



Tork Xpress Countertop Dispenser

How to fix a dislodged spring

If you or your customer opens a Tork Xpress Countertop Dispenser and it seems to be “broken”, it’s actually just an issue with the spring or spring plate becoming slightly dislodged in shipping. Below is a simple way to fix the issue.

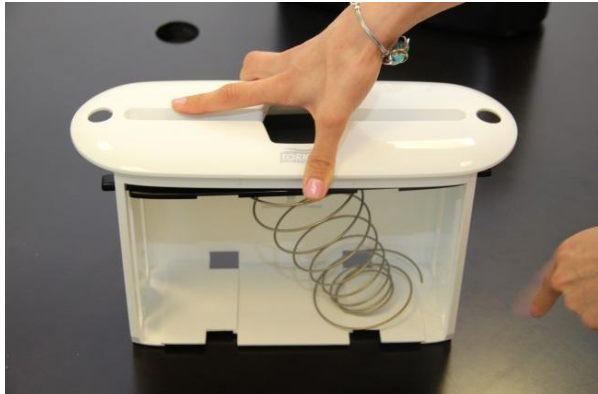
If you open the box and look inside the dispenser and can see a portion of the black spring plate like this:



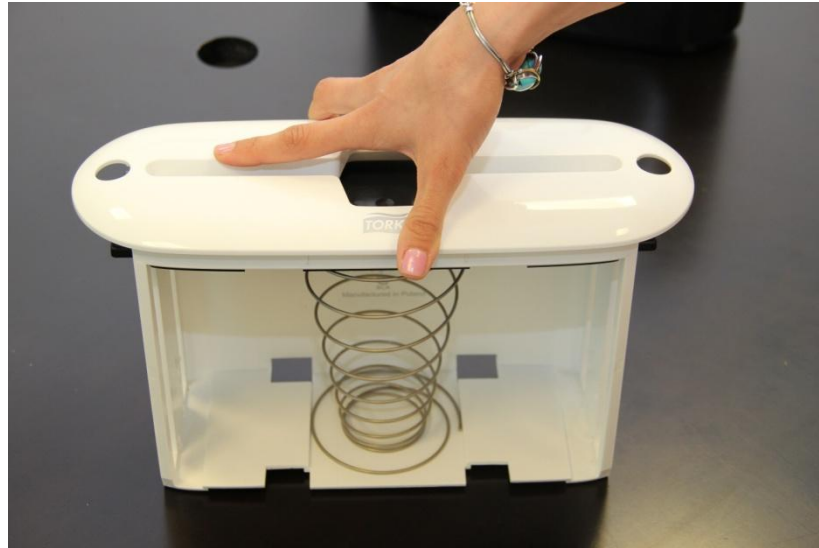
you’ll need to do a few simple things to ensure the dispenser will function properly. First, open the dispenser by pushing the buttons on the top of the dispenser to release the cartridge:



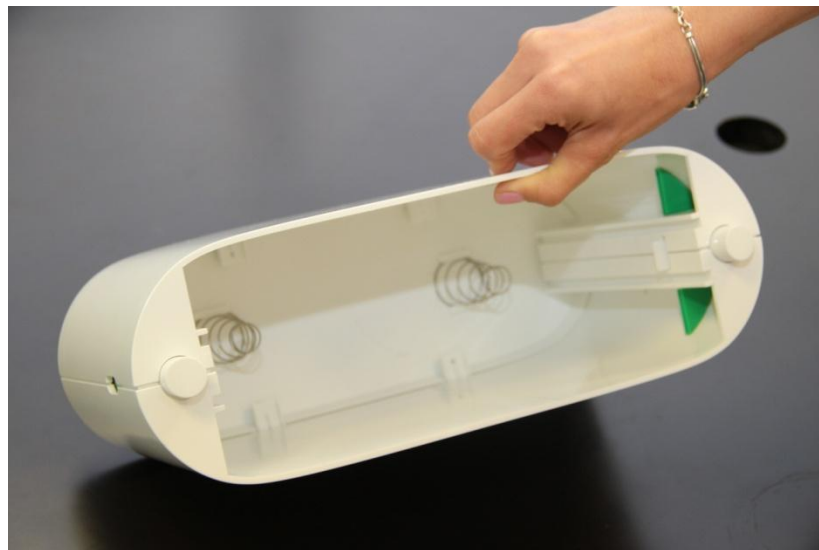
You might see the faceplate at an angle or the spring dislodged.



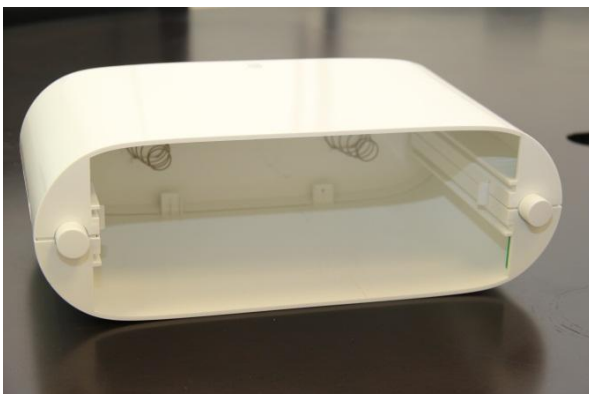
To fix the dislodged spring, simply push it back into the indented area at the bottom so it looks like this:



To fix the spring plate, you'll need to ensure the green refill indicator tabs are positioned correctly.



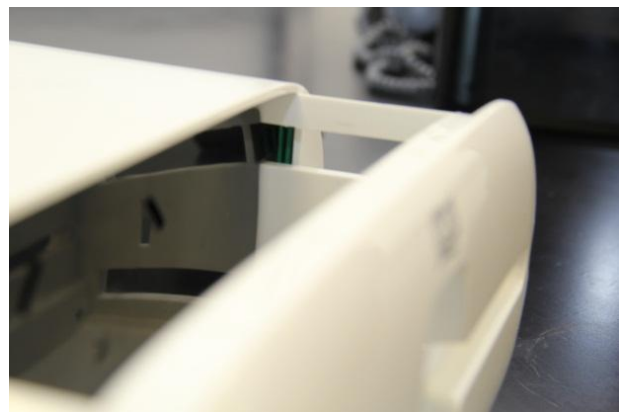
To do this, place the dispenser on its side (ensure that the logos are lined up so that they are on the same side) and push the tabs to the top of the dispenser so that it looks like this:



To fix the spring plate, you'll need to insert the cartridge leaving enough of an opening so that you can put your hand in to adjust it:



You will now need to push each side of the spring plate BEHIND the green refill indicator tabs:



You'll know that you've done it correctly by pushing on the cartridge and seeing the refill indicator move from red to green:

