

Towel-Matic™

iTouchless®
innovation for everyone™

www.itouchless.com

Invented and designed by:
iTouchless Housewares & Products, Inc.
551 Foster City Blvd. Unit M, Foster City, CA 94404, USA
© Copyright 2007 iTouchless. All Rights Reserved.
Worldwide patents pending

Towel-Matic™

User Manual



Sensor Perforated Paper Towel Dispenser

iTouchless®
innovation for everyone™

1

INTRODUCING ... TOWEL-MATIC™ PERFORATED PAPER TOWEL DISPENSER

For years, people had hard time handling the paper towels. Unraveling sheets is just one of the problems. Touching the unused sheets makes tearing towels unsanitary. In most cases, two hands are needed to handle this simple task and it is inconvenient.

After years of research and development, iTouchless has invented the World's first and only universal automatic perforated paper towel dispenser – Towel-Matic™. Your approaching hand can auto-dispense all towel brands in either full sheets or the new half sheets. This patented dispenser does not unravel and guarantees one-hand operation without touching the unused sheets. It makes tearing towel sheets clean and mess free.

Contents of the box

- Towel-Matic Dispenser
- Fast Release Knob
- This User Manual

IMPORTANT: If your Towel-Matic does not work or you have additional questions or concerns, please contact iTouchless Customer Service at 1-800-660-7978 Monday to Friday from 9:30am to 5:00pm PST.

DO NOT RETURN THIS ITEM TO THE STORE OR RETAILER WHERE YOU PURCHASED IT.

ONE (1) YEAR LIMITED WARRANTY

iTouchless warrants the Towel-Matic to be free from defects in material and workmanship, for 1 year from the date of the original purchase with proof of purchase. We will repair or replace a new Towel-Matic thereof which fails as the result of such a defect during the warranty period. If a replacement product is sent, it will carry the remaining warranty of the original product.

This warranty is the customers' exclusive remedy for product defect and does not apply to:

- User modification
- Attachments to product by user that causes damage
- Any product, on which the seals and/or serial numbers have been broken, removed, tampered with, defaced or altered in any manner
- Damage caused by abuse, misuse, accident, water or theft
- Physical damage
- Loss of parts

Except as stated above, iTouchless makes no express or implied warranties as to any product in particular, makes no warranty of merchantability or of fitness for any particular purpose. iTouchless shall not be liable for consequential or incidental damages arising from any product defect. Our Liability is limited to the replacement of any defective product. iTouchless expressly disclaims all warranties not satisfied in this limited warranty. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty.

If Towel-Matic should fail during the warranty period, visit our website to request a Repair # before returning to us. WE WILL NOT ACCEPT A RETURNED PACKAGE WITHOUT THE REPAIR #. Remember to return package FREIGHT PREPAID by an insured carrier such as UPS and include a check of \$9.95 for return postage. We will not pay for any return postage fee.

Return Address:
iTouchless Housewares & Products, Inc.
551 Foster City Blvd. Unit M, Foster City, CA 94404, USA

Subject to the above conditions, we will repair or ship you a Towel-Matic within 30 working days after receipt.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and province to province. For more information, please visit our website at <http://www.itouchless.com>.

9

CLEANING & MAINTENANCE

Cleaning Towel-Lock system and Optical Scanner

Use compressed air duster to blow dust and towel residue off the system and scanner.

Cleaning control panel and other surfaces

Clean regularly with a damp cloth to wipe off dust and water residue left on surface. Dry immediately with a soft cloth such as the iTouchless Microfiber Cloth.

Cleaning the SENSOR

Use an extra soft damp cloth to wipe the SENSOR eye area regularly. Dry immediately with a dry soft cloth to prevent water mark and scratch on surface that will affect the performance.

IMPORTANT:

- Do NOT use chemical detergence – it will damage the surface.
- Do NOT use steel wool to wipe Towel-Matic, as it will scratch the surface.
- Do NOT use stainless steel cleaner or polisher to clean the control panel and base surfaces, as it will damage the protector of the surfaces.
- Avoid contact with water, salts and acids – these will discolor the Towel-Matic if left on for a long period of time.

PARTS OF THE TOWEL-MATIC

2

1. Sensor
2. Sheet Selector
3. Reset Bar
4. Non-Skip Base
5. Fast Release Knob
6. Universal Rod
7. Optical Scanner
8. Towel-Lock Roller
9. Battery Compartment
10. AC Adapter Jack
11. Control Panel



Figure 1

WARNING:

1. DO NOT tear sheet from the top. Always tear sheet(s) by gripping the bottom part then "lifting upward".(Fig.5)
2. Do not place Towel-Matic near any object or wall (5 inches away from its SENSOR).
3. Wait 3 seconds after turning on Towel-Matic for sensor calibration.
4. Do not wave your hand at the SENSOR; instead hold your hand steady 2 inches in front of the SENSOR.
5. Do not pull or tear a sheet while the sheet is dispensing (motor is running).
6. It is normal for the towel went in reverse first before dispensing (scanning perforations).

QUICK START GUIDE

1. Open BATTERY COMPARTMENT (Part 2) at the bottom of Towel-Matic. Insert four (4) D size alkaline batteries. Make sure the directions of the batteries are inserted correctly.
2. Perform the Towel Set-Up procedures (See next section).
3. Turn counter-clockwise to release the KNOB (Part 5) and install the paper towel roll with sheets rotating in a counter-clockwise direction. Turn KNOB clockwise until it is locked.
4. Push and "Hold" the RESET BAR (Part 3) to the left; align and insert the tip (about 1 inch) of paper towel sheet into the feeding slot. Then release the RESET BAR. (Fig. 3)
5. Slide the SWITCH to "ON" position
6. Hold your hand steady about 2-inch in front of the SENSOR (Part 1) to dispense one page towel sheet. (Fig. 4)
7. After the motor stops, grip the bottom portion of the dispensed sheet and tear with an "upward lifting" directional motion only. (Fig. 5)

Optional Accessories (Order online at www.itouchless.com)

- Wall or cabinet mounting bracket
- AC power adaptor
- Paper Towels
- and more

TROUBLESHOOTING

Problems	Causes / Solutions
Sensor over sensitive, Towel-Matic activates itself	Object or wall too close to the SENSOR / Move the Towel-Matic away from the object
Cannot tear sheet off easily at the perforated cut-line on towel sheets	Towel length is not set up correctly / Redo the Towel Set-Up procedures
Towel sheet would unravel during tear	Always tear towel sheets starting at the bottom of the towel with a upward lifting motion
Perforated cut-line is extended too far beyond the Towel-Lock system (more than 2 inches)	Towel length is not set up correctly/ Redo the Towel Set-Up procedure
Paper jam/Sheet not dispensing frequently	Paper towel sheet is too thin or too thick / Push and hold the RESET BAR, and clear the paper jam. Change to another towel brand.
Paper jam inside the Towel-Lock roller	Paper towel sheet is too thin / Cover the OPTICAL SCANNER while activating the Towel-Matic (put your hand 2 inches in front of the SENSOR). During the towel sheet is going in reverse, turn off power immediately (slide the SWITCH to "OFF" position). Then slide the SWITCH to "ON" position and repeat procedure until paper jam is clear. Change to a thicker towel or different towel brand.
Sensor is not sensitive, hard to activate the Towel-Matic	Towel-Matic will perform its sensor calibration in the first 3 seconds after it is turned to "SET" or "ON" position. Do not put hand or object within 4 inches of the Sensor as it will affect the sensor's sensitivity / Turn off power. Make sure no object is within 5 inches of the Sensor. Turn Towel-Matic to "SET" or "ON" position; wait for 3 seconds before putting hand or object in its sensor range.
No Power/No reaction	Battery low, battery inserted incorrectly, not iTouchless AC Power Adaptor is used / Check and change all 4 batteries to D size alkaline batteries (make sure they are same brand and type). Order genuine iTouchless AC adaptor.
No Power/No reaction No power when using AC Power Adaptor	Not iTouchless AC Power Adaptor is used. Batteries are still in use / Use only the iTouchless AC adaptor (part# ACTM) that is designed exclusively for the Towel-Matic. Remove all 4 batteries from the battery compartment.

MANUALLY ADJUST SENSOR TO A SHORTER RANGE

1. Slide the SELECTOR to "0" position.
2. While holding your hand about 4 inches away from the SENSOR, slide SELECTOR to "1" or "1/2" position. Keep your hand there until the LED indicator is off (about 3 seconds).
3. The sensor range will be shorten to about half of the original distance (2 inches).

NOTE: To reset the sensor range automatically, slide the SELECTOR to "0" position and wait for 2 seconds before sliding it back to "1" or "1/2" position. (Do not put your hand or an object within the sensor range)

FULL (1) PAGE SHEET DISPENSING MODE

Slide the SELECTOR to "1" position

Standard full page paper towel sheets are available in many sizes. Check Towel Sizes on Page 2 to select a useable size paper towel before selecting this mode. The sheet size is printed on package. IT WILL NOT FUNCTION CORRECTLY IF AN INCORRECT PAPER TOWEL SIZE IS USED.

- Step 1: Install paper towel roll (See Quick Start Guide) and slide SELECTOR to "1" position.
- Step 2: Put your hand about 4 inches from the SENSOR (Fig.4) to dispense a full sheet.
- Step 3: To access additional sheets repeat Step 2 after the sheet stops moving.

NOTE: In this mode, the maximum number of connected sheets that can be dispensed are two (2) full sized sheets. You must tear off the dispensed sheets before additional sheets can be accessed.

HOW TO TEAR PAPER TOWEL



Step 1: Gripping the bottom part of paper towel



Figure 2



Step 2: Tear in "lifting upward" motion



Figure 3



Step 3: Perfect tear from "bottom up"



Figure 4



Do not tear paper towel from the top

TOWEL SET-UP

You may use any brand perforated paper towel (standard full sheet or half sheet) with the Towel-Matic. To set-up the Towel-Matic to dispense your paper towel correctly, please follow the following steps.

1. Slide the SWITCH (part 2) on the control panel to "OFF" position.
2. Tear one towel sheet off your towel roll by the perforation line.
3. Push and "Hold" the RESET BAR (part 3) to the left, insert the single towel sheet through the feeding slot (between the Towel-Lock Roller (part 6) and back of Control Panel). Step 1
4. Slide the SWITCH to "SET" position, the LED indicator will stay on constantly.
5. Put your hand 2-inch from the SENSOR (part 1). The Towel-Matic will scan the length of the inserted towel sheet and store the setting in its memory. Make sure the sheet is smoothly and completely come through the feeding slot. Step 2 and Step 3

NOTE:

1. Redo the Towel Set-Up procedures if the towel sheets are not dispensed correctly or when you change a different length towel roll.
2. The setting will be kept in memory even if you turn off the Towel-Matic or change the batteries. If you keep using the same brand and length paper towel, there is no need to redo the Towel Set-Up.



Step 1: Tear one sheet off from the towel roll and insert into the feeding slot



Step 2: Put your hand about 2 inches in front of the SENSOR to activate the SCANNER



Step 3: Make sure the towel sheet went through completely and smoothly (2 inches)

TOWEL DISPENSING

Perform the Towel Set-Up procedures first. Towel-Matic will not function correctly if the Towel Set-Up is not performed accordingly.

- Step 1: Install paper towel roll (See Quick Start Guide) and perform the Towel Set-Up procedures.
 - Step 2: Slide the SWITCH to "ON" position.
 - Step 3: Hold your hand steady about 2 inches in front of the SENSOR
 - Step 4: (Fig.4) to dispense a towel.
- To access additional sheets repeat Step 3 after the first sheet

NOTE: The maximum number of two (2) connected sheets that can be dispensed. You MUST tear off the dispensed sheets before additional sheets can be accessed (Prevents unattended sensor activation). The LED Indicator will flash once every second to signal the need to tear off dispensed sheet.

LED INDICATOR

LED is off: It is turned off
LED is on constantly: Towel Set-Up Mode
LED is blinking once every 10 seconds: It is in "ON" position
LED is blinking once every second: Two (2) connected sheets have been dispensed and are required to be tear off before additional sheets can be accessed.
LED is blinking twice every second: The batteries are low on power. Replace four (4) new alkaline batteries immediately.