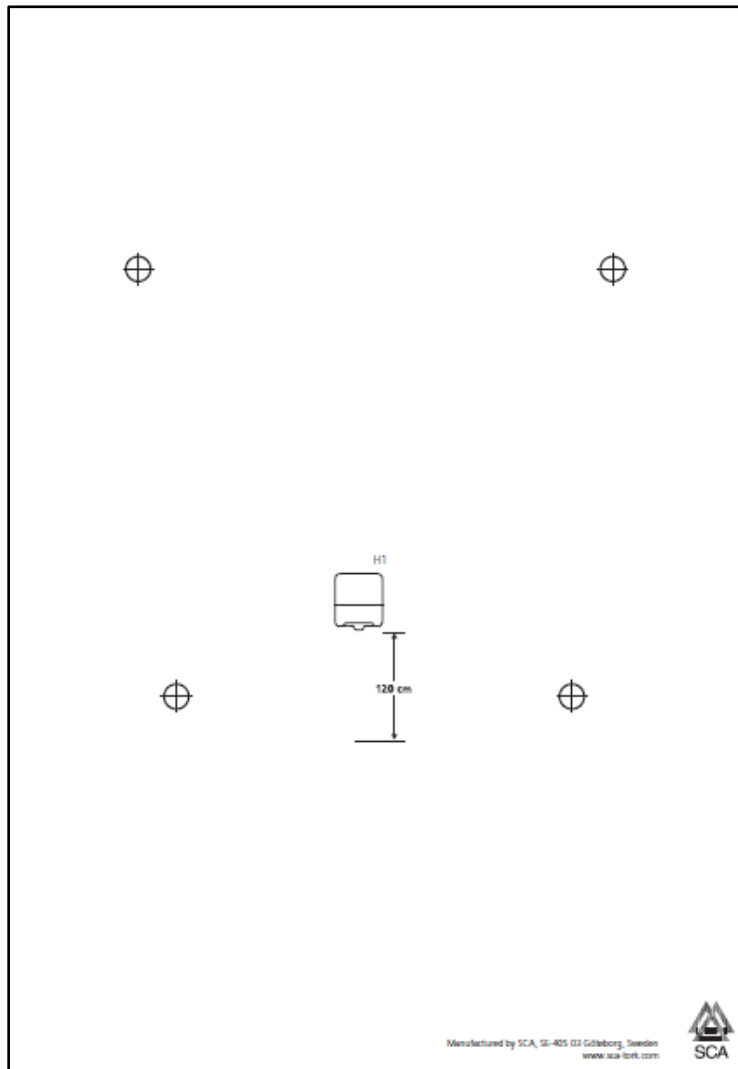
ELEVATION MATIC (5510202; 5510282)



**Recommended Mounting Height (standard access)**

Mount dispenser securely using four attachment points - two upper and two lower. Full size drilling hole template is located inside dispenser carton. Recommended mounting height for standard access is bottom of dispenser located 47.25" (120cm) above finished floor.

A full size drilling hole template is located inside dispenser.



## Mounting Instructions – ADAAG Guidelines

### 606 Lavatories and Sinks

606.1 General. Lavatories and sinks shall comply with 606.

Advisory 606.1 General. If soap and towel dispensers are provided, they must be located within the reach ranges specified in 308. Locate soap and towel dispensers so that they are conveniently usable by a person at the accessible lavatory.

### 308.2 Forward Reach.

**308.2.1 Unobstructed.** Where a forward reach is unobstructed, the high forward reach shall be 48 inches (1220 mm) maximum and the low forward reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

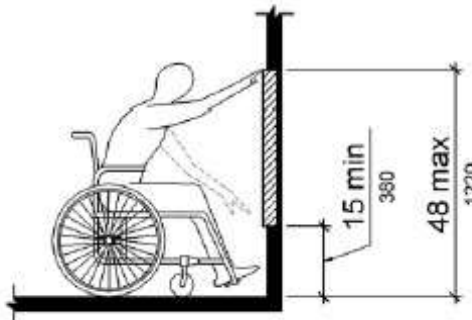


Figure 308.2.1 Unobstructed Forward Reach

### 308.3 Side Reach.

**308.3.1 Unobstructed.** Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches (1220 mm) maximum and the low side reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

**EXCEPTIONS:** 1. An obstruction shall be permitted between the clear floor or ground space and the element where the depth of the obstruction is 10 inches (255 mm) maximum.

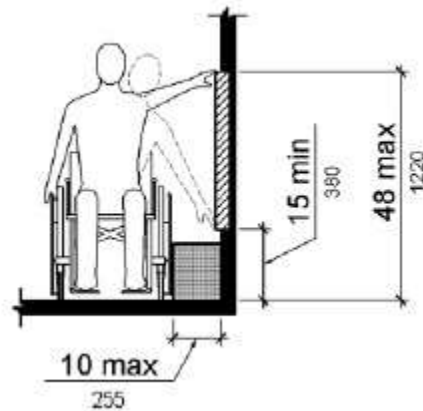
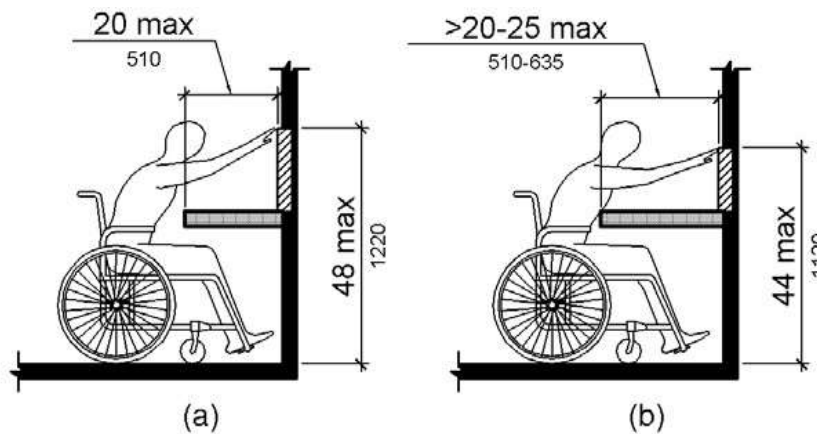


Figure 308.3.1 Unobstructed Side Reach

**308.2.2 Obstructed High Reach.** Where a high forward reach is over an obstruction, the clear floor *space* shall extend beneath the *element* for a distance not less than the required reach depth over the obstruction. The high forward reach shall be 48 inches (1220 mm) maximum where the reach depth is 20 inches (510 mm) maximum. Where the reach depth exceeds 20 inches (510 mm), the high forward reach shall be 44 inches (1120 mm) maximum and the reach depth shall be 25 inches (635 mm) maximum.



308.2.2 Obstructed High Forward Reach

### 309 Operable Parts

309.1 General. Operable parts shall comply with 309.

309.2 Clear Floor Space. A clear floor or ground space complying with 305 shall be provided.

309.3 Height. Operable parts shall be placed within one or more of the reach ranges specified in 308.

**309.4 Operation.** Operable parts shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.

### 307 Protruding Objects

307.1 General. Protruding objects shall comply with 307.

**307.2 Protrusion Limits.** Objects with leading edges more than 27 inches (685 mm) and not more than 80 inches (2030 mm) above the finish floor or ground shall protrude 4 inches (100 mm) maximum horizontally into the *circulation path*.

**EXCEPTION:** Handrails shall be permitted to protrude 4½ inches (115 mm) maximum.

**Advisory 307.2 Protrusion Limits.** When a cane is used and the element is in the detectable range, it gives a person sufficient time to detect the element with the cane before there is body contact. Elements located on circulation paths, including operable elements, must comply with requirements for protruding objects. For example, awnings and their supporting structures cannot reduce the minimum required vertical clearance. Similarly, casement windows, when open, cannot encroach more than 4 inches (100 mm) into circulation paths above 27 inches (685 mm).

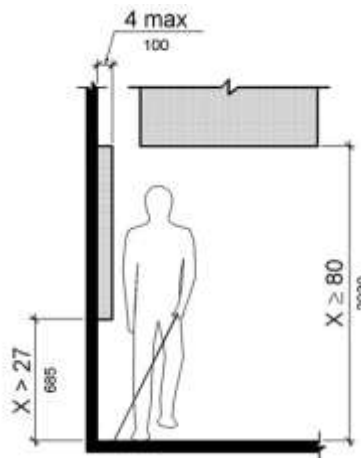


Figure 307.2 Limits of Protruding Objects Figure



**5510202 and 5510282 meet ADA technical requirements for operation and pull force. They operate with less than 5lbs force and with one hand.**

Compliance with ADA mounting guidelines is the responsibility of the installer and building owner. Local and state requirements may differ from ADAAG guidelines.

### **Recessed Mounting for H1 Elevation Matic Dispenser**

The H1 Matic dispenser can be semi-recessed in an existing stainless steel combination towel and waste cabinet using our 3096020 H1 Matic Stainless Steel Filler Panel.



Please refer to the 3096020 Parts Manual to confirm compatibility with your equipment.

### **Additional Technical Data Sheets Follow:**

Tork Elevation H1 Matic ADA Mounting Height

Tork Dispenser H1 Matic – Mounting and Filling Instructions

5510282            Specification Sheet