

HEMLOCK

OWNER'S MANUAL
INSTALLATION GUIDE
WARRANTY



OWNER'S MANUAL

THANK YOU FOR CHOOSING TO BUY AN ALPINE HAND DRYER.

WARNING

A comprehensive installation guide is enclosed with the unit packaging. This contains detailed information on the correct installation of the unit which **MUST** be adhered to completely. Damage caused by incorrect installation is not covered by your warranty. If hardwired, installation **MUST** be by a qualified electrician. The instructions in this manual and the installation guide must be followed completely. Failure to do so may result in incorrect operation, damage to property and/or personal injury. Alpine Industries will not be held liable for any damage to property or personal injury, or any loss of business or revenue, if you, your staff, your installer or service engineers have not followed the instructions given in this manual and the installation guide.

IMPORTANT SAFETY INSTRUCTIONS

WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY, NOTE THE FOLLOWING:

This unit is not intended for use by persons (including children) with reduced physical, sensory or reasoning capabilities, or lack of knowledge, unless they have been given supervision or instructions concerning use of the unit by a person responsible for their safety.

Do not use hand dryer for any purpose other than drying hands. Use this unit only in the manner intended by the manufacturer.

Before servicing, switch the power to off at the service panel. Ensure the switch is locked to prevent the power from being accidentally switched on. If the means of switching off the power cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.

Children should be supervised to ensure that they do not misuse the unit.

Do not obstruct air inlet holes or outlets.

If you have any further questions contact the manufacturer.

CAUTION

Your hand dryer should be located indoors. To reduce the risk of fire or electric shock, do not expose the internal mechanisms/components of this unit to moisture.

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USER SUGGESTION

To confirm correct hand location, position hands so that LED light is visible on them.

CLEANING / MAINTENANCE

Before servicing or cleaning the unit, switch power to off at the service panel. Lock to prevent power from being switched on accidentally.

If you cannot lock the service panel, securely fasten a prominent warning device, such as a tag, or label, to the panel.

WARNING:

Do not pressure-wash the unit.

Do not clean the filter or allow it to come in contact with water.

OUTSIDE

Gently wash cover and air inlet holes using a soft cloth, lukewarm water, and a non-abrasive cleaner.

INSIDE

Alpine recommends regularly checking and cleaning the insides of your machine to ensure proper performance. Use a soft dry cloth or brush to gently remove dust from parts and inlet holes. If your unit contains a filter, be sure it does not come in contact with water.

INSTALLATION GUIDE

WARNING

For proper electrical connections, check your local building codes.

If hard wired, unit must be installed by a qualified, licensed electrician.

PRE INSTALLATION WIRING

Ensure that the electrical supply corresponds to that shown on the rating sticker of unit. Permanent damage to the unit may result if connected to any electrical supply other than that stated on the rating sticker of the unit.

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Confirm that the electricity at the main panel is switched to off before installing or maintaining the unit.

The unit must be protected by an independent circuit.

Hardwiring	
Live/Hot wire	brown, or red
Neutral wire	black, blue, white, or gray
Ground wire	green, or yellow

INSTALLING THE HAND DRYER UNIT

CAUTION: Make sure that no electrical wiring or pipe work are located directly behind area of drilling.

Be sure there is no obstruction between floor and dryer. If mounted over counter top place dryer no less than 16 inches above counter. Do not install dryer over wash basin.

1. If hardwired, disconnect power source of electricity previously bought to the hand dryer location.
2. Mark wall at appropriate mounting height according to height guide below.

Recommended Height Guide From floor to bottom of dryer	
Men	45"- 114 cm
Women	43"- 109 cm
Teens	42"- 107 cm
Young Children	34"- 86 cm
Handicapped	38"- 97 cm

3. Hold the template (supplied) against bare wall. Make sure that the line of template representing bottom of dryer is horizontal. Mark location of screws.
4. Remove shipping security screw located at center top of back-plate.
5. Use wrench (supplied) to remove the two mounting screws located at the side of the cover and lift cover up from base plate.
6. If electrical wiring entry is made from rear, remove the pre-formed knock-out from the base plate.
7. Attach base plate to the wall at the 4 previously marked points. Beware if you prefer unit not to meet wall use rubber gaskets supplied.
8. Attach cover to the base plate. Push bottom in first.
9. Replace screws previously removed from cover using wrench.
10. Restore power and test for proper operation.

TROUBLESHOOTING GUIDE

Troubleshooting and internal maintenance must be performed by qualified service personnel.

<p>Dryer fails to start</p>	<p>Check if the fuse/circuit breaker is working and if the power supply is connected. Disconnect power and remove dryer cover. Reconnect power and check if the dryer is receiving voltage at terminal block. Replace electric circuit board and/or microcomputer board and/or sensor board.</p>
<p>Dryer turns on by itself, does not always turn on, or does not shut off</p>	<p>Ensure there is no obstruction on or in front of infrared sensor next to air outlet. Ensure there is no dirt on sensor lens. Ensure dryer is not mounted too close to a counter top or object.</p>
<p>Dryer heats up but no air comes out</p>	<p>Disconnect power. Remove dryer cover and check for any obstructions in the fan housing. Check the wire connections to motor. Replace motor.</p>
<p>Dryer blows cold air</p>	<p>Disconnect power. Remove dryer cover and check for loose or damaged wires. Check heating element to see if burned. If so replace heating element.</p>
<p>Dryer makes a ticking, whining or buzzing noise</p>	<p>Disconnect power. Remove dryer cover and check the brushes for worn condition. If so replace brushes. Check if fan is rubbing on the housing as it is rotating.</p>
<p>Dryer has a loss of air volume</p>	<p>Disconnect power. Remove dryer cover and check for obstructions in the housing or air inlet. Check for slow running motor or burning smell. If so replace motor. Check if filter is clean. Check if fan is damaged. If so replace fan.</p>

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LIMITED WARRANTY

BEFORE REQUESTING SERVICE PLEASE REVIEW THE TROUBLESHOOTING GUIDE.

TERMS AND CONDITIONS OF THE ALPINE 5 YEAR LIMITED WARRANTY:

Your warranty begins from the date of purchase. Please retain your proof of purchase. If you do not have your proof of purchase the warrantee begins 30 days after the date of manufacture, according to Alpine records.

The warrantee coverage only covers the original owner.

If hardwired, proof of installation date by a license electrician is required.

Any parts which are returned and replaced will become the property of Alpine.

The replacement of any part is warranted for the remainder of the original warrantee period.

WHAT IS COVERED

The parts are warranted for a period of 5 years from the start of the warranty.

Filter and the wire cord for a period of one year from the start of the warranty.

Alpine Industries will provide part replacement for original defects, when used in accordance to the owner's manual and installation guide.

WHAT IS NOT COVERED

Labor or other service costs. Removal, installation, repair, shipping, or handling.

Any damage to the product caused by accident, negligent, misuse or vandalism.

Damages caused from an external source like weather, transit, flood, electrical outages or power surges.

Use of parts not installed or assembled in accordance to the instructions of Alpine.

Use of components which are not Alpine parts.

Damage caused by cleaning which is not in line with the manual instructions.

Any flood, property, electrical or structural damage. Any loss of business, revenue or personal injury as a result of the product failure, accident, abuse or misuse.

If installed outdoor or in a corrosive or wet environment containing hazard chemicals.

Any product that have had a serial number or any part that was altered, defaced or removed.

WARRANTY LIMITATIONS AND EXCLUSIONS

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Any other warranties relating to your Alpine hand dryer, including, but not limited to, warranty of merchantability, are limited to the duration of this warranty. Some states do not allow the exclusion or limitations of incidental or consequential damages so this limitation or exclusion may not apply to you.

Alpine will not liable for any consequential, incidental, special damages you may incur in connection with your Alpine hand dryer, some states do not allow the exclusion or limitations of incidental or consequential damages so this limitation or exclusion may not apply to you.

TO REQUEST WARRANTY SERVICE

Contact the seller, contractor or distributor who sold/installed your Alpine hand dryer.

Proof of the sale date and the date of installation by a licensed electrician is required.

Otherwise the 5 year limited warranty will begin 30 days after manufacturing according to Alpine's records.

**ALPINE INDUSTRIES
27 SELVAGE STREET
IRVINGTON, NJ 07111**