



**BUILDING VALUE SINCE 1906**

# Dryer Troubleshooting and Information Guide

Effective 10/31/17

**All Bobrick dryers require cleaning every 6 months to ensure that they function effectively. Please note that failing to clean the dryer may result in malfunction and can void the warranty.**

(Refer to page 3 of the [Dryer Troubleshooting and Information Guide](#) for Routine Maintenance Instructions)

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## **Links to model guides:**

[AirCraft, AirGuard, AirPro & QuietDry Dryer](#)

[Compac Dryer](#)

[Cub Dryer](#)

[Eclipse Dryer](#)

[Elan Dryer](#)

[InstaDry](#)

[Surface Mounted ADA Hand Dryer](#)

# Instructions For Using The Dryer Guide

- Signs for your safety:



General mandatory sign (to be accompanied where necessary by another sign)



Danger: Electricity

- Please fill out the Dryer Service Information Sheet completely. If a section is not necessary/available insert N/A in the space.
- If the faulty dryer has been installed for 2 months or less, then **replace complete dryer and return faulty unit to the nearest Bobrick Customer Service Department.**
- When you receive a call concerning a dryer problem inform, the customer/end user to **clean the dryer and check the motor brushes** before going on with diagnosing the problem. Fax them the cleaning instructions from the guide. If the dryer still does not function after cleaning, then continue filling out the Dryer Service Information Sheet.
- Inform the customer/end user that the malfunctioning/replaced parts must be returned to the Bobrick Customer Service Department or a charge will be made for replacement parts.



Dryer Service Information Sheet

Distributor/Rep/End-User Name: Bobrick's best

Address: 12345 Your Street, Suite 100

City: Toon Town State: Your State Zip code: 98765

Job Name: Fantasy Lane Job Location: My Town

Contact name: Jessica Rabbit Telephone: (111) 333-3333 Fax: (111) 333-4444

Email: jrabbit@bobricksbest.com Account #: 99999 Sales order #: 2468109

Invoice #: 357911 Invoice Date: 03/03/

**Dryer Model Information:**

Automatic Dryer:  TouchButton Dryer: \_\_\_\_\_ (check one)

Hand Dryer:  Hair Dryer: \_\_\_\_\_ (check one)

Dryer model #/voltage: 700 115V

Quantity defective: 1 Quantity on job: 2 Date of installation: 06/03

Date code (as seen on bottom edge of cover on dryer UL label. For example: 04A): 03C

**Dryer Information:**

When did dryer problems first occur from date of installation? Upon Installation 0-2 Months 2+ Months Out of Warranty (circle one)

*If dryer problem occurred within two months of installation, REPLACE dryer and return faulty dryer.*

Does the dryer in any way function now? NO (Yes or No)

Has the dryer been cleaned in the past 6 months? NO (Yes or No) If No, send a cleaning sheet and await outcome.

Full description of fault: Unit would not start upon installation.

**Reference to Diagnostic Sheets:**

Problem and possible solution: Faulty controller.

Problem number(s) (as seen in left margin on diagnostic sheet): # 1 F

Repair kit/parts required (if dryer needs to be returned write RETURN): Return

Part number(s) for replacements: Complete Unit Replaced on SO #: \_\_\_\_\_

**ANY DEFECTIVE PARTS MUST ACCOMPANY THIS COMPLETED SHEET TO BOBRICK'S SERVICE DEPARTMENT.**

Information sheet completed by: Your Name Completion Date: 6/6/03

Branch/Rep Firm: \_\_\_\_\_  
White Copy: To Repair>Returns Department at Appropriate Branch (attached to RGA)  
Yellow Copy: To BLA Customer Service for Internal Routing  
Pink Copy: To Customer Service Files at Appropriate Branch

# Date Code Information

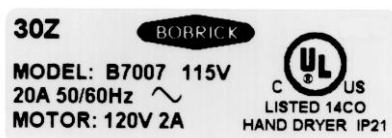
The date code on all Bobrick Dryers is found on the upper left corner of the rating label and on the serial number label.

The date code will contain two digits and one letter.  
The digits designate the week and the letter designates the year.

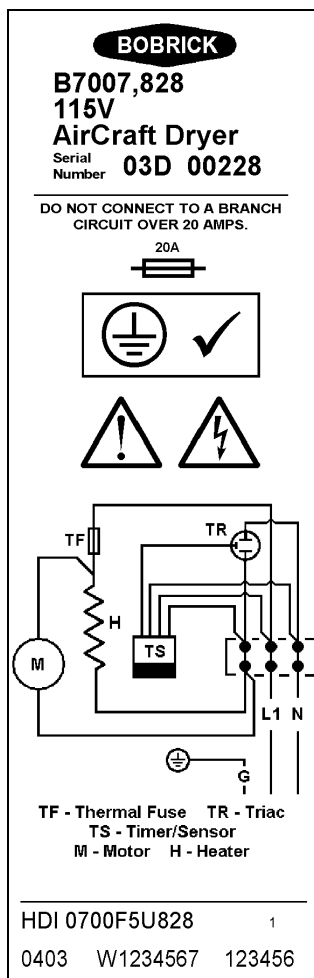
Example: 30Z      week thirty, year 2000.

All digits and letters are in ascending order..

Weeks are numbered from 1 to 52 for each year.



**Rating Label**



← Date code and serial number

**Serial Number Label**

- R = 2015
- P = 2014
- N = 2013
- M = 2012
- L = 2011
- K = 2010
- J = 2009
- H = 2008
- G = 2007
- F = 2006
- E = 2005
- D = 2004
- C = 2003
- B = 2002
- A = 2001
- Z = 2000
- Y = 1999
- X = 1998
- W = 1997
- V = 1996
- U = 1995
- T = 1994
- S = 1993
- R = 1992
- P = 1991
- N = 1990
- M = 1989

# Routine Maintenance Instructions

- All Bobrick Dryers require cleaning every 6 months to ensure that they function effectively. Please note that failing to clean the dryer may result in malfunction and can void the warranty.
- If the dryer is installed in an area prone to dust and dirt this cleaning procedure should be carried out more frequently.
- Check the length of motor brushes, where applicable, when performing the cleaning procedure.

## Cleaning Instructions:



### a) The Exterior of Cover

Should be cleaned with a damp cloth, **DO NOT** use aggressive cleaners or solvents as they may permanently damage the surface.

Bobrick dryers are drip proof (IP21 or better, see rating label). **DO NOT** spray with liquids to an extent that they could enter the unit.

### b) The Interior

Having turned off all power to the dryer, remove the cover.

Using a small brush or vacuum, carefully clean out the build up of dust and lint.

Check the length of the motor brushes. If less than ½" replace. Check that motor brushes are installed correctly and that brushes are worn evenly.

Replace the cover.

Turn the power back on.