

XIBU Tips and Tricks



January 2018







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Checklist for troubleshooting on site

This checklist serves an aid for the fast detection of malfunctions and signs of wear in the dispensers and, if possible, for carrying out on-the-spot repairs.

The overriding principle must be that dispensers have to be repaired on site and that only hopeless cases are dismantled and sent to the headquarters.



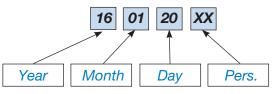
XIBU senseSEATCLEANER XIBU senseMOISTCARE



XIBU touchSEATCLEANER

Batch number

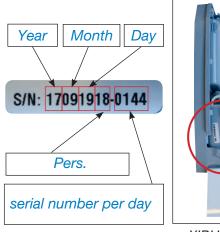
The batch number for 20 January 2012 is formed as follows:.



The batch number is printed on the respective dispenser here

Batch-number

Since 14.9.2016 printed on all dispensers. The batch number is formed as follows: For example the date 17.09.2019.



XIBU XL senseFLUID



XIBU touchMULTIFOLD



XIBU senseTOWEL XIBU touchTOWEL



XIBU touchTISSUEPAPER



XIBU senseFRESHAIR



XIBU senseFOAM XIBU senseDISINFECT XIBU senseDISHES



XIBU touchFOAM

XIBU TISSUEPAPER



XIBU touchTISSUEPAPER

Article no. 411010065000

Abb. 1: XIBU touchTISSUEPAPER

Technical package



Abb. 2: XIBU touchTISSUEPAPER Technical package

Spare part name: XIBU touchTISSUEPAPER techn. package

XIBU TISSUEPAPER

Replacing the cover assembly



Fig. 1: Cover assembly

Fig. 2

Fig. 4

Fig. 3

Remove the gear rack from the gear. (Fig. 4)

Replacing the cover assembly

Open the dispenser with the XIBU key.

Press the red (grey) locking lever on the left side wall (Fig. 2) and slide it upwards (Fig. 3).

Press the right side of the cover lightly to the outside so that the cover can be turned to the side wall via the latch (Fig. 5).

Turn the cover down and then remove it from the pivot on the side wall (Fig. 6).

Spare part name: WC cover white XIBU

Article no. 492011620000

The installation of the new cover takes place in the reverse order!







Fig. 5 Fig. 6 **rotation point**

XIBU TISSUEPAPER

Change the lid clip



Fig. 1

Change oft he lid clip:

Twist the lid clip counterclockwise until it strikes and remove it. (Fig. 1 + 2)

The insert of the lid happens in the opposite order.

Spare part name: XIBU WC lid clip

Artikel number: 492011830000



Fig. 2

XIBU senseFOAM / XIBU senseDISINFECT / XIBU senseDISHES

XIBU senseFOAM Article no. 411020105000



Fig. 1

XIBU senseDISINFECT Technical package

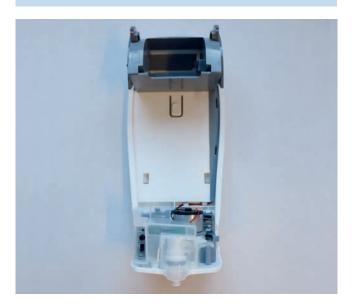


Fig. 3

Spare part name: XIBU senseDISINFECT techn. package

Article no. 492011820000

XIBU senseFOAM Technical package



Fig. 2

Spare part name: XIBU senseFOAM techn. package

Article no. 492011650000

XIBU senseDISHES Technical package



Fig. 4

Spare part name: XIBU senseDISHES techn. package

XIBU senseFOAM / XIBU senseDISINFECT / XIBU touchFOAM / XIBU senseDISHES

Replacing the cover assembly



Fig. 1: Cover assembly, white

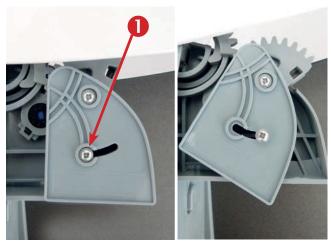


Fig. 2

Fig. 3

Slide the new cover into the guide on the swivel joint and put back together in the reverse order.

Tools used:

Phillips screwdriver size PH1

Replacing the cover:

Open the dispenser with the XIBU key

• Loosen the screws on the left and the right side of the cover, (Fig. 2 and 3) so that the cover can be pushed back. (Fig. 3) The cover can now be removed.

XIBU senseDISHES

Spare part name: XIBU senseDISHES cover

Article no. 492011895000

XIBU senseDISINFECT

Spare part name: DI cover white XIBU

Article no. 492011645000

XIBU senseFOAM

Spare part name: SE cover white XIBU

Article no. 492011575000

XIBU touchFOAM

Spare part name:

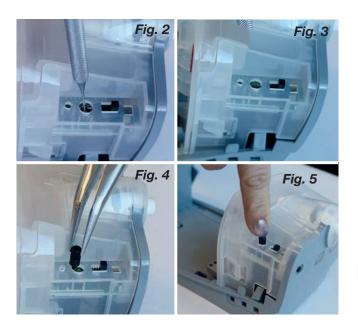
SE cover white XIBU touch

XIBU senseFOAM / XIBU senseDISINFECT / XIBU senseDISHES / XIBU senseSEATCLEANER / XIBU senseMOISTCARE

Replacing the potentiometer axis



Fig. 1



Tools used:

Pin punch (Fig. 6) Needle nose pliers XIBU key



Requem:

Broken potentiometer axis



Solution:

Replace the potentiometer axis

Push the remainder of the potentiometer shaft out with the pin punch (Fig. 2)

Insert the new potentiometer shaft (Fig. 3 and 4) with the needle nose pliers and press it in lightly by hand (Fig. 5)

Spare part name: SE potentiometer axis XIBU Article no. 492011580000



Fig. 6 A

XIBU senseFOAM / XIBU senseDISINFECT / XIBU senseDISHES

Battery tray assembly



Fig. 7: Battery tray assembly

Request:

No blinking signal, dispenser without function

Possible causes: Batteries are completely empty, the battery springs are broken, the battery contacts are oxidised

Solution:

Replace the batteries and/or battery tray

Spare part name: SE battery case XIBU

XIBU senseFOAM / XIBU senseDISINFECT / XIBU senseDISHES / XIBU senseSEATCLEANER / XIBU senseMOISTCARE

Changing the soap/disinfect tank





Spare part name:

XIBU SE-S Tank komplett HAG

Article no.: 492012000000

Spare part name:

XIBU DIS Tank komplett HAG

Article no: 492012010000

Request:

intake bag broken fill level display does not work third party product was filled in technical package has to be replaced



Fig. 1



Fig. 2

Solution:

replace the tank

Remove the dispenser from the wall and turn it around.

Press in the notches with the screwdriver, and pull out the tank (Fig. 1-2).

Insert the new soap tank and press in until the tank snaps into place (click).

XIBU senseSEATCLEANER / XIBU senseMOISTCARE

SEATCLEANER

XIBU senseSEATCLEANER

Article no.: 411010145000 **←**



XIBU senseMOISTCARE Article no.: 411010165000

Technical package



Spare part name: XIBU senseSEATCLEANER TP

Article no.: 492012110000

←

Spare part name: XIBU MOISTCARE TP





Fig. 1: senseSEATCLEANER technology package

Fig. 2: senseMOISTCARE technology package

XIBU senseSEATCLEANER / XIBU touchSEATCLEANER / XIBU senseMOISTCARE

Replacing the cover assembly



Fig. 1 XIBU senseSEATCLEANER lid



Fig. 2 XIBU touchSEATCLEANER lid



Fig. 3 XIBU senseMOISTCARE lid

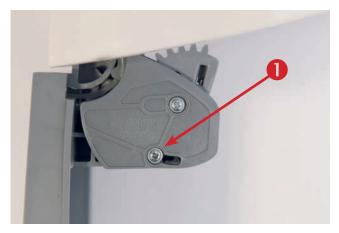


Fig. 4

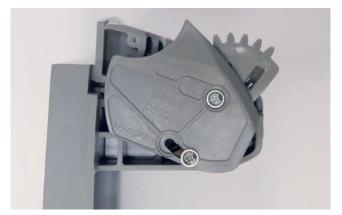
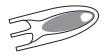


Fig.5

Tools used:Phillips screwdriver size PH1



Lid replacement:

Open the dispenser with the XIBU key.

Undo screw • on the left-hand side of the cover (Figs. 4 and 5) so that the covers can be pushed to the back (Fig. 5). The lid can now be taken off.

Insert the new lid into the guide at the pivot joint and reassemble in reverse order.

XIBU touchFOAM



XIBU touchFOAM wl

Article no. 411020145000

Technical package



Fig. 1: touchFOAM technical package

Spare part name: XIBU touchFOAM white techn.p.

Article no. 492011740000

Spare part name: XIBU touchFOAM black techn.p.

XIBU touchFOAM

Replacing the technical package assembly

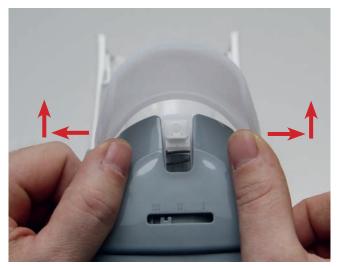


Fig. 1



Fig. 2

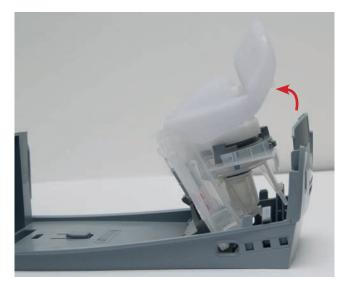
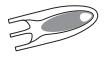


Fig. 3

Tools used:Slot screwdriver, size 2 XIBU key



Replacing the technical package:

Loosen the push piece from both latches. (Fig. 1)



Loosen the lock on the bottom of the rear side by using the screwdriver. (Fig. 2)

Pull the technical package forwards (Fig. 3) and loosen it from the holder.

The installation of the new technical package takes place in the reverse order.

XIBU touchSEATCLEANER



XIBU touchSEATCLEANER Article no.: 411010155000

Technical package



Fig. 1: touchSEATCLEANER TP dl

Spare part name: XIBU touchSEATCLEANER TP bl

Article no.: 492012105000

Spare part name: XIBU touchSEATCLEANER TP dl

XIBU touchSEATCLEANER

Replacing the technical package assembly

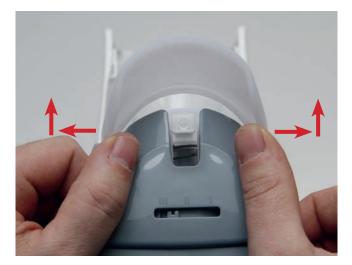


Fig. 1

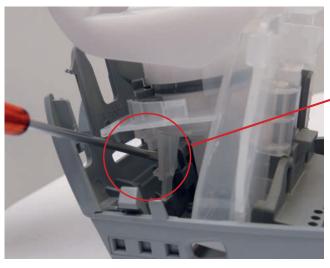


Fig. 2



Fig.3

Tools used:Slot screwdriver, size 2 XIBU key



Replacing the technical package:

Loosen the push piece from both latches. (Fig. 1)



Open the lock at the bottom using a screwdriver (Fig. 2).

Pull the technology package forward (Fig. 3) and detach it from the mounting.

Install the new technology package by following above instructions in reverse order.

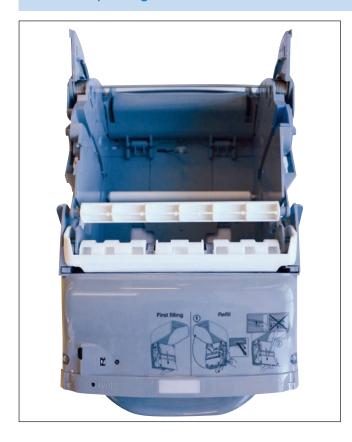


XIBU senseTOWEL

Article no. 411020115000

Fig. 1: XIBU senseTOWEL

Technical package



Spare part compatible with batch no. 110115XX and higher

Fig. 2: XIBU senseTOWEL Technical package

Spare part name: XIBU senseTOWEL techn. package

Replacing the cover assembly

Tools used:Phillips screwdriver size PH1 XIBU key



Fig. 1: Baugruppe Deckel weiß

REPLACING THE COVER

Use the XIBU key to

Open the cover → remove the paper roll →

Remove screw 2 on the left and the right side of the cover swivel joint using the Phillips screwdriver. (Fig. 2 and 3)

Loosen screw **1** by a single rotation. **Attention! Only a single rotation** (Fig. 2 and 3)

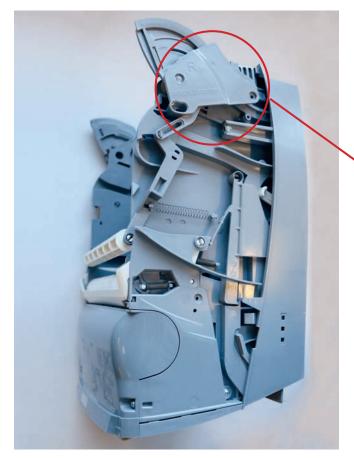




Fig. 2

Replacing the cover assembly



Fig. 1

Twist the swivel joint upwards to the right and left as seen in Fig. 1.

This exposes the gears of the cover and the cover can be carefully lifted out.

When mounting the cover, ensure that the guides slide inside each other (Fig. 3) and the gears are positioned as in (Fig. 2).



Fig. 2



Fig. 3



Fig. 4

Then twist the cover swivel joint back to its original position and tighten both screws again (Fig. 4)

Spare part name: HT cover white XIBU

Cover microswitch



Fig. 1

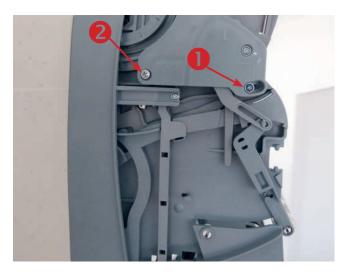


Fig. 2



Fig. 3 Fig. 4

Tools used:

Phillips screwdriver size PH1 Long nose pliers

Request:

No paper is dispensed despite a green blinking LED (no difference whether the cover is open or closed).

Possible cause:

Microswitch (cover) is not working!

Analysis:

Press and hold the microswitch with a finger (Fig. 1) now check whether the dispenser is dispensing paper?

The dispenser is dispensing paper!

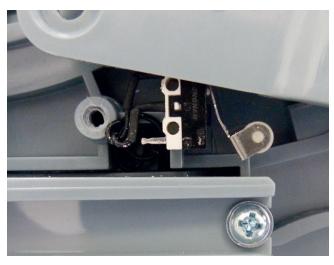
Solution:

On the cover swivel joint, remove screw 2 on the left and loosen screw 1 (1 rotation).

Rotate the cover upwards so that the microswitch becomes visible (Fig. 2).

Now gently bend the microswitch upwards using the long nose pliers (Fig. 3 and 4).

It is put back together in the reverse order.



Replacing the battery tray



Fig. 1: battery tray



Fig. 2



Fig. 3



Fig. 5

Request:

No blinking signal and/or no function!

Possible causes:

The batteries are completely empty the battery springs are broken the battery contacts are oxidised

Solution:

Replace the batteries and/or battery tray

Open the cover → remove the paper roll →

Open the battery tray by pressing in the 2 tabs of the battery tray (see the arrow on the battery tray)

(Fig. 2 - 3)

After removing the batteries, press in on the tabs again and push the battery tray all the way down. (Fig. 4)



Fig. 4

Remove the batteries from the holder and replace them (Fig. 5)

The installation of the battery tray takes place in the reverse order.

Spare part name: BG HT battery case XIBU

Tensioning roller spring



Fig. 1 roller spring

Tools used: XIBU key

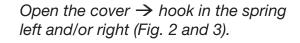


Request:

Paper comes out of the dispenser crooked (comes out one-sided).

Solution:

Replace the tensioning roller spring (missing)



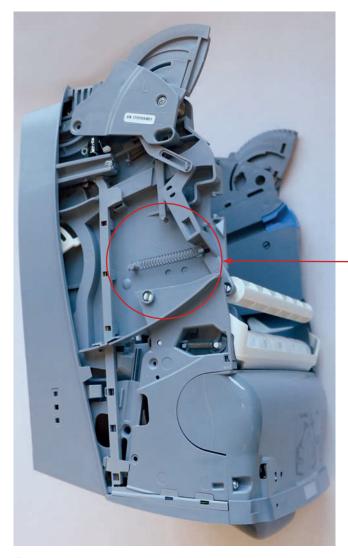


Fig. 2



Fig. 3

Spare part name: XIBU HTR tension.roller.spring

Replacing the cutting unit assembly



Fig. 1: cutting unit

Fig. 2

Tools used:

Phillips screwdriver, size PH1 slot screwdriver, size 2

Request:

Paper jam; paper is cut poorly or not at all.

Solution:

Replace the cutting unit.

Open the cover \rightarrow remove the paper roll \rightarrow press the hand button back and insert the XIBU key (Fig. 2). Loosen both screws on the cutting unit (Fig. 3)

Press down the catches on the left and the right side with a slot screwdriver to loosen the cutting unit. (Fig. 4)

Spare part compatible with batch no. 110115XX and higher

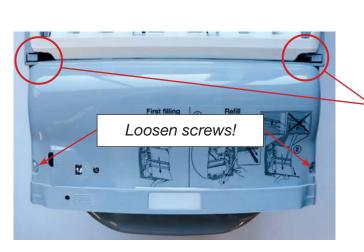
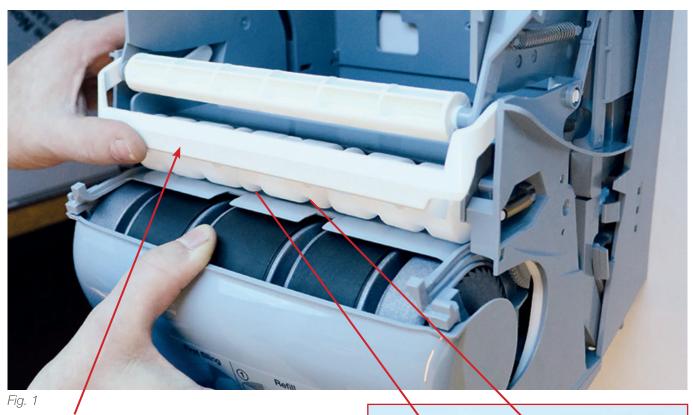


Fig. 3 Fig. 4



Replacing the cutting unit assembly

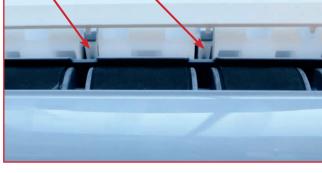


Lift the paper sensor lever and tilt the cutting unit forward and/or remove it. (Fig. 1 and 2)



Fig. 2

Spare part name: BG. HT cutting unit XIBU w. Article no. 492011540000



Please observe:

On installation, the paper sensor must slide over the cutting unit!

Installation of the new cutting unit:

Lift the paper sensor lever slightly and carefully push in the cutting unit.

Tighten the 2 screws again and remove the XIBU key from its anchoring position.

Replace the paper roll, turn the switch to "on" and close the cover →

Test the dispenser!

Replacing the lower counter roller

Tools used:

Phillips screwdriver size PH1



Request:

Paper is not transported. Motor noises can be heard (at rest) Irregular feeding sound. Rubber has completely or partially come off the drive roller

Solution:

Replace the lower counter roller.

Open the dispenser, open the battery tray

Remove the cutting unit → The lower counter roller is now visible (Fig. 1).

Spare part compatible with batch no. 110115XX and higher

Spare part name: XIBU senseTOWEL counter roller

Article no. 492011690000



Fig. 2: XIBU senseTOWEL lower counter roller

Spare part name: Axle clamp ring senseTOWEL

Article no.: 492012280000



Remove the axle clamp ring from the axle by using a screw driver (Fig. 1).

Move the counter roll off the right and the left side of the holder. (Fig. 2 and 3)

Pull the panel toward you - it provides enough space to unthread and to remove the counter roll. (Fig. 4 and 5)



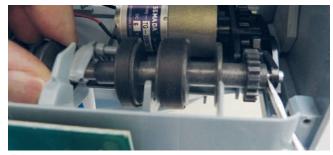


Fig. 2



Fig. 3



Fig. 4



Fig. 5

Replacing the lower counter roller





Fig. 2

Fig. 3

The installation takes place in reverse order. Insert a new axle clamp ring onto the axle with the help of the mounting finger (Fig. 1 + 2).

After the counter roller has been installed, the rocker has to be checked for ease movement and correct positioning. (Fig. 3)

ESD Film installation

Spare part name: XIBU HTR ESD Film

Article no: 492012120000

Request:

Dispenser automatically dispenses paper or dispenses paper.



Fig. 5: Remove circuit board from mount



Fig. 6



Fig. 4: Film

Fig. 7: Shorten the two supports by ca. 1 mm with a side cutter



Fig. 8: Insert ESD film behind the board



Fig. 9: Snap in the board

Film must not protrude

XIBU senseTOWEL/touchTOWEL

Replacing the top counter roller

This error appear only with dispensers showing a batch.-no. before 141027XX.

Tool used:

Flat screw driver

Issue:

Paper is cut poorly or on one side only

Solution:

Replace top counter roller when broken.



Fig. 1



Fig. 2



Fig. 3

Remove central reinforcement. For this purpose, lever out the latch mechanism on the left and right-hand sides by means of a flat screwdriver, (Fig. 1) and remove the central reinforcement upwards and out of the dispenser (Figs. 2+3). Push tension roller to the front.

Remove both springs on the counter roller (Fig. 4).

Remove defective counter roller (Fig. 5).



Fig. 4



Fig. 5

Name of spare part: Top counter roller 1K

Article number: 4920119900

XIBU senseTOWEL/touchTOWEL

Replacing the top counter roller



Fig. 1



Fig. 2



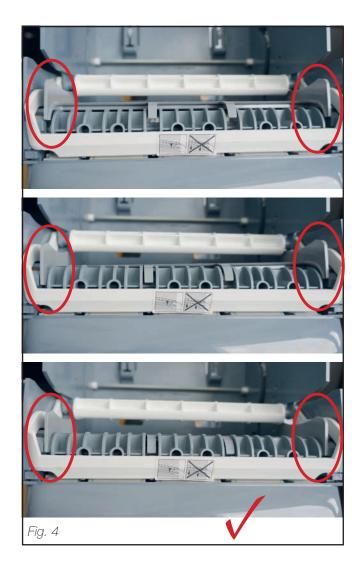
Fig. 3

Insert spare part (Fig. 1) – hook in both springs again.

Re-insert central reinforcement from above. Please make sure that the component is inserted into the vertical guide slots (Fig. 2).

Press down the central reinforcement until it audibly clicks into place and fits accurately and gap-free (Fig. 4).

The distance between the tension roller and central reinforcement must be identical on both sides. The tension roller must not touch the central reinforcement.





XIBU touchTOWEL

Article no. 411020125000

Fig. 1: XIBU touchTOWEL

Technical package



Fig. 2: XIBU touchTOWEL Technical package

Spare part name: XIBU touchTOWEL techn.package

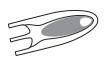
Replacing the cover assembly



Fig. 1: Baugruppe Deckel white

Tools used:

Phillips screwdriver size PH1 XIBU key



Replacing the cover

Use the XIBU key to

Open the cover → remove the paper roll →

Remove screw ② on the left and the right side of the cover swivel joint using the Phillips screwdriver. (Fig. 2 and 3)

Loosen screw **1** by a single rotation. **Attention! Only a single rotation** (Fig. 2 and 3)



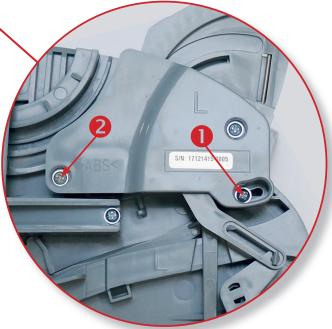


Fig. 2

Replacing the cover assembly



Fig. 1

Twist the cover of the swivel joint upwards to the right and left as seen in Fig. 1.

This exposes the gears of the cover and the cover can be carefully lifted out.

When mounting the cover, ensure that the guides slide inside each other (Fig. 3) and the gears are positioned as in Fig. 2.



Fig. 2



Fig. 3



Fig. 4

Then twist the cover of the swivel joint back to its original position and tighten both screws again (Fig. 4)

Spare part name: HT cover white XIBU touch

Tensioning roller spring



Fig. 1 roller spring



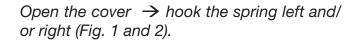


Request:

Paper comes out of the dispenser crooked (comes out one-sided).

Solution:

Replace the tensioning roller spring (missing).



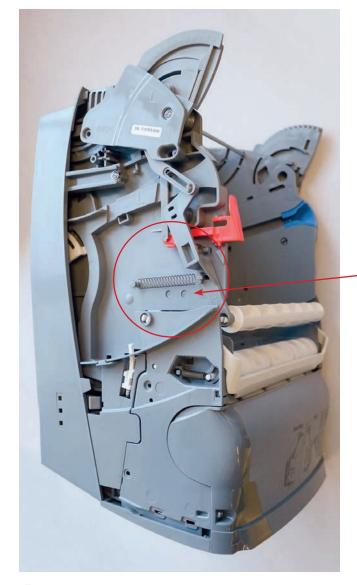


Fig. 2

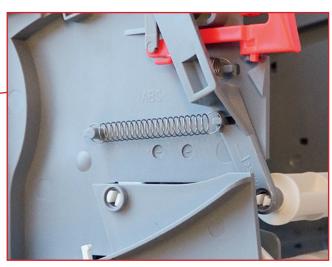


Fig. 3

Spare part name: XIBU HTR tension.roller.spring

Insert spring



Fig. 1

Request:

No paper is transported.

Solution:

Insert the spring at the mounting points (see Fig. 2).

Spare part compatible from batch no. Ch.-No. 150113XX

Spare part name:

XIBU HTR-T Spring Nachförderer

Artikel number: 492011840000

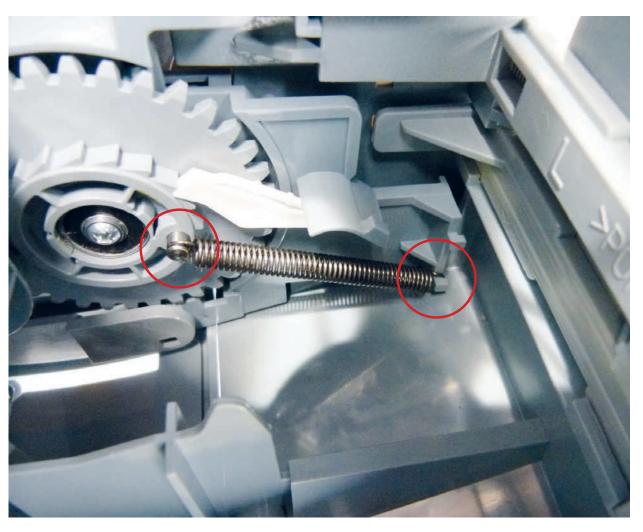


Fig. 2

Replacing the cutting unit assembly

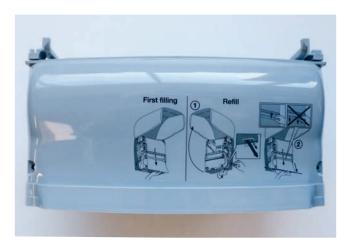


Fig. 1: cutting unit

First filling (1) Refill

Fig. 2

Tools used:

Phillips screwdriver, size PH1 slot screwdriver, size 2

Problem:

Paper jam; paper is cut badly or not at all.

Solution:

Clean the cutting unit, remove paper residues from the cutting unit or between the gears.

Open lid → Remove paper roll → Press the hand button back and insert the XIBU key (Fig. 2). Undo the two screws at the cutting unit (Fig. 3).

Push down the latches at the left and right with a flat-tip screwdriver to remove the cutting unit (Fig. 4).

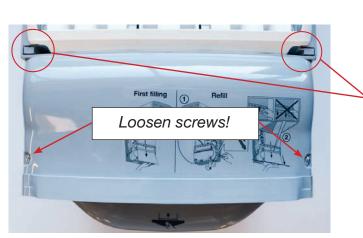


Fig. 3 Fig. 4



Replacing the cutting unit assembly





Fig. 2 Fig. 1



Fig. 3

Setting the position of the supply cogwheel using a screwdriver (Fig. 1 + Fig. 2).

Bring the blade of the cutting unit into exactly the same position as shown in Fig. 3.

Careful!

The position of the blade must not be changed when putting the cutting unit back in!

Fasten the cutting unit again with both screws.

Exchange the spring time interval

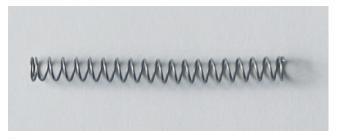
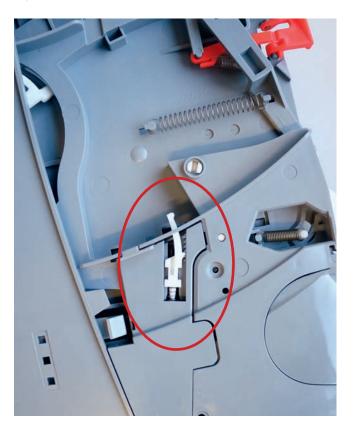


Fig. 1



Spare part name:

XIBU HTR-T D-Feder Zeitverz.

Article no.: 492012140000

Tools used: XIBU key



Request:

Time delay is too short or too long.

Solution:

Change the spring time interval.

Open the dispenser → press handle time interval and remove upwards (Fig. 2).

Remove the spring and replace it with the new spring time interval (Fig. 3).

Replace the handle and engage in the 1st position (at the very bottom) (Fig. 4).







Fig. 2 Fig. 3 Fig. 4

XIBU senseFRESHAIR



XIBU senseFRESHAIR

Article no. 411020135000

Fig. 1 XIBU senseFRESHAIR

Replacing the AF adjustment pin

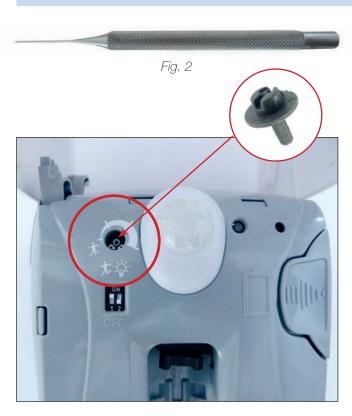


Fig. 3

Tools used:

Pin punch (Fig. 2 Needle nose pliers, XIBU key

Request:

The adjustment pin is broken



Solution:

Replace the adjustment pin

Push out the remainder of the adjustment pin by using the pin punch (Fig. 3)

Insert the new adjustment pin halfway and turn it completely to to the left. Take the adjustment pin out again using the needle nose pliers and then press it in again until it locks into position. (Arrow mark on the left side)

Spare part name: AF adjusting pin

Article no. 492011080000

XIBU senseFRESHAIR

Replacing the technical package assembly



Fig. 1

Fig. 2

Tools used: XIBU key



Open the dispenser with the XIBU key. Remove the battery tray from the technical package. (Fig. 1)

Remove the technical package by pressing on the lock. (Fig. 2 and 3)

Snap the new technical package into place on top and press it into the lower catch, ensure that it snaps into place and then reinsert the battery tray.

Spare part name: XIBU FRESHAIR techn.package Article no. 492011720000









Fig. 4: Baugruppe Technical package

Battery tray assembly



Fig. 5: Battery tray assembly

Request:

No blinking signal, dispenser without function

Possible causes: Batteries are completely empty, the battery springs are broken, the battery contacts are oxidised

Solution:

Replace the batteries and/or battery tray

Spare part name: XIBU FRESHAIR Batteriefach

Article no. 492012300000

XIBU XL senseFLUID



XIBU XL senseFLUID Article no. 411030107000

Fig. 1 XIBU xl senseFLUID

Technical package



Fig. 2 XIBU XL technical package

Spare part name: XIBU XL technikal package

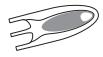
Article no. 492012180000

XIBU XL senseFLUID

Replacing the technical package assembly

Tools used:

XIBU key

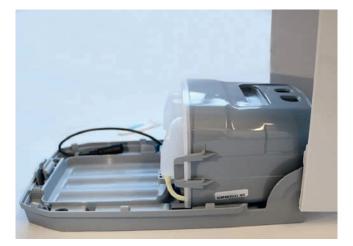


Request:

Spender ist ohne Funktion

Solution:

Exchange the technical package



Open the dispenser with the XIBU key.

Remove the battery compartment from the dispenser (Fig. 1).

Remove the technical package by applying pressure to the lock. (Fig. 2 + 3)

Insert new technical package from the top and press into the lower catch. Pay attention to clean locking - "click".

Then reinsert the battery compartment.





Fig. 2



Fig. 3

Installation of various XIBU dispensers using two-sided adhesive tape

Process:

- 1.) Clean the mounting areas (back wall and/or mounting panel in the area where the two-sided adhesive tape is to be applied and area it is to be glued to) with SPSE cleaning cloth for dispensers.
- 2.) Leave surfaces to air for approx. 30 seconds
- 3.) Attach two-sided adhesive tape as shown below
- 4.) Position the mounting panel and/or back wall and press the gluing areas together (for a minimum of 30 seconds)

foam disinfect



Adhesive tape, two-sided, foam/disinf

Article number: 492020140000

SEATCLEANER senseMOISTCARE



Adhesive tape, twosided, seatCLEANER

Article number: 492020130000

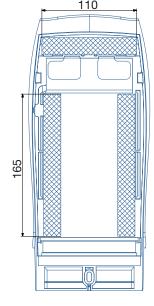
tissuePAPER



Adhesive tape, two-sided, 1.6 mm x 20 mm

(20 mm wide, 1.6 mm thick, on a roll)

Article number: 492020150000



Required tape length 440 mm

Installation of various XIBU dispensers using two-sided adhesive tape

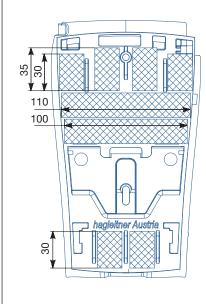
Adhesive solution for XIBU dispensers

freshAIR



Adhesive tape, two-sided, 1.6 mm x 20 mm

Article number: 492020150000



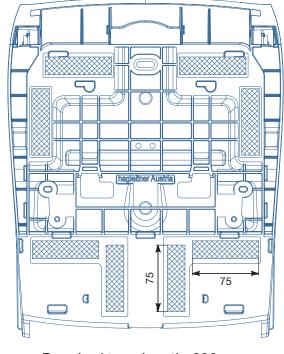
Required tape length 400 mm

multiFOLD



Adhesive tape, two-sided, 1,6mmx20mm

Article number: 492020150000



Installation of various XIBU dispensers using two-sided adhesive tape

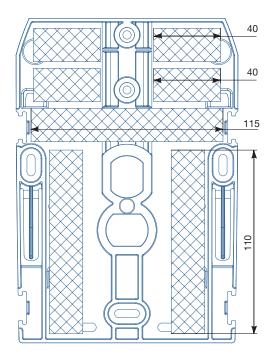
Adhesive solution for XIBU dispensers

XIBU XL senseFLUID



Adhesive tape, two-sided, 1,6mmx20mm

Article number: 492020150000



Required tape length 495 mm

Installation of various XIBU dispenser on mirrors

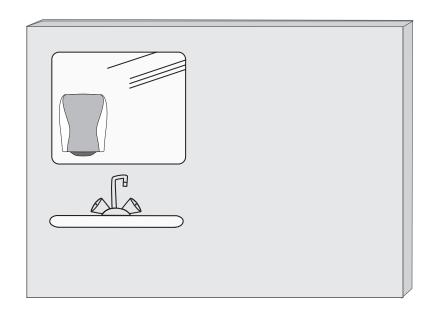
Screw mounting of XIBU dispensers on mirrors

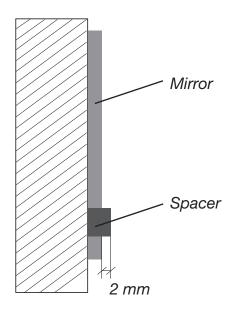
When screw mounting a XIBU dispenser onto a mirror, the customer has to provide the necessary spacers and recesses in the mirror.

Hagleitner does not give any warranty for the installation!











Recommendation for sizing:

Inner diameter: 5 mm

The hole in the mirror should be at least 4 mm larger than the outside diameter of the spacer.

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