



Tork Intuition Hand Towel Roll Dispenser:
 H1 Intuition System: 309605 (Nickelite)
Dispenser Dimensions HxWxD (Inches):
 14 x 12.25 x 8.125 (36.83 x 31.12 x 20.64 cm)
Roll Towel Product Options:
 290094 - Tork Premium, White
 290095 - Tork Advanced Soft, White
 290092A - Tork Advanced, White
 290089 - Tork Advanced, White
 290088 - Tork Universal, Natural
 290087 - Tork Advanced, White

Parts

Part Description Replacement SKU





STRIKE PLATE FOR LOCK	
ADJUSTMENT TOOL FOR INTUITION	543434
INTUITION RIGHT REPLACEMENT ROLL ARM	INTII ARM
CASSETTE ASSEMBLY (motor, sensor, feed rollers, tear-bar, etc.)	3096CAS (White or Black) 9506CAS (Nickelite)
HOOD SWITCH (part of cassette assembly)	
INTUITION HOOD PIN (BLACK)	INT HOOD PIN (BLK)
INTUITION HOOD PIN (WHITE)	INT HOOD PIN (WHT)
TORK INTUITION HOOD ASSM WHITE	9606COV
TORK INTUITION HOOD ASSM BLACK	9609COV
TORK INTUITION HOOD ASSM NICKELITE	9605COV
TORK LOCK	200262-20
200261 KEYHANDLE FOR ALL TORK DISP (INC.WT)	200261 KEYHANDLE
200260 KEY FOR ALL TORK DISPENSERS	200260 KEY

Part Description with Replacement Instructions

Parts with SKUs listed are available for order as of the revision date on the manual. Contact an SCA Sales Rep or the SCA Tissue Quality Coordinator to order these parts.

If no SKU is listed, the availability of the part is unknown. Please contact the SCA Tissue Quality Coordinator for more information (see [Contacting SCA](#) section).

Replacement SKU	Description & Replacement Instructions
	<p>STRIKE PLATE FOR LOCK The strike plate is a small strip of metal that the lock engages when the cover is closed. If the plate is bent, it can prevent the cover from closing and locking properly. The strike plate can be removed with a Phillips head screwdriver.</p>
<p>543434</p>	<p>SCA TORK -ADJUSTMENT TOOL FOR INTUITION An adjustment tool is provided with all new dispensers, it is located on one of the roll arms.</p>
<p>INTII ARM</p>	<p>INTUITION RIGHT REPLACEMENT ROLL ARM Is the right side arm that holds the roll core. The arm can be removed by loosening the screws with a Phillips head screwdriver and sliding it sideways. The arm that holds the plug tip is not included. The plug tip arm is able to hold European (wider) and North American rolls. Make sure it is positioned with the "North America" label towards the towel roll.</p>
<p>3096CAS</p> 	<p>CASSETTE ASSEMBLY Replacement dispenser-drive mechanism/cassette for 309606-309609A. The cassette contains the motor, sensor, feed rollers, battery compartment, tear-bar, etc. The entire unit can be removed by removing the two large Phillips head screws that attach the cassette to the back of the dispenser case.</p>
<p>9605CAS</p> 	<p>CASSETTE ASSEMBLY Replacement dispenser-drive mechanism/cassette for 309605, Nickelite. The cassette contains the motor, sensor, feed rollers, battery compartment, tear-bar, etc. The entire unit can be removed by removing the two large Phillips head screws that attach the cassette to the back of the dispenser case.</p>
	<p>HOOD SWITCH The hood presses the hood switch when closed. This activates the cassette assembly and it enters its specified dispense mode. Not replaceable.</p>
<p>INT Hood Pin (Qtz)</p>	<p>INTUITION HOOD PIN (QUARTZ)</p>
<p>INT Hood Pin (Wht)</p>	<p>INTUITION HOOD PIN (WHITE)</p>

<p>9605COV (Nickelite™)</p> 	<p>SCA TORK INTUITION HOOD ASSM Replacement Cover Nickelite™ for 309605. See above for instructions. AVAILABLE THROUGH SCA CUSTOMER SERVICE ONLY.</p>
<p>200262-20</p>	<p>TORK LOCK - The lock can be replaced by removing the U-clip from the inside of the dispenser with a pliers or screwdriver.</p>
<p>200261 KEYHANDLE</p>	<p>SCA 200261 KEYHANDLE FOR ALL TORK DISP (INC.WT)</p>
<p>200260 KEY</p> 	<p>SCA 200260 KEY FOR ALL TORK DISPENSERS</p>
<p>3096HWK</p> 	<p>Direct Wire Kit for Tork Intuition Hand Towel Roll Dispensers - 309606-309609-309605 Plugs into any standard 110v wall outlet.</p>



Intuition™ Operating Instructions



Installation

1. Use provided hardware kit for installation. Any open slots in the back of the dispenser can be used for installation. Use proper safety measures when using power tools during installation
2. Be sure there are no conduits, drain pipes, duct work, gas pipes, etc. that could be damaged during installation
3. Mount dispenser 53 inches from floor to bottom of dispenser
4. Use bubble level inside dispenser to make sure dispenser hangs straight and level
5. Make sure back of dispenser is not bowed when installed. If back becomes bowed it could affect operation of dispenser

Battery and Paper Loading

1. Using key provided (on bottom of dispenser) open cover and locate battery compartment on bottom toward back of dispenser. See *Figure 1*.

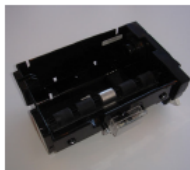


Figure 1

2. Open battery compartment by pushing in and up on compartment tab. See *Figure 2*.



Figure 2

3. Install 3 D cell batteries (provided) make sure they are firmly seated in the battery compartment and are all facing the proper direction. See *compartment cover for correct orientation*.
4. To check battery function, push manual feed button (see *Figure 4a*) or close cover to activate dispenser. If the batteries are not seated properly, the low battery light may begin to flash. If this happens, reset the dispenser by removing the batteries and reinserting them. If the low battery light continues to flash, replace the batteries with a new set.
5. Press the manual feed button. (*Figure 4a*) The rollers should move easily and freely.
6. Insert a roll of paper making sure the core of the roll is not crushed or damaged.
Note: If the roll looks slightly crushed, Straighten core and reinstall. Turn roll with your hand to make sure it moves freely and without resistance. Use only SCA Tork products in the dispenser. Use of other products may cause the dispenser to malfunction.
7. Feed paper over the top of the roll. Place end of paper in slot toward front of dispenser using finger slot to guide paper and press manual feed button. See (*Figure 4-3*). The paper should feed through the rollers.
Note: If the paper bunches up or folds, it will not feed through the rollers properly and may cause improper function of the dispenser. If paper fails to move easily through the rollers or the low battery indicator begins to flash, remove any paper from rollers and reinsert so paper moves through the rollers smoothly and freely.

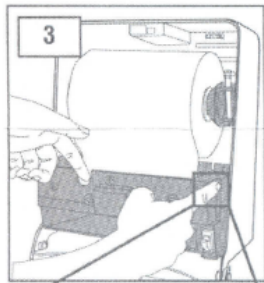
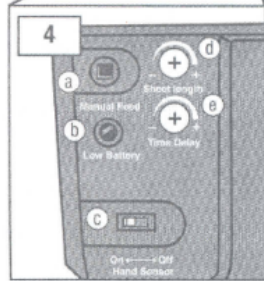


Figure 3



- a. Manual Feed
- b. Low Battery
- c. Hand Sensor On/Off
- d. Sheet Length
- e. Time Delay

Figure 4

Dispenser Adjustments

1. Once paper is loaded and moving freely and smoothly through the dispenser, you can make adjustments to sheet length and time delay. Use only the supplied tool to make adjustments. Use of other tools may cause damage to the dispenser.

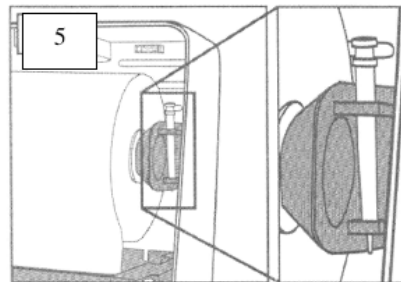


Figure 5

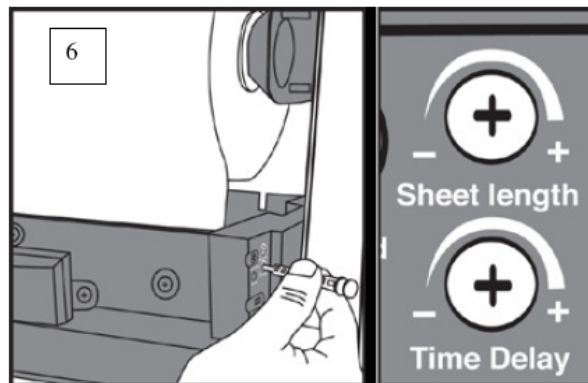


Figure 6

2. Using the supplied tool (See Figure 5), turn sheet length adjustment screw counterclockwise to decrease the towel size, or clockwise to increase the towel size. (See Figure 6)

3. Time delay can also be adjusted, but it is recommended that the factory setting be used. (*See Figure 6*)
4. The hand sensor feature ensures that one sheet dispenses as you wave your hand in front of the dispenser. If you want to use the dispenser in this manner, make sure the hand sensor button is in the *ON* position. If the hand sensor button is in the *OFF* position a sheet will dispense automatically after the previous one is used.
5. Once settings are adjusted to your preference, close dispenser door and ensure it is latched. Dispenser will not operate unless door is fully closed.

Care and Maintenance

1. The dispenser should be cleaned whenever paper dust or dirt becomes evident. To clean the dispenser:
 - Open dispenser and remove paper. Clear all paper from rollers.
 - Clean out by vacuuming, blowing with compressed air (wear safety glasses), or wiping with lightly damp, not wet, cloth.
 - Clean cover and hand sensor shield with a lightly damp, not wet, cloth.
 - *Do not* spray liquids into the dispenser. This may damage the dispenser electronics.

Tork Intuition Battery Life Tips

- Purchase good quality, name brand replacement batteries. You usually get what you pay for.
- Don't mix batteries. Never mix brand names or used batteries with new. Always install a new set of three when changing batteries.
- Write the install date on new batteries before placing them in the dispenser. People are amazed at how long batteries are actually in a dispenser when they go to replace dead batteries.
- Keep stock in a secure location. Sometimes battery consumption is not the dispenser it's staff that need batteries at home!
- Keep a record. If a dispenser seems to be using batteries too often or too fast, place a sticker inside the cover and write down the dates on that sticker when replacing the batteries. This will give a life history for each dispenser.
- Don't use paper rolls that are not in spec. Sometimes paper rolls can come in too wide. This is rare, but it can happen. Paper rolls that are too wide dramatically increase drag on the system, draining batteries much faster. If there is one case of paper with bad rolls, it can eat a set of batteries in short order, depending on usage/volume of the dispenser. Paper rolls should not measure wider than 7.79".
- Straighten any cores that are out of round when loading the dispenser. A round core on the paper means smoother dispensing and longer battery life.



Intuition[®] Dispenser Troubleshooting Guide



Concerns and Possible Solutions

Dispenser does not function

- Check the batteries. They may not be installed properly. See battery compartment cover for correct placement of batteries. Make sure they are firmly seated in the battery compartment and are all facing in the correct direction. If the low battery light begins to flash, reset the dispenser by completely removing the batteries and reinserting them. If the low battery light continues to flash, replace the batteries with a new set.
- Make sure cover is closed and latched. Dispenser will not operate unless the door is fully closed.
- Check hand sensor mode button, located on lower right side of open dispenser. Hand sensor button must be set to ON for hand sensor to work. (See figures 3 & 4.)

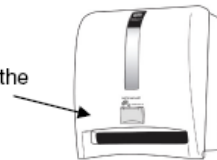


Dispenser cover does not close or latch properly

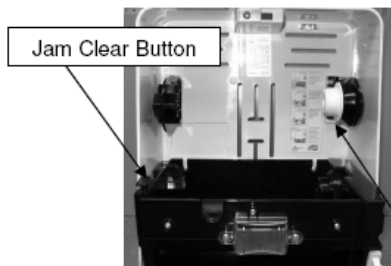
- If the lock is broken or not working properly you can get a replacement lock from your SCA Sales Person
- Cover hinges should operate smoothly and freely, if they are not this could keep the cover from closing properly. A replacement cover can be gotten from your SCA Sales Person.
- If the cover does not close properly or is not closed completely, the dispenser electronics will not work correctly

Dispenses 1 sheet and no more or works intermittently

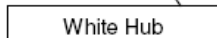
- Be sure you tear off a towel before trying to dispense another. The towel must be torn off before another one will dispense.
- Ensure screws used to install dispenser have not caused the back of the dispenser to warp. Warping may cause tear bar to stick and not activate properly. Mount dispenser using 2 top screws (left and right) and one center screw above cassette for best results.
- Tear bar may be sticking causing the microswitch to not activate properly. Insert your hand inside the dispenser mouth. Gently lift up with one finger until you feel the tear bar click upward. A towel should now dispense when you wave your hand in front of the sensor. If this happens, the tear bar is defective. Contact your SCA Sales Person to replace the cassette.



Paper is not dispensing properly or is jamming in dispenser



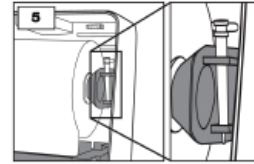
- If the paper roll core looks slightly crushed, round the core and reinstall. Turn roll with your hand to make sure it moves freely and without resistance.
- Use only SCA Tork H1 products in the dispenser. Use of other products may cause the dispenser to malfunction.
- If the paper bunches up or folds, it will not feed through the rollers properly and may cause the low battery indicator light to flash. If this happens, push gently down on the square jam clear button located on the top of the black cassette on the left hand side. Remove any paper from between the rollers and re-load the paper so it moves smoothly and freely through the rollers.
- Turn the white hub on the right hand roll arm. You should feel a good



amount of resistance. If it turns easily or spins the paper roll may be spinning too quickly and overspinning. Contact your SCA Sales Person for a replacement arm.

Towel is too short or too long

- Using the supplied tool, turn the sheet length adjustment screw clockwise to increase the towel length.
- Using the supplied tool, turn the sheet length adjustment screw counterclockwise to decrease the towel length. Towel length can be adjusted from 8" to 24"
(See figures 5 & 6.)



Time delay

- Time delay between towel dispenses can also be adjusted, but it is highly recommended that the factory setting be used. Factory setting is set to the shortest delay time, fully turned counterclockwise.
(See figures 5 & 6.)



Batteries draining quickly

- Check the batteries. They may not be installed properly. *See battery compartment cover for correct placement of batteries.* Make sure they are firmly seated in the battery compartment and are all facing in the correct direction. If the low battery light begins to flash, reset the dispenser by completely removing the batteries and reinserting them. If the low battery light continues to flash, replace the batteries with a new set. Batteries should last for approximately 40 rolls of paper.
- Make certain a high quality battery is being used. Battery quality can affect battery life.

Low battery light keeps turning on

- Small spikes in power can cause the low battery light to come on although batteries may not be fully depleted. Reset the dispenser by completely removing and replacing batteries.
- Light may go on when batteries are initially installed if they aren't seated properly. Remove batteries, check positioning, and replace firmly in housing. If light goes out, batteries are fine.
- Paper jams or wrinkled, bunched paper between the rollers may cause the light to come on. If this happens, push gently down on the square jam clear button located on the top of the black cassette on the left hand side. Remove any paper from between the rollers and re-load the paper so it moves smoothly and freely through the rollers.



Jam Clear Button

Cassette was just replaced and is not operating

- Mounting screws for cassette must be fully tightened or dispenser may not work properly.
- Make sure cassette is mounted firmly on the two mounting legs in back of dispenser.

Checking dispenser function

- Dispenser function can be easily checked prior to loading paper by inserting batteries then depressing the manual feed button located on the side of the dispenser cassette. When the button is depressed the rollers should turn freely and easily. This will also confirm that batteries are operating correctly.



Mounting Legs



For Questions or Additional Information: Call the SCA Quality Assurance Hotline 866-SCA-TORK (866-722-8675) or contact your local SCA Sales Representative. Please have dispenser date code (from label on inside back of dispenser) ready when you call.



**Tork® 309605 Intuition Dispenser
 with Nickelite™ Finish
 Maintenance and Care Instructions**



This dispenser has been manufactured using a process that applies a nickel coating on top of plastic. The resulting product is lightweight and dent-resistant. To protect the beautiful finish, care should be taken to use only recommended cleaning agents and procedures.

ACTIVITY	CLEANING SOLUTION	APPLICATOR	OTHER INSTRUCTIONS
Routine Cleaning	Mild liquid soap and water.	Non-abrasive sponge or soft cloth (recommend Tork 520 Premium Grey Multipurpose Cloth)	Wipe on with sponge or wet cloth and dry with soft cloth.
Remove Fingerprints	Ammonia based glass cleaners. Stainless steel cleaners.	Soft cloth (recommend Tork 520 Premium Grey Multipurpose Cloth)	Follow manufacturer recommendations.
Mineral Deposit or Hard Water Scale	Commercial lime remover (like CLR™) OR 5% solution of acetic acid (white vinegar)	Non-abrasive sponge or soft, non-abrasive cloth Rinse with clear water.	Use manufacturer's recommended dilution. Follow with metal polish, if necessary.
Surface Discoloration	Acidic based cleaners (see above) or metal polish cream	Fine grade/light duty Scotch Brite™ pad (or equivalent)	Lightly rub in direction of grain. Wipe clean immediately.

- ALWAYS:**
- ✓ Clean and polish in the direction of the grain.
 - ✓ Apply light pressure to avoid damaging the metalized coating.
 - ✓ After using cleaning product, rinse with water, then wipe dry with a clean, soft cloth.

- NEVER:**
- ✗ Use steel wool. It may damage the finish.
 - ✗ Use abrasive cleaners, cloths or sponges. Use only non-abrasive, light duty pads as recommended.
 - ✗ Allow chemicals to sit on finish.

RELATED TORK PRODUCTS:

The cover of this dispenser was protected in shipping with a Tork Premium 520 Multipurpose Cloth. This cloth is ideal for routine cleaning and for application of metal polishing products. Tork Wiping products and dispenser replacement parts are available through your authorized Tork Distributor.

ITEM NUMBER	DESCRIPTION
520378	Tork Premium Multipurpose Cloth, 520, Top-Pak, 15" x 16.5", 140/pak; 5/case
520371	Tork Premium Multipurpose Cloth, 520, Handy Box, 15" x 16.5", 280/box
9605COV	Replacement cover, Nickelite™ finish
3096CAS	Replacement dispenser drive mechanism/cassette

How to Identify:
3096CAS Plastic Intuition Cassette (309606 & 309608) vs.
9605CAS Nickelite™ Intuition Cassette (309605 & 459020A)

Rev. 2-4-09

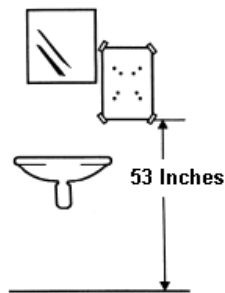
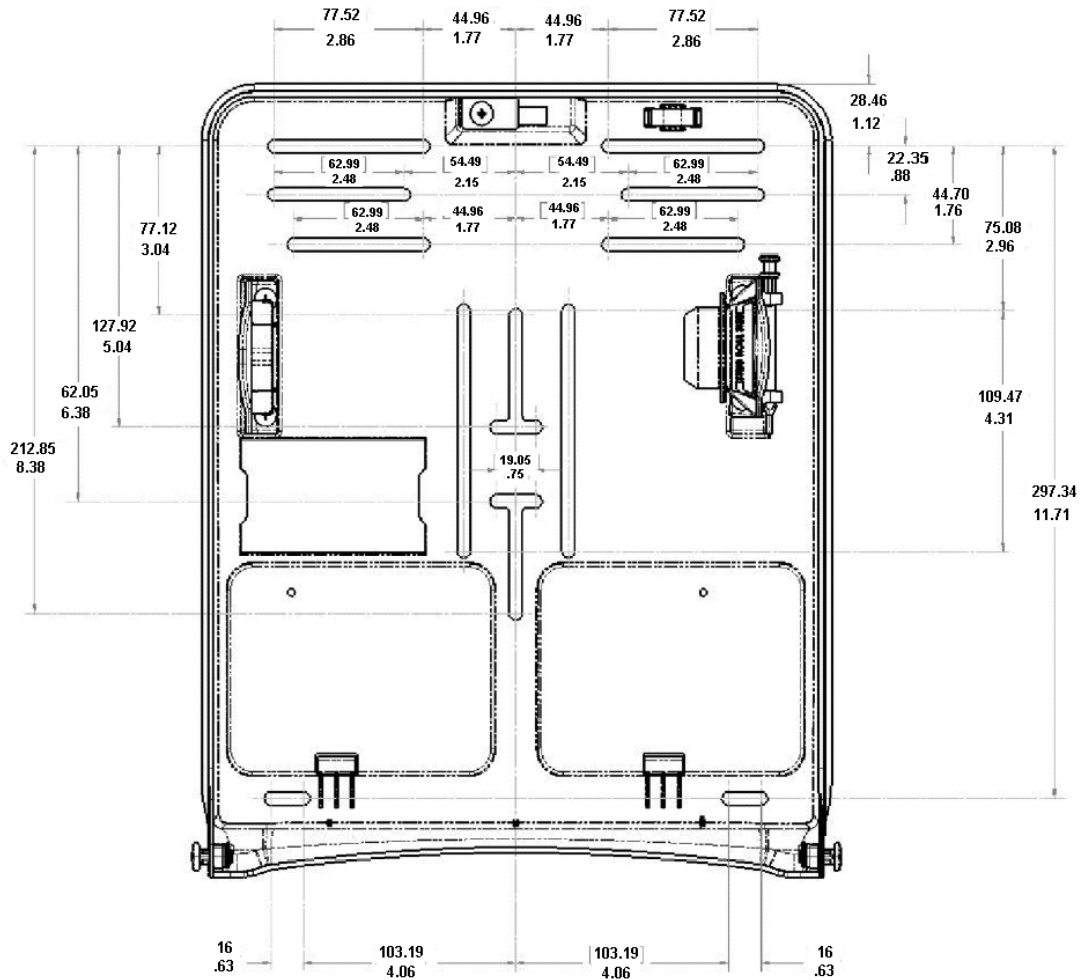
3096CAS Plastic Intuition Cassette (for 309606, 309608)



9605CAS Nickelite Cassette (for 309605, 459020A)



309605 - Tork Intuition Hand Towel Roll Dispenser Mounting Instructions



Mounting height
 The lower part of the dispenser should be 53 inches 135cm from the floor.