

Protect more. Clean more. Care more.

## TROUBLESHOOTING GUIDE

### EVNT1-HCW EVOGEN HI-CAPACITY TOILET SEAT COVER DISPENSER

	Problem	Correction	Comments
1	Unit will not dispense paper and does not show any lights	Open front cover and check that batteries are in properly. Verify power level on LED light, green is good, red needs replacing, no lights replace batteries.	After replacing batteries with new ones, if still no lights, contact customer service to send back unit.
2	Red light blinking	Product is empty, Replenish	Use recommended toilet seat covers, EVNT-3125 only
3	Green light blinking	Wrong product being used. Product not properly placed on pegs. Something is blocking sensor.	Use recommended toilet seat covers, EVNT-3125 only
4	Unit is dispensing automatically	Transmitter setting is too sensitive. Open Unit and place 2 filters over the transmitter.	Contact Customer service for filters.
5		Front lens may have come loose. Push back in or remove and reinsert .	Contact customer service to send back unit for repair.
6	Paper tears when pulling	Must pull down from center after complete stop. If there are creases or folds in the paper and stapling, replace with new sheets.	Drive roller not stopping on flat spot can be a misaligned micro switch. Contact customer service to send back for repair.
7	Motor turns, but drive roller does not	Set screw may have came loose. Tighten with a 5/64 allen wrench	May have to contact customer service to return for repair