

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 warrantee. 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.

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:

1. Do not pressure-wash the unit.
2. 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. Change filter every 6 months.

For a new filter contact your local dealer or contact us at support@alpinecorp.net

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

1. 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.
2. Confirm that the electricity at the main panel is switched to off before installing or maintaining the unit.
3. The unit must be protected by an independent circuit.
- 4.

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.

1. If hardwired, disconnect power source of electricity previously bought to the hand dryer location.
2. 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.
3. 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

4. Hold the template (supplied) against bare wall. Make sure that the line of template representing bottom of dryer is horizontal. Mark location of screws.
5. Remove shipping security screw located at center top of back-plate.
6. Use wrench (supplied) to remove the two mounting screws located at the side of the cover and lift cover up from base plate.
7. If electrical wiring entry is made from rear, remove the pre-formed knock-out from the base plate.
8. 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.
9. Attach cover to the base plate. Push bottom in first.
10. Replace screws previously removed from cover using wrench.
11. Restore power and test for proper operation.

HEMLOCK

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.

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

Freight, filter or any damage to the product caused by accident, negligent, misuse, vandalism, 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 Alpine industries.

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
support@alpinecorp.net

TROUBLESHOOTING

Dryer does not turn on

1. Check power to the unit and connections. Verify dryer is receiving the correct voltage at the Terminal Block (check dryer label on the outside bottom of the cover).
2. Adjust the sensor range (refer to wiring diagram sheet).
3. Check for loose, disconnected or improper wiring. Especially make sure that the sensor wires are well connected (refer to wiring diagram sheet).

If you did the 3 steps above and the dryer is still not working, place your hands under the sensor and check for the following:

4. If the blue LED light turns on then the Main Circuit Board needs to be changed .
5. If the blue LED light does not turn on the Sensor and Program Board needs to be changed, if after changing it is still not working the Main Circuit Board needs to be changed.
6. If after the above steps it is still not working the motor needs to be changed.

Dryer does not shut off

1. It may be mounted too close to a counter or object and has gone into lockout. If relocating appliance is not possible, adjust the range of the Sensor. Turn off power to dryer then turn the range adjustment on the program board counterclockwise towards low to decrease Sensor range (refer to wiring diagram sheet).
2. Check for loose, disconnected or improper wiring at Control Assembly (refer to wiring diagram sheet).
3. Replace Sensor and Program board.

Dryer does not always turn on, or turns on by itself

1. It may be mounted too close to a counter or object and has gone into lockout. If relocating appliance is not possible, adjust the range of the Sensor. Turn off power to dryer then turn the range adjustment on the program board counterclockwise towards low to decrease Sensor range (refer to wiring diagram sheet).
2. Check for foreign material on Optical Sensor next to Air Outlet.
3. Check for loose, disconnected or improper wiring at Control Assembly (refer to wiring diagram sheet).
4. Replace Sensor and Program board.

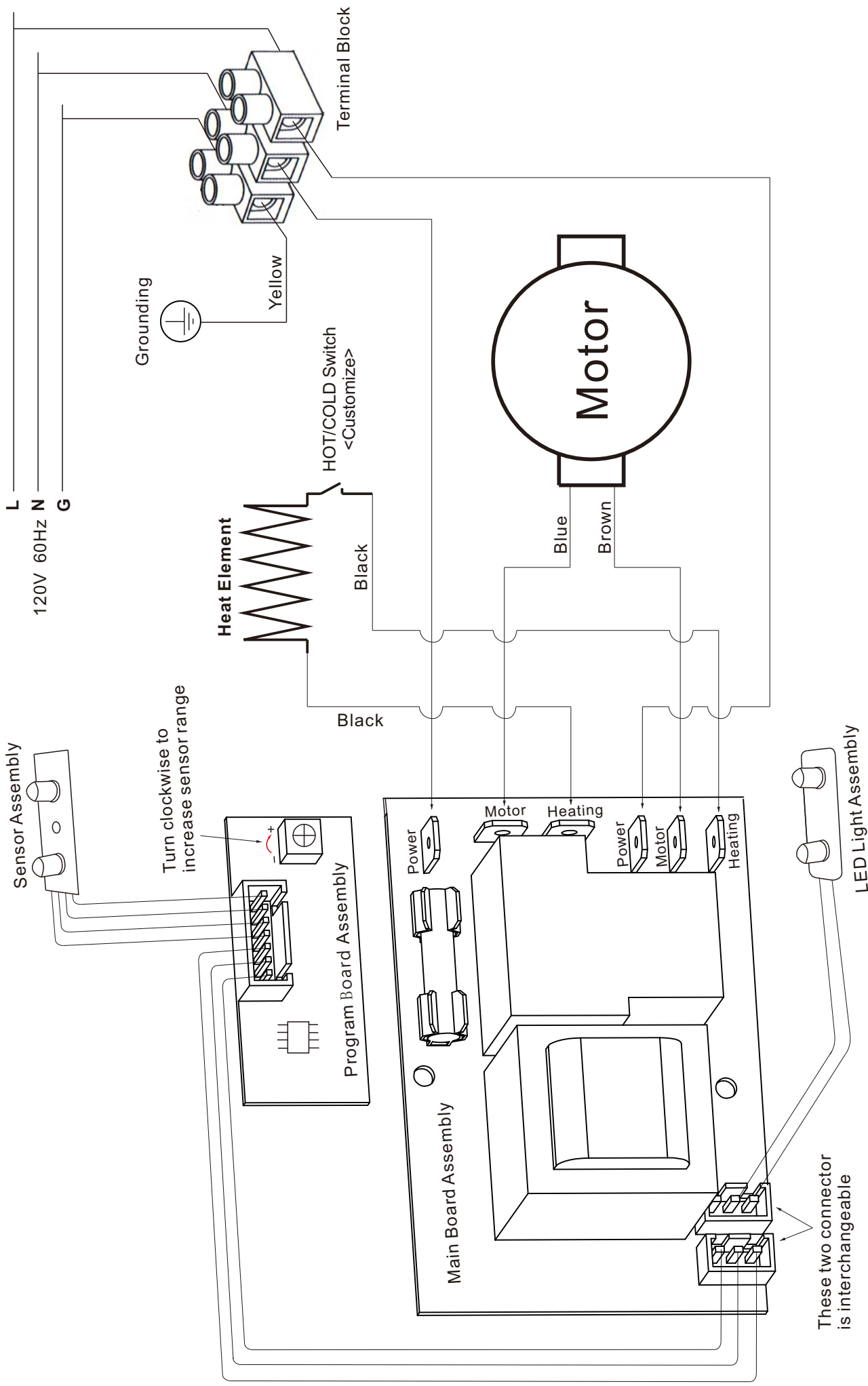
Dryer blows only cold air

1. Check heat setting on control (if supplied).
2. Check for loose connections to Heating Element (refer to wiring diagram sheet).
3. Replace Heating Element

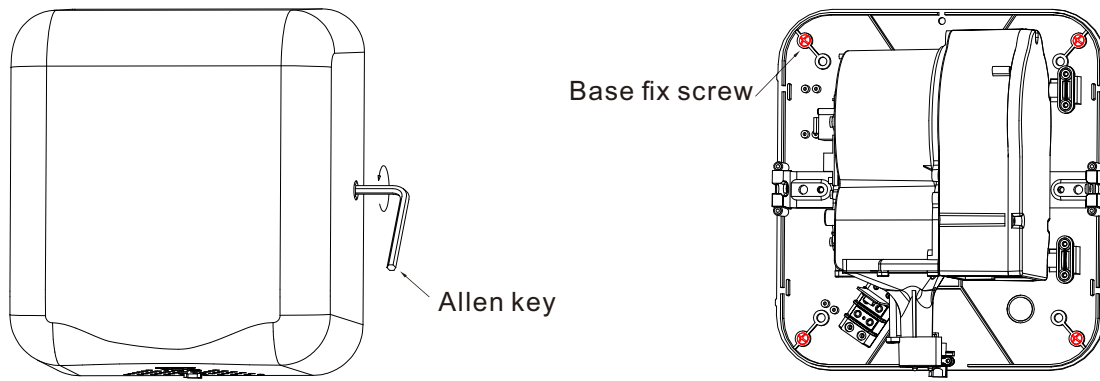
Dryer has loss of air volume

1. Check motor speed setting on control (if supplied).
2. Check for slow running Motor or burning smell. If so, replace Motor.
3. Check for lint buildup at the filter or air inlet holes. If so replace filter and clean air inlet holes.

Hand dryer diagram

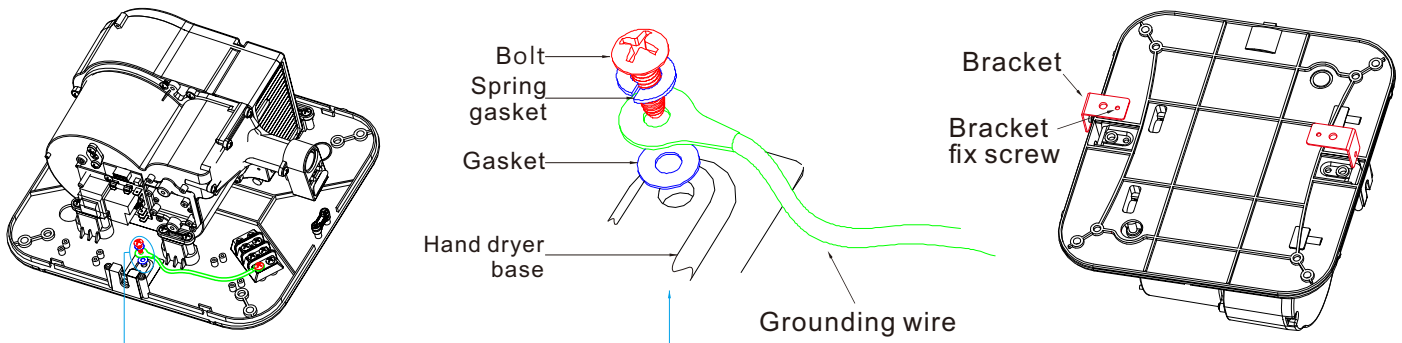


Open cover and take hand dryer from wall



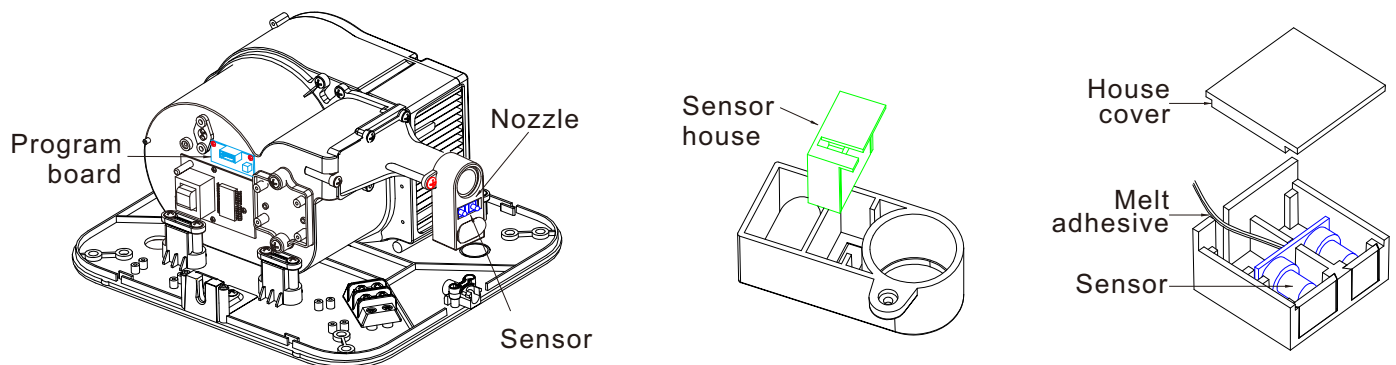
1. Remove and retain 2 side security hex cover screws by allen key then move the cover.
2. It is recommended to take hand dryer from wall ONLY when replace a new motor or two side cover fix brackets . Loose 4 base fix screw then take hand dryer from wall.

Replace cover fix brackets



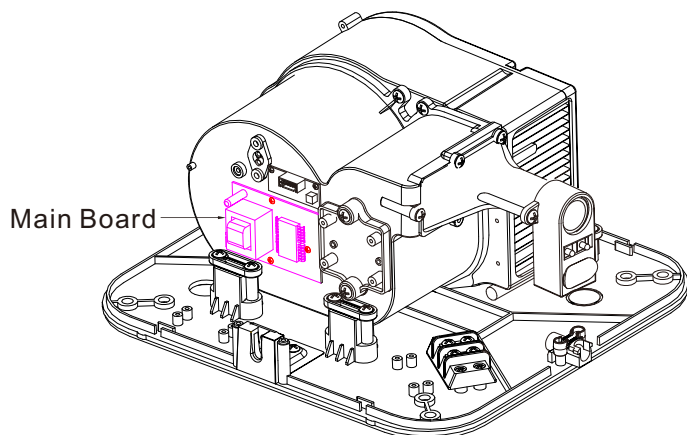
1. Remove grounding wire fixed on bracket by loosening screw(Be sure not to lose it and two gasket).
2. Loose two bracket fix screw from hand dryer base back.
3. Replace new bracket and please do not over tight.
4. Fasten grounding wire to bracket tightly and keep it as Base-->Gasket-->Wire-->Spring Gasket-->Bolt

Replace Sensor, Program board



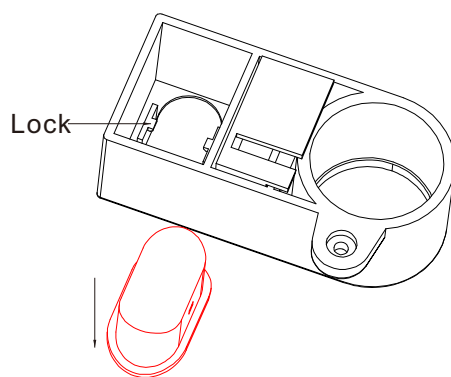
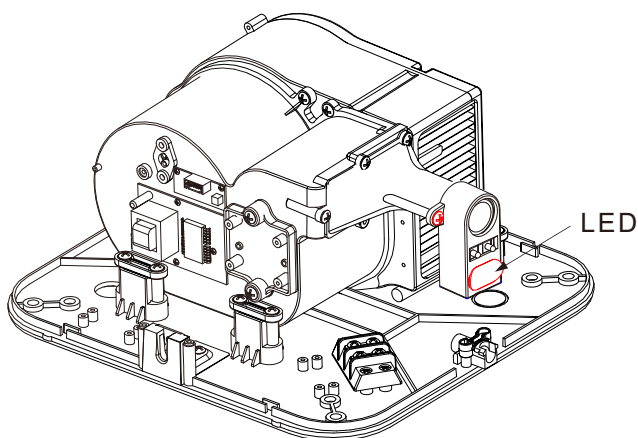
1. Remove nozzle by loosening the nozzle screw (be sure not to lose it).
2. Remove sensor from its house and disconnect it from program board and main board. The melt adhesive is only for safe transportation and no need to use it when replaces a new sensor.
3. Remove program board by loosening the two screws.
4. Connect new program board.
5. Connect sensor. Please take care not hurt the sensor board when replace a new one.

Replace Main circuit board



1. Disconnect all the wires from the circuit board.
2. Unscrew the 3 screws and remove the main board.
3. Connect new main board.
4. Reconnect all the wires (see Diagram on page 1).

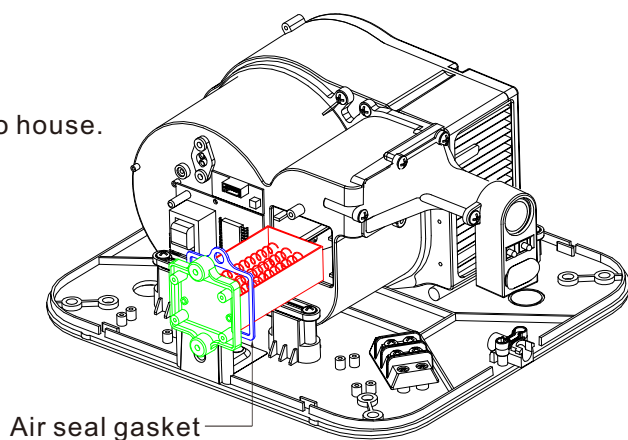
Replace LED



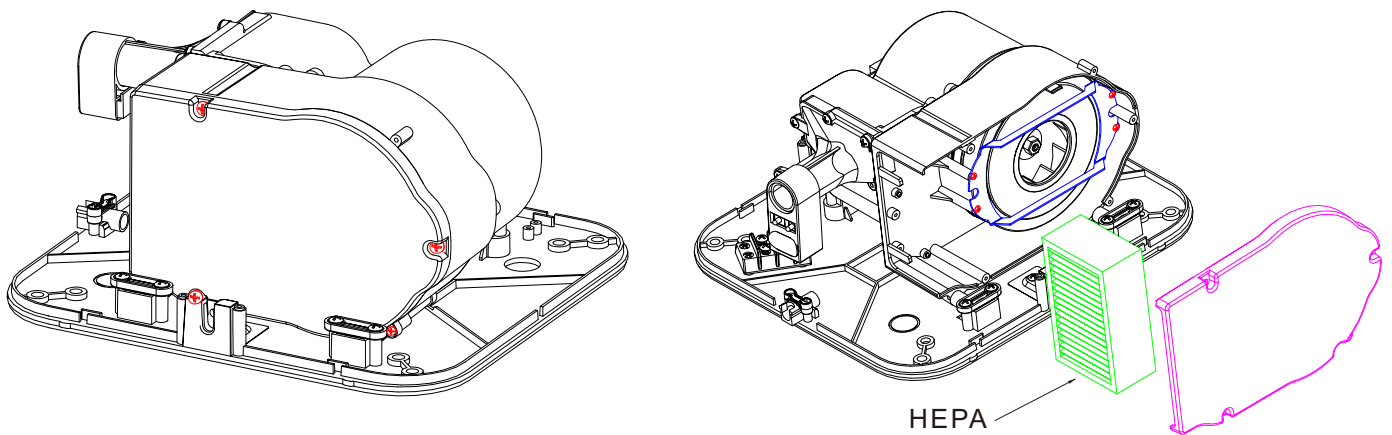
1. Remove nozzle by loosening the nozzle screw (be sure not to lose it).
2. Remove LED from LED house and disconnect it from the main board. It is recommended to use a slotted screw driver to push the lock out a little then push the LED down lightly.
3. Push a new LED from down to up until it is well locked. Connect new LED wire to main board.

Replace heat element

1. Disconnect two heat element wire from Main board.
2. Loose 4 screw on heat element holder then pull it out.
Be sure not to lose screw and the air seal rubber gasket.
3. Put air seal gasket on a new heat element then slide it into house.
4. Screw back heat element holder and do not over tight.
5. Reconnect wire to Main board as diagram.



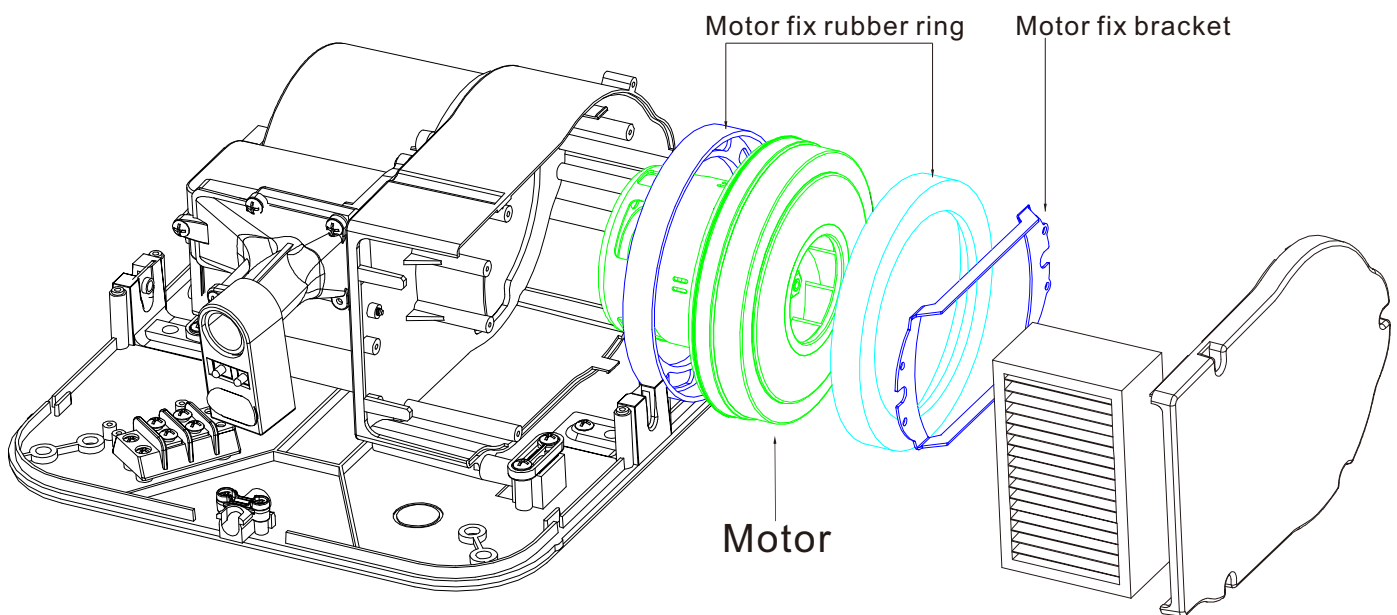
Replace filter or HEPA filter (If supplied)



If it is a normal air filter:
Just pull it out as it is soft. Then replace a new one.

If it is a HEPA air filter:
1. Remove air inlet right cover by loosening 4 screw(Be sure not to lose them).
2. Replace a new HEPA.
3. Replace over and do not over tight it.

Replace motor



1. Disconnect motor wire from motor to Main Board.
2. Move air inlet right cover by loosening 4 screw(Be sure not to lose them).
3. Move motor fix bracket and motor fix rubber ring by loosening 4 screw(Be sure not to lose them).
4. Pull out motor lightly and disconnect two wire. Be sure two wire goes through motor house hole smooth.
5. Replace a new motor and keep it well installed. It is important to install the two rubber ring evenly.
6. It is recommended to weld the wire on motor's two connection pin.
7. Pull the two wire from the motor house lightly.
8. Reconnect motor wire as diagram.

WALL

12 1/2"
(318mm)

